

FISHHAWK COMMUNITY DEVELOPMENT DISTRICT III

DISTRICT OFFICE · 3434 COLWELL AVENUE · SUITE 200 · TAMPA, FLORIDA 33614

Starling Reclaimed Water

Update April 8, 2014

The purple boxes that are installed service two homes from one box, not everyone will get their own purple box.

Frequently asked questions

- Who will have access to reclaimed water? **All residents in Starling (CDD III):**
 1. Phase 1A=116 lots (May 1-31th)
 2. Phase 1B1= 75 lots (June 1-30th)
 3. Phase 1B-2= 46 lots (June 1-30th)
 4. Phase 2A= 68 lots (July 1-31st)
 5. Phase 2B-1=63 lots (July 1-31st)
 6. Phase 2B-2=63 lots (August 1-30th)
 7. Phase 2c-1= 23 lots (August 1-30th)
 8. Phase 2C-2=68 lots (August 1-30th)
- We strongly encourage all residents to complete the attached RCLM application and email to WaterDept@HillsboroughCounty.org. Please allow 30-days for the backflow and meter installation for connections in your Phase of Starling @ Fishhawk.
- Once your backflow and meter are installed, Utility staff will leave a **purple door hanger**. Please give the door hanger to your licensed contractor which will allow them to pull the irrigation connection permit.
- What is meant by it will be rolled out by sections, how do I know what section I'm in? What if I'm in one of the older sections but my house is just now being built. Do I have to wait? **This will be done in phases, please continue to check the website for updates <http://fishhawkcdd.org>. This will be done one section at a time; the sections are listed above and will be addressed oldest to newest. To know what section you are in, go to the property appraiser's website and look up your address at <http://www.hcpafl.org>. If the home is newly constructed after the lines have been accepted, then the irrigation will be connected as the house is being built.**
- What happens if the pipe is on the wrong side, is it true that some people's driveways will have to be dug up? Who will bear the cost for that, the homeowner or the builder? **If you believe that a connection is not installed or installed incorrectly, please contact your builder directly. Some homes may have a double connection in the reclaimed water box in the easement on their property and some may have no box. Everyone will have a connection, whether in the neighbor's box or their own. There will be a final walk-through of the connections and if any are missing, Hillsborough County Utilities will make any final installations.**

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- Why does it cost so much to hook up? My builder says they did everything and all I should need is a permit? **If the meter and dual check valve are not installed, Hillsborough County Utilities will bill the customer's account \$85 for the installation. Once those are installed, the homeowner will need to contact a licensed irrigation or plumbing contractor to connect their irrigation system to the reclaimed water. They usually bill between \$300 and \$500. The contractor/homeowner will pull a permit, connect the irrigation to the reclaimed water, and then it must be inspected. Once inspected, they will review and approve all connections.**
- Where can I find the list of approved contractors? **Copy and paste the link below into your web browser:**
<https://webapps.hillsboroughcounty.org/pgm/resources/onlineservices/contractors/ReportByContractorsType.cfm?licexdate=09%2F30%2F2012&chvcode=38054>
- Do I need a permit? **Yes. The contractor/homeowner will be responsible to pull the permit.**
- Do I need a meter? **Yes. After receiving the application to connect, Hillsborough County Utilities will install the meter and dual check valve then bill the customer's account \$85.**
- What rate applies to Starling, is it the flat \$9.00 fee or will it be a Residential metered usage charge per 1,000 gallons? **It will be the metered rate. Please see the attached rate schedule.**
- We encourage residents in all eight Phases to sign and return their RCLM application now so Utility staff can process and program the backflow & RCLM meter work orders within each phase.

Any additional questions please contact Mary at Hillsborough County Utilities 813-964-2704 ext. 43119

RATE SCHEDULE FOR WATER, WASTEWATER, AND RECLAIMED SERVICE

WATER CONSERVATION BLOCK RATES

Rate Block	Consumption in Gallons Per ERC	Purchased Water Pass-Through Consumption Charge Per 1,000 Gallons	Hillsborough County Water Charge Per 1,000 Gallons	Total Monthly Usage Charges Per 1,000 Gallons
1	0 – 5,000	\$2.93	\$0.68	\$3.61
2	5,001 – 15,000	\$2.93	\$1.89	\$4.82
3	15,001 – 30,000	\$2.93	\$3.16	\$6.09
4	30,001 – or more	\$2.93	\$4.73	\$7.66

CUSTOMER BILL CHARGE

<u>Customer Class</u>	<u>Per Bill</u>
• All customer classes	\$3.99

WATER

Monthly Base Facility Charge

ERC (1 ERC=300 gallons per day) is the amount of water a typical single-family household uses each day.

<u>Customer Class</u>	<u>ERC Charge</u>
• Residential	
Single-family	\$8.29
Master-metered	\$8.29/ERC

ERCs are derived for master-metered residential projects by multiplying the number of residential units by the equivalent factor of 0.5 ERC per unit for water.

• Commercial	\$8.29/ERC
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ERCs are derived for commercial projects by dividing the 12-month average daily water flow in gallons by 300 gallons per day.

ERC – Equivalent Residential Connection

MONTHLY WATER USAGE CHARGES

The Southwest Florida Water Management District (SWFWMD) has the responsibility to preserve and protect the water resources of the region. It mandated that all water utilities adopt a water conservation rate structure by January 1, 1993.

The County's approved water conservation block rates apply to all potable water sold by the County to all single-family residential, master-metered residential, and commercial class customers.

Water Conservation Block Rates

Master-metered residential water customers, such as apartments and mobile home parks, pay water conservation block rates based on 1) the number of units, or 2) the county-wide average usage of all master-metered accounts.

Commercial water customers pay water conservation block rates based on their annual average usage during the previous calendar year, computed as the customer's average usage per ERC.

WASTEWATER

Monthly Base Facility Charges

ERC (1ERC=200 gallons per day) is the amount of wastewater a typical single-family household uses each day.

<u>Customer Class</u>	<u>ERC CHARGE</u>
• Single-family residential	\$13.39
• Master-metered residential	\$13.39/ERC

ERCs are derived for master-metered residential projects by multiplying the number of residential dwelling units by 0.7 ERC.

• Commercial	\$13.39/ERC
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ERCs are derived for commercial projects by dividing the 12 month average daily wastewater flow in gallons by 200 gallons per day.

Monthly Wastewater Usage Charges

<u>Customer Class</u>	<u>Per 1,000 gals</u>
• All Customer Classes	\$4.31

Single-family residential accounts have wastewater usage charges capped at 8,000 gallons for a one-month billing period.

Master-metered residential accounts have wastewater usage charges capped at 8,000 gallons per month for each ERC of average monthly usage.

RECLAIMED WATER

Monthly charges

- Single-family Committed Class \$9.00
- Metered Residential Base Facility Charge \$3.94

Residential metered usage charge (per 1,000 gallons)

0 - 5,000	\$0.26
5,001- 15,000	\$0.42
Above 15,000	\$0.57

Monthly User Rates for Commercial, Multi-Family and Major Users are defined in the annual Rate Resolution

WATER CONSERVATION

For information on watering restriction and conservation, visit our website.

[Water Conservation & Restrictions](#)

To report suspected water restriction violation call (813) 224-8993.

SPECIAL SERVICE CHARGES

Read/turn-on for establishing or transfer of account	\$25
Delinquent collection fee - Each attempt to collect	\$10
Interrupt Service	
Water	\$15
Wastewater	Actual Cost
Restore Service	
Water, next working day	\$15
Same day (at customer request)	\$30
Wastewater, next working day	\$30
Emergency turn off/on	\$30
Verify illegal consumption	\$25 + usage
Reinstall meter	
5/8 inch through 1 inch	\$50
Larger than 1 inch	Actual Cost
Return Check/ACH Service Charge for	
Amount of Checks from:	
\$0.00 - \$50.00	\$25
\$50.01 - \$300.00	\$30
\$300.01 - \$800.00	\$40
\$800.01 – larger	5% of face value
Document recording costs	Actual Cost
Documentary stamps	Actual Cost
Re-read meter due to customer obstruction	\$20
Check meter reading by request of customer	\$20
Water volume test – 5/8” meter	\$25
Larger than 5/8” meter	Actual Cost
Bench test meter (customer request)	
5/8 inch - 1 inch	\$40
larger than 1 inch	Actual Cost
Special handling/delinquent & final customer agreements	\$30
Missing/cut locks	\$20
Missing/cut locking device	\$20
Missing meter fee <i>Pretap fee + estimated usage</i>	
Missing hydrant meter	\$500 + estimated usage
Removal of illegal connection	\$100 + estimated usage

PAYMENT MUST BE MADE IN OFFICE PRIOR TO TURN ON.

Service charges for after hours increase to actual cost for available services between 5 p.m. and 8 a.m. on normal working days (Monday through

Friday) and for all hours on holidays and weekends.

DEPOSITS

In order to establish service, a security deposit and connection fee are required at time of application. Deposit amounts vary by customer class and type of service. Failure to promptly pay monthly bills may result in a deposit increase up to three times the average monthly bill.

DEPOSIT WAIVERS

Residential – The County will consider a customer's credit report score, provided by Public Utilities Department consumer reporting agency, in lieu of a cash deposit.

Commercial - The County will accept a Surety Bond or a Letter of Credit in lieu of a cash deposit.

DEPOSIT REFUNDS

Single-family residential customers, who have established two years of service and have paid bills consecutively on time within the last 12 months, may request their deposit credited to their account. Deposits are applied to final bills when services are terminated or transferred to customer's new account.

DISHONORED PAYMENTS

Payments not honored by the bank must be collected immediately, or your service will be interrupted. Customers with dishonored payments are required to make future utility payments with cash, money order, certified check, or credit card.

SET UP NEW SERVICE

In order to set up new service, customers will be required to provide a social security number or to visit one of our customer service centers to provide proof of identification to set up service.

PAYMENT OPTIONS

Make your checks payable to:
Board of County Commissioners (BOCC)

WEB PAYMENTS:

Visit [Public Utilities Department](#) and click on "Pay Your Water Bill Online." You may pay by credit card (Visa, Mastercard, American Express, or Discover) or by check.

PHONE PAYMENTS:

To pay by phone using (Visa, Mastercard, American Express, or Discover), dial 276-8526.

E-CHECK (PC BANKING):

Check with your financial institution to initiate this process.

RECURRING PAYMENTS:

Visit [My Water Account](#) to apply for automatic monthly withdraw from your checking or savings account online.

MAILING PAYMENTS:

(Please do not mail delinquent payments or cash)

- Public Utilities Department
P.O. Box 30702
Tampa, FL 33630-3702

DROP BOX LOCATIONS: (No "cash" please) (All day Monday-Sunday)

- 332 N. Falkenburg Rd, Tampa
- 15610 Premiere Drive, Tampa
- Florida West Coast Credit Union
County Center Lobby
601 E. Kennedy Boulevard
(Monday-Friday 9 a.m. to 5 p.m.)

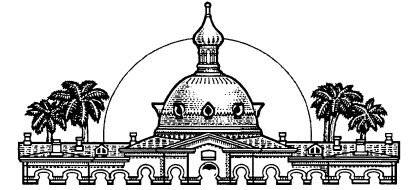
PAY YOUR BILL AT OUR BRANCH OFFICES:

(Monday-Friday 8 a.m. to 5 p.m.)

- 332 N. Falkenburg Road, Tampa
- 15610 Premiere Drive, Tampa

PAY YOUR BILL AT AMSCOT:

Hillsborough County Public Utilities' customers can now pay their water/wastewater bills at all Florida AMSCOT locations.



Hillsborough County
Florida

PUBLIC UTILITIES

Schedule of Rates

effective

JUNE 1, 2013

GENERAL INFORMATION

Visit our Website: [Public Utilities Department](#)

After-Hour Emergencies 744-5600
(Evenings and Weekends)

[Water Bill Calculator](#)

For specific information about PUBLIC UTILITIES services press (600)

Florida Relay Service 1- 800-955-8770

Customer Assistance 272-6680

EMAIL Address:
waterdept@hillsboroughcounty.org

FAX Number (Northwest Site) 264-8914

FAX Number (So. Central Site) 635-7387



PUBLIC UTILITIES DEPARTMENT

RECLAIMED WATER SERVICE CONNECTION PROCEDURES

Dear Homeowner:

Should you be interested in connecting to reclaimed water, please see the instructions below.

The actual hook up to the reclaimed water system is the sole responsibility of the individual property owner. A licensed plumber or certified irrigation contractor is the only professional permitted to make the connection. Please be careful when hiring someone to do the work by checking credentials and references.

To connect to reclaimed water services you will need to:

- Submit a Reclaimed Water Service Application to Public Utilities Department, Attn: Reclaim, 332 N Falkenburg Rd., Tampa, Florida 33619. **Billing will begin upon receipt of the application.**

After you submit a Reclaimed Water Service Application to Public Utilities Department, a dual check valve (dcv) which is a backflow prevention device, will be installed on the potable water meter. This device is mandated by the State of Florida and protects the integrity of the potable water system. For metered connections, a meter will also be installed. The cost for the dcv is currently \$60 for a 5/8" or 3/4" connection and \$150 for 1-inch connection. The cost for the reclaimed water meter is \$25.00. If a tap is needed, there will be an additional cost of \$140. **This cost will be placed on your next water bill.** The County will then place a purple door hanger on your front door notifying you that your plumbing or irrigation contractor may now apply for a plumbing permit and proceed with your reclaimed water connections. Your contractor must obtain a plumbing permit from the Developmental Services Division (formerly the Building Department) at County Center, 601 Kennedy Boulevard, 19th Floor, before you begin your connection into the reclaimed water connection box.

- It is the responsibility of the plumbing/irrigation contractor to adhere to the specifications and material standards required by the Developmental Services Division or Public Utilities Department.
- When your plumbing/irrigation contractor disconnects the irrigation system from the potable water line and connects it to the reclaimed water connection box, please do not cover the lines or activate service. **Call the Plumbing Inspector's office at 272-5648 and request an inspection.**

If you have any questions during the connection process, please call the Customer Service Section at 272-6680.

RECLAIMED WATER OPERATING GUIDELINES

Hillsborough County Public Utilities Department

The following outlines the approved uses, restrictions, and operating guidelines for reclaimed water to protect human health and the environment, as regulated by Federal, State, and/or County agencies.

1. **Approved uses for reclaimed water** identified in Florida Administrative Code (FAC) Chapter 62-610:
 - a) **Landscape irrigation** via an in-ground sprinkler system.
 - b) **Cooling water, wash water, or process water** at industrial facilities per DEP Rule 62-610.650 FAC.
 - c) **Irrigation of edible crops.** Direct contact (application) is allowed on crops that will be peeled, skinned, cooked, or thermally processed before consumption is allowed, such as tobacco or citrus. An indirect application method, such as ridge and furrow irrigation, drip irrigation, or a subsurface distribution system that will preclude direct contact of the crops, is allowed for edible crops that are **not** peeled, skinned, cooked, or thermally processed before consumption.
 - d) **Aesthetic purposes.** Reclaimed water may be used in decorative pools, fountains, ponds, and other aesthetic features. An aesthetic feature that is a water of the state or will discharge to waters of the state is subject to compliance with Chapter 62-650 F.A.C.
 - e) **Toilet Flushing and Fire Protection** for commercial or industrial processes as per DEP Rule 62-610.476 FAC.
 - f) **Dust Control** at construction sites per DEP Rule 62-610.478 FAC.
 - g) **Other reuse applications** such as washing of vehicles, roads, sidewalks, and outdoor work areas and mixing of concrete as per DEP Rule 62-610.480 FAC. Reclaimed water shall **not** be used to fill swimming pools, hot tubs, or wading pools.
2. **Customer's irrigation system.** Reuse customers shall install and maintain both a **cut-off valve** on the customer's side of the service connection and an operable automatic rain sensing **shut-off device**, per County Ordinance 94-12. Customers shall maintain their irrigation systems in proper working condition and adjust sprinklers and timing schedule to preclude reclaimed water from pooling or draining onto adjacent properties, streets, storm sewers, or water bodies.
3. **Separation distance.** A separation distance of 75 feet is required between a potable water well and the reclaimed water spray area. Low trajectory nozzles are required for any areas irrigated by reclaimed water within 100 feet of public eating, drinking, or bathing facilities.
4. **Potable water protection.** To protect the public potable (drinking) water supply, the customer shall install and maintain a reduced pressure principle backflow prevention device at points of connection where the customer's potable system is connected to the public potable water main.
5. **Cross connection protection.** The customer's reclaimed water system shall be completely isolated and may not be linked by valve or direct connection to any other water source including the public water supply, any groundwater well, or lake withdrawal system. Cross connections or dual connections with other potable or non-potable water sources are **not** allowed.
6. **Identification of pipes, valves, etc.** All reclaimed water pipes, valves, and outlets shall be color-coded purple or appropriately tagged or labeled in English and Spanish: "Do Not Drink –No Beber" together with the equivalent standard international symbol to differentiate reclaimed water from domestic or other water sources and to inform the public that the water is not intended for drinking.

Signage: The customer shall post County approved advisory signage notifying the public of the use of reclaimed water in accordance with DEP Rule 62-610.468(2) – (5), at their facility entrances and intermittently throughout the zone of application. The County will provide the appropriate signage to the customer.

RECLAIMED WATER APPLICATION



Hillsborough County
Florida

ACCOUNT NUMBER _____

NAME _____
(Last) (First) (MI)

ADDRESS: _____
(Street Address)

(City) (State) (Zip)

SUBDIVISION Starting at Fishhawk Phase _____
Look up your phase at <http://www.hcpafl.org>

PHONE: _____

EMAIL: _____

NOTE: Parcel Owner must read and sign the Release from Liability Statement on this application. Billing will begin upon our receipt of this application.

Applications should be mailed to:

PUBLIC UTILITIES DEPARTMENT
ATTN: RECLAIM
332 N FALKENBURG RD
TAMPA, FL 33619

Signature: _____ Date: _____
(Resident/Home Owner)

I hereby apply for reclaimed water service at the service address referenced on the front of this application and agree to pay all charges legally assessed by Hillsborough County for providing such service. By accepting reclaimed water service, I acknowledge the necessity and authorize the County to enter upon the property for the purpose of inspecting all reclaimed water piping, fittings and appurtenances located on the property and installing, or disconnecting reclaimed water service.

I understand that the use of reclaimed water is strictly regulated (as outlined in the County's Guidelines for Proper Usage) and its proper application is limited to turf grass irrigation, flower garden irrigation, car washing, driveway washing, roof washing, and exterior home washing, via in-ground sprinkler systems that are approved by the Hillsborough County Development Services Division.

I understand that my domestic water meter line will be modified to include a dual check valve which prevents the water from my water heater or plumbing system from back flowing into the County's water system and that I am responsible for any thermal expansion that may result and should follow the manufacturer's recommendations for testing and maintaining my water heater's Pressure and Temperature Relief (PTR) Valve (also known as a "pop-off" valve) since pressure relief by expansion into the County's water system is no longer possible.

I understand that the County will discontinue the provision of reclaimed water services at the referenced service address following receipt by the Public Utilities Department of a written request for such discontinuance, signed by an authorized representative of the applicant.

I agree to indemnify, defend and hold harmless the County and its agents and employees from and against all liabilities, claims, damages, losses and expenses including attorney's fees connected with the use of reclaimed water provided by the County to the above service address or the failure of my water heater's PTR valve, resulting from my negligence, the negligence of my agents, employees or invitees, excluding any liabilities, claims, damages, losses, and expenses resulting from the sole negligence of Hillsborough County, its employees or agents.

(Authorized Signature) (Date)

(Printed name and title of signer)



Bob Henriquez

Hillsborough County Property Appraiser

www.hcpafl.org

PROPERTY RECORD CARD

FISHHAWK CDD III

Mailing Address

C/O RIZZETTA & COMPANY INC, 3434
COLWELL AVE STE 200
TAMPA, FL 33614-8390

[APPLY FOR HOMESTEAD EXEMPTION ONLINE](#)

PIN: U-20-30-21-9T9-000000-P0001.0

Folio: 088078-3842

Prior PIN: U-20-30-21-9PB-000043-00001.0

Prior Folio: 0808801158

Tax District: U UNINCORPORATED

PROPERTY USE: 8900 MUNICIPAL

Plat Book / [120 / 116](#)

Page:

Neighborhood: 725001.00 | Fishhawk/Riverhills Area

Subdivision: 9T9 | STARLING AT FISHHAWK PHASE 1B-2 1ST PARTIAL
REPLAT