PINELLAS COUNTY UTILITIES

Utilities Policy Manual

Effective: May 6, 2025
Revision 2026

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Vision – Pinellas County Board of County Commissioners

To be the standard for public service in America.

Mission – Pinellas County Board of County Commissioners

Meeting the needs and concerns of the community today and tomorrow.

Pinellas County Utilities (PCU) aligned its mission, vision, and values with the Pinellas County Board of County Commissioners (PCBCC). PCU's mission is reflective of our commitment to reliable services.

PCU Vision

To be the premier water utility focused on exceeding customer expectations through value-driven, innovative services.

PCU Mission

To provide reliable, safe drinking water, wastewater, and reclaimed water services to our Pinellas County Community.

PCU Values

Water Quality
Adaptability
Technology & Innovation
Efficiency
Reliability & Resiliency

1. Introduction

Pinellas County (County), located on the west coast of Florida, is a peninsula with the Gulf of America on the west and Tampa Bay on the east. The central and northern portion of the County has rolling countryside with elevations up to 60 feet above sea level. The total land area is 274 square miles, making Pinellas County the second smallest Florida county by land area. With a total population exceeding 900,000, Pinellas County is Florida's sixth-largest county by population, but the most densely populated county in Florida.

1.1 Water System Background

The Pinellas County Water System was established in 1935 by Florida's Special Legislative Act (Chapter 17644) and supplemented by Special Acts of 1939 (Chapter 20066) and 1953 (Chapter 29442), which gave the Pinellas County Board of County Commissioners (Board) the authorization to construct and operate a nonprofit water system. The original water system was constructed to serve the Gulf beach communities, which had experienced several failures in drinking water production.

In 1953, the Pinellas County Water System leased the 1800-acre Eldridge-Wilde Wellfield, located in northeast Pinellas County and northwest Hillsborough County. In 1956, the first phase of the wellfield and the S.K. Keller Water Plant (Keller) were placed in service. Five years later, new wells and an addition to Keller were placed in operation. In 1998, the County sold its drinking water wellfield to Tampa Bay Water (TBW), resulting in a partnership that redefined the West Coast Regional Water Supply Authority as a true regional utility. Today, Pinellas County Utilities (PCU) purchases all its water supply from TBW, provides additional treatment, and distributes a finished water product to customers.

1.2 Wastewater System Background

Inadequate wastewater facilities presented another problem for Pinellas County's growing population. Through the late 1950s, a sizable proportion of the County's total population remained unconnected to a central wastewater system. In 1960, the South Cross Bayou Sanitary District was created, the first of many such districts aimed at expanding wastewater service across the County. In 1969 and 1970, all sanitary districts consolidated into the Pinellas County Sewer System. Along with municipal wastewater facilities already in existence, the Pinellas County Sewer System helped resolve the sewage treatment problem, per the Clean Water Act. The South Cross Bayou Advanced Water Reclamation Facility serves southern Pinellas County. The Dunn Water Reclamation Facility serves northern Pinellas County.

1.3 Reclaimed Water System Background

The Pinellas County reclaimed water system was established in 1997 by Ordinance No. 97-103, which amended Pinellas County Code by adding a new Article III of Section 126, titled "Reclaimed Water System." The ordinance intended to establish the use of reclaimed water within Pinellas County according to environmental regulations. The reclaimed water system within the PCU's retail water service area was established as a benefit to the community by reducing the amount of drinking water used for non-potable uses, such as irrigation.

1.4 Establishment of Pinellas County Utilities

PCU is a County-owned, self-supported public utility that provides safe drinking water, advanced wastewater treatment, and reclaimed water. The water, wastewater, and solid waste departments operated as Pinellas County Utilities until 2012 when the Solid Waste and Utilities programs joined with Public Works as the Department of Environment and Infrastructure (DEI). DEI dissolved in 2016 and Utilities, Solid Waste, and Public Works were separated as stand-alone departments. Funding to support PCU's operating, replacement, and renewal costs and debt service is accounted for under separate enterprise funds.

1.5 Overview of the Utilities Policy Manual

PCU provides access to affordable utility services, while also generating enough revenue to protect public health, cover operating costs, and address aging infrastructure needs. PCU provides equity between existing and new customers, and those who directly benefit must pay the costs of requested utility services. This Utilities Policy Manual is designed to be a reference resource of policies, outlining the procedures followed by PCU for the services provided.

This manual is subordinate to any ordinance, right, or obligation that exists. Existing law will have precedence over this document. Periodic review and updates will take place on a biennial basis, or as new legislation is adopted by the Pinellas County Board of County Commissioners. Document revisions are captured on the last page of the manual.

2. General Overview

2.1 Organization

The Pinellas County water and wastewater systems were created by special acts of the Florida Legislature and by Florida State Statute, respectively. These County-owned systems, under the Pinellas County Board of County Commissioners (Board), are organized as Pinellas County Utilities (PCU), with a designated director who is assigned responsibility for the operation, including the establishment of technical design standards and specifications. As a collection of enterprise funds, PCU receives no tax revenue nor contributes to the County's general fund, except for payment for services rendered by other agencies of the County.

2.2 Area of Jurisdiction

Currently, PCU serves water, wastewater, and reclaimed water customers primarily in the unincorporated areas of Pinellas County, but also in additional areas, as established by Board resolutions.

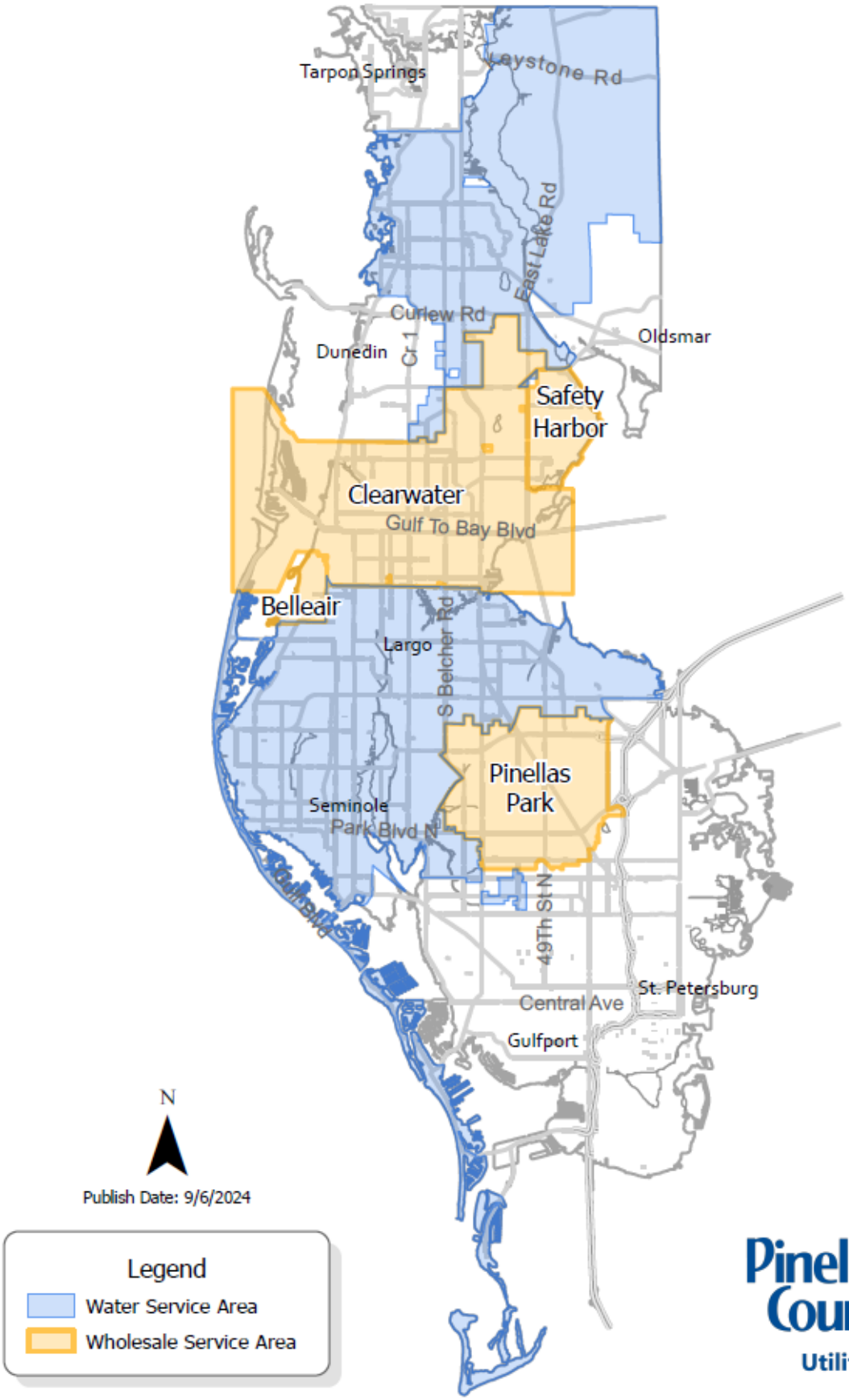
The PCU water distribution system provides retail water within 14 communities and in most of the county's unincorporated areas. Wholesale water service is provided to the seven cities. The total retail accounts exceed 113,000. Wholesale water customers, serving a total population of more than 250,000, receive water from PCU's water distribution system.

The retail wastewater service, with more than 80,000 accounts, serves 300,000 residents. The North County collection system serves unincorporated areas of Pinellas County, including Palm Harbor and East Lake. The South County collection system serves retail and wholesale customers in most of the unincorporated area south of Ulmerton Road, and several municipalities.

Pinellas County Utilities has more than 22,000 reclaimed water accounts, in the unincorporated and incorporated parts of the County, including the beach communities from the Sand Key area and all beach cities, south to Treasure Island, as well as unincorporated Tierra Verde. The County also provides wholesale reclaimed water in bulk at a reduced rate to the cities of Pinellas Park, South Pasadena, St. Pete Beach, and the Town of Belleair.

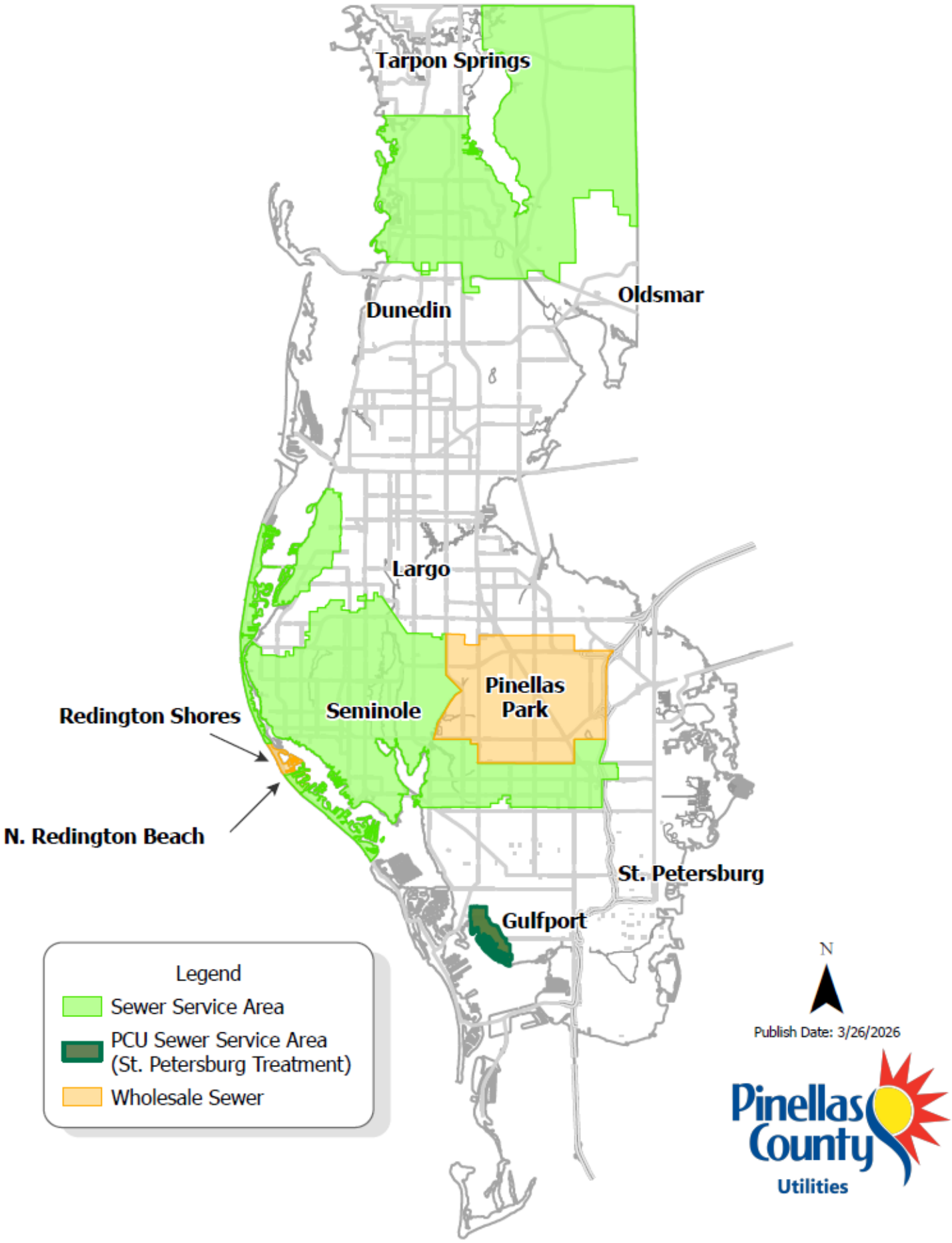
The potable, wastewater, and reclaimed water service areas – both retail and wholesale – are depicted on the following maps.

Pinellas County Utilities Water Service Areas



Pinellas County Utilities

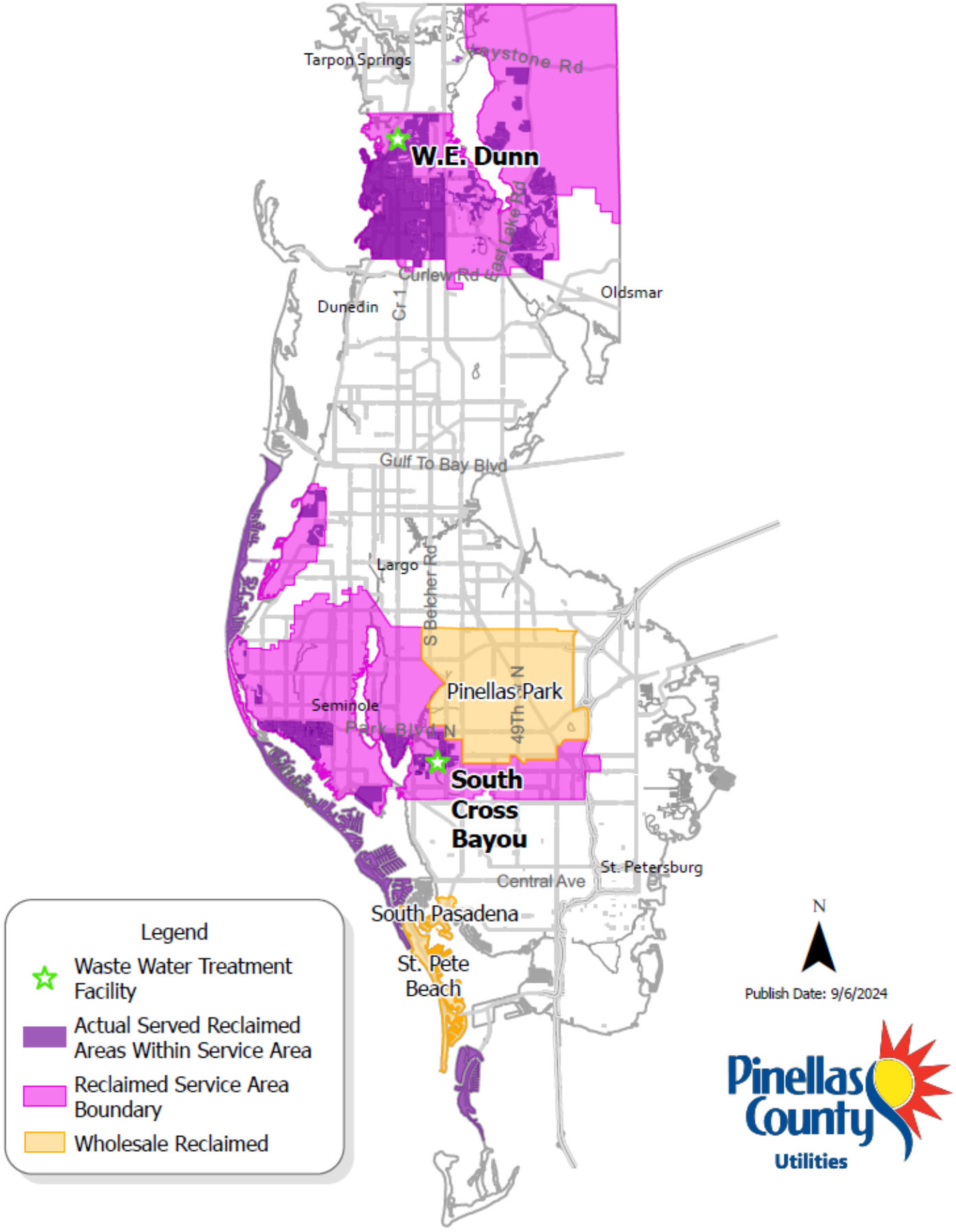
Pinellas County Utilities Sewer Service Areas



Publish Date: 3/26/2026

Pinellas County Utilities

Pinellas County Utilities Reclaimed Service Areas



2.3 Utility Services

PCU strives to provide high-quality services to its customers, in keeping with industry standards, best practices, and the policy goals of the Board. Service interruptions and variations in delivery can occur for many reasons, including, for example, meeting periodic maintenance requirements of the systems. While PCU provides its various services at its points of connection to customers, each customer is responsible for protecting their own private property and ensuring they are adequately prepared for the possibility of service interruptions.

2.4 Customer Responsibilities

For the purposes of this manual "owner" and "customer" are synonymous, except in cases where a tenant creates an account in their own name.

The owner is responsible for:

- Maintenance of drinking water plumbing from the customer side of the meter, including the building plumbing. PCU may disconnect service to any property that does not maintain the plumbing in good working order.
- Maintenance of all wastewater plumbing from the building to the property lot line, including the house plumbing, to minimize inflow and infiltration, and prevent stormwater from entering the wastewater system.
- Maintenance of all reclaimed water plumbing to the reclaimed water meter or box. This includes ensuring that the wye strainer is clean and free from debris.
- Maintenance of the area around meters to allow unimpeded access, including removal of barriers such as landscaping, vehicle obstructions, pets, etc.
- Payment of base charges for service availability, as well as payment for any drinking water passing through the meter, or any excessive stormwater or groundwater entering the owner's building wastewater system due to poor building wastewater system condition (Sections 5.2.2 and 5.4.2).
- Knowing and understanding the policies governing year-round or seasonal conservation measures for potable and reclaimed water, as found on the PCU website. Failure to comply with these measures may result in enforcement actions and citations, up to and including termination of utility service. Customers can request up to a 60-day New Sod & Landscape Establishment Exemption from water conservation compliance efforts by submitting an invoice for new plant material, as found on the PCU website.
- Protecting the safety of PCU water quality and the integrity of the PCU collection and distribution system by: not connecting PCU's water system to private wells, or non-PCU approved connections for handling chemicals, liquids, or other matter that might flow back into PCU's water system; not installing any physical connection between the water system and a non-approved supply, sanitary, or storm sewer system that would allow unsafe water to enter the water system by back pressure, back-siphonage, or other means. All connections must conform to the backflow and cross-connection control regulations of Pinellas County. If PCU discovers and deactivates such connections, water service may not be reconnected until the potential hazard is either eliminated or an approved backflow prevention assembly is installed per the requirements of PCU at customer expense.

2.5 Relocation of Utility Infrastructure

PCU has a program to replace or relocate infrastructure that is limited in capacity, inaccessible for operation and maintenance, or conflicts with ongoing or proposed construction. In those instances where the main or meter is

required to be relocated, PCU will be responsible for service installation from the water main up to and including the PCU-owned meter. The customer is responsible for replacing the service line from the customer side of this meter to the premises.

2.6 Unauthorized Work on Utility Infrastructure

The components and property associated with PCU's systems are the exclusive property of PCU, and County-owned infrastructure, components, and property of all descriptions should not be accessed, altered, repaired, or tampered with in any way by any other person or entity. It may be a criminal offense or other violation of Florida law to tamper with elements of PCU's systems.

2.7 Unauthorized Use of Utility Services

Unauthorized use of service may be punishable under Florida Statutes. In addition to the institution of legal action, PCU may disconnect service to any premises where unauthorized taps have been made, where unauthorized meter bypasses have been installed, where authorized meter bypasses installed in conjunction with the meter have been tampered with, or valves have been opened by anyone other than PCU employees.

Using a private fire line as a source of drinking water is not allowed. Unauthorized water use may be punishable under Chapter 812.14, F.S., and related statutes, and may result in removal of the service line and/or equipment.

Filling a tanker trunk from a fire hydrant, standpipe, or other connection without a meter and written authorization from PCU is not allowed. Anyone found using fire hydrants without prior written authorization from PCU may be prosecuted, and the customer will be billed for no less than 100,000 gallons of water.

2.8 Force Majeure

PCU will make reasonable efforts to inspect and keep its facilities in good repair but assumes no liability for any damage caused by the utility systems, their operation, or force majeure. This may include, but not be limited to direct or indirect damages or costs associated with damage due to the breaking of a pipe, poor quality of water caused by unauthorized or illegal entry of foreign material into the system, wastewater backups, or faulty operation of fire protection facilities.

3. Obtaining Utility Services

3.1 Intent

Pinellas County Utilities (PCU) supports public health and environmental protection by providing connections for water, wastewater, and reclaimed water services, per Pinellas County Code Section 126. All PCU customers are responsible for the costs of establishing utility service connections to the property, as well as planning for timely utility payments. PCU will receive and review all applications for utility services for the activation of service. If there is a change of occupancy, a new account is required. Customers with a previous PCU account are responsible for paying any outstanding fees.

3.2 Utility Service Connections

New customers are to construct, at their expense, access to the facilities necessary to provide water, wastewater, and/or fire protection services. Specific requirements for design, construction, and testing are detailed in Pinellas County's Standard Technical Specifications, Material Specification Manual, and Standard Details.

PCU will designate the type and make of meter units and backflow assemblies of application for utility services. It is the applicant's or Engineer of Record's responsibility, in cooperation with PCU, to determine the appropriate meter sizing for the application. Any equipment that will impact PCU's infrastructure will be installed in keeping with Pinellas County's Standard Details or the 10-States Standards, with the County's specifications taking precedence.

3.2.1 Utilities and Fire Protection Connections

If existing infrastructure is sufficient to provide for drinking water and/or fire protection needs per Pinellas County Utilities' standards, water service may be obtained according to Pinellas County Code Section 126, Article III. If the existing water service infrastructure is insufficient to provide drinking water and/or fire protection needs according to PCU standards, the applicant may apply to extend the infrastructure as required for service and cover all associated costs (See Section 3.2.4). If an applicant chooses not to connect to our system, they will need to seek service elsewhere. Resources available include the Florida Department of Health, the Department of Environmental Protection, and the Southwest Florida Water Management District. In cases where an owner- or developer-initiated project to extend a PCU water main is proposed, PCU may require a public wastewater main extension to the project area at the applicant's expense as a condition for the water infrastructure extension.

3.2.2 Wastewater Connections

Connection to the wastewater system is required within the designated service area according to Pinellas County Code Section 126, Article IV, Chapter 381.0065, F.S., and Section 8. If wastewater service is unavailable, alternative connection arrangements can be made with the Department of Environmental Protection, as required by Chapter 381.0065, F.S.

3.2.3 Reclaimed Water Connections

Where existing infrastructure and reclaimed water capacity are adequate according to PCU, reclaimed water service may be obtained within the Reclaimed Water Service Area, per Pinellas County Code Section 126, Article V and Section 9.

3.2.4 Utility Infrastructure Extensions

Assessments for the installation of utilities and/or fire protection facilities may be established by the Board, in keeping with Chapter 153.05, F.S. An assessment request may be initiated two ways: 1) a petition seeking Board review, signed by more than 50 percent of the benefited property owners; 2) the Board itself can initiate a review, declaring an assessment for infrastructure extension to be of public necessity.
Infrastructure extensions will be designed and installed according to Pinellas County's Standard Details and the Recommended Standards for Wastewater Facilities (10-States Standards), as incorporated by Florida Statute and Pinellas County Ordinance.

3.2.5 Relocating Utility Infrastructure

Subject to the approval of PCU, a customer may seek to change the location of existing water, wastewater, and reclaimed water pipes, equipment, etc., provided that the new location is within a public easement, public right-of-way, or private utility easement. The applicant requesting the relocation will contact PCU and pay all costs of the relocation and any new connection charges. When a customer has proposed improvements or modifications that hinder access to or prevent maintenance of PCU facilities, and PCU finds it necessary to move its facilities, the customer served by those facilities is responsible for costs associated with relocation.

3.2.6 Easements for New Service Installation

Pinellas County will not begin construction or meter installation until the easement dedication process is complete. PCU needs clear access to its equipment and infrastructure. Where no prior service exists, owners will provide, without cost, easements for the installation and maintenance of utility mains, service lines, and service connections. Dedicated easements will be contiguous with the right-of-way, and preferably a minimum width of ten (10) feet with five (5) feet of clearance from any structure or rights-of-way to accommodate a vehicle and crew. For meters and backflow preventers, a minimum utility easement of 10 feet by 15 feet is required.

All PCU-owned, operated, and maintained water, wastewater, and reclaimed water systems will be located within a dedicated utility easement or public right-of-way. PCU is not responsible for installing or maintaining any meters, equipment, devices, etc., on the customer's side of the meter.

PCU is not responsible for any materials that do not belong to PCU, even if located within a dedicated utility easement, public right-of-way, or private right-of-way with granted access.

Regarding private rights-of-way, the easement will cover the full width of the road, where applicable. Unless otherwise agreed upon, Pinellas County will not be responsible for private rights-of-way maintenance or upkeep.

Significant alteration of an easement that impedes PCU's access to County equipment for repair and maintenance is not allowed. If a customer's minor landscaping improvements (i.e. sod) in the easement are disturbed during County maintenance or operation, the County will restore the easement at no cost to the customer. This includes, for example, filling holes, replacing Florida-friendly sod, and restoring concrete sidewalks and driveways. The County is not responsible for restoring artificial turf, pavers, stones, bricks, structures, trees, or landscaping. PCU will notify the customer before performing scheduled maintenance so the customer has an opportunity to salvage landscaping improvements before the project commences (Pinellas County Code Chapter 154, Article 4, Division 2, Section 154-231).

3.2.7 Capacity and Connection Fee Credits

Water capacity fee credits (previously called impact fee credits) and connection fee credits are the same. The terms are used by PCU interchangeably, and any reference to one implies the other, whether in a prior or future interaction.

Disconnect credits are given only for wastewater service connections. Disconnect credits are not given for water or reclaimed water connections or services.

When PCU disconnects water and sewer service for residential or commercial property permitted for demolition, the owner receives credit for the number and type of wastewater fixtures installed per the permitted use of the prior structure.

Water capacity fees are based on meter size and are required for all water service connections, as established in the Utilities Fees. Capacity fee credits will be based solely on the existing meter size. (Example – if a customer seeks to increase the connection size from ¾-inch to 1-inch, a credit will be given for the ¾-inch size, and fees will be due for the difference in size.) Parallel meter assemblies are not subject to such discounted capacity fees.

Reclaimed water will be disconnected only in instances cited in Section 6.4. Availability fees for reclaimed water service remain for properties where the service is disconnected.

3.3 Existing Structures

3.3.1 Application for Utility Services

Utility services will only be provided to a customer after an application has been made to and approved by PCU and arrangements have been made for payment of applicable charges. In applying for service with PCU, the applicant is responsible for reviewing the PCU Utilities Policy Manual and being familiar with its contents as they apply to the services received. Application for all utility services will occur concurrently, to the extent practicable.

New service will be provided for applicants only when arrangements are made for full payment of past due balance(s) associated with the applicant. If the applicant is the owner of a rental unit and the outstanding charges were incurred by former tenant who contracted for utility services with Pinellas County, then the applicant will not be held responsible for such outstanding charges, per Chapter 125.485, F.S.

Applicants who are new tenants may be required to provide proof of legal possession (e.g., a copy of a lease or rental agreement). Failure to apply for service at the time of possession of the property may obligate the occupant to pay for any utility service fees or charges to the account, per Section 4.6.

At the time of application for utility services for a commercial account, the applicant will be established as an Officer or Authorized Representative for the service. The account will be established in the business name in the care of the Officer or Authorized Representative. Proof of legal power to contract is required.

Applications for a potable water meter (or meters) for service to parcels of land that are legally described by metes and bounds, or by an unsubdivided plat and that are contiguous, require approval by the Utilities Director, or their designee. Owners of a parcel or parcels served by a common meter (or meters) that desire individual service, will apply under the provisions of this section.

A deposit will be required for new customers, per Section 4.2.

Utility services will be established only during PCU's normal business hours, excluding holidays, unless otherwise authorized. All work scheduled for the same day and/or after normal business hours will be subject to additional charges as outlined in the Utilities Fees.

3.3.2 First Readings and Change of Occupancy

Anyone occupying a business or residence where water service is currently provided under a different account owner will notify PCU to establish a new account and pay applicable fees, including first read and turn-on fees as per the Utilities Fees. Anyone who does not contact PCU regarding a change in occupancy may be considered to have obtained utility service without authorization of PCU, per Section 2.7.

Anyone occupying a business or residence where service is being obtained without proper PCU authorization will be responsible for all bills accrued on the existing meter since the last PCU meter reading for the existing account, per Section 2.7. Anyone found to have damaged PCU equipment in the process of turning on water service without proper authorization will be held responsible for all costs associated with repairs.

When notified of an occupancy change, where the occupant is the customer, PCU will discontinue services and conduct a "Final Read" for the existing customer. PCU will schedule a Special Meter Reading – Water Already On for a new customer, upon request. PCU will perform a meter reading and bill the new customer based on the appropriate connection fee, according to the Utilities Fees. Any outstanding charges for this customer at any other PCU service location now or previously owned, occupied, or established will be subject to collections, up to and including service termination at the active location. Owners of rental units for which charges were incurred by a former occupant and account holder (e.g., tenant) may not be responsible for these charges if certain statutory conditions are satisfied.

When the applicant's requested date for customer change for service occurs within three (3) days before or after the regular meter reading date, and the account has not been turned off for delinquency, PCU will use the regular reading to complete a final meter read billing for the former customer; utility service will not be discontinued and there will be no service charge. The applicant will be established as the new customer according to the policy as outlined in Section 3.3.1.

3.3.3 Demolition/Redevelopment

Where utility service is disconnected and the service line is removed, before the restoration of service, PCU shall require the payment of the current applicable fees, as referenced in the Utilities Fees. For the same customer to reconnect, any outstanding balance shall be due. For a new customer to reconnect, PCU will require a deposit per Section 4.2.

3.4 Non-emergency Maintenance

When a customer's utility service is interrupted for routine or non-emergency maintenance, reasonable efforts will be made to schedule the work at a time agreeable to both the customer and PCU during normal business hours.

From time to time, property access may be necessary to complete repairs or maintenance to PCU-owned equipment and systems. When appropriate, the customer is expected to grant a right-of-entry and waiver of liability to Pinellas County, its employees, and contractors for all customer-initiated service complaints.

If PCU is required to perform additional work or repair due to damage or alteration of any PCU property, the person responsible for the damage will pay the total cost of corrective action. These costs may include meters, backflow assemblies, pipes, and associated labor and design costs, etc.

3.5 Meters and Service Lines

3.5.1 Meters

Individual water meters are required for all single-family residential properties. For multi-family residential properties, the developer may request one master meter per residential building. All meters will be located at the public right-of-way or within a dedicated utility easement and abut the property line of the related customer.

PCU will operate, maintain and, at its discretion, replace the complete meter or any parts. All meters, including those paid for by the customer or applicant, are the property of Pinellas County. No one may interfere with Pinellas County property at any time. The shut-off valve at the meter box is for the exclusive use of Pinellas County and will not be used by anyone without PCU's permission. Anyone using the shut-off valve assumes responsibility for replacement or repair if it is damaged. PCU may conduct routine repair or valve replacement when damage occurs from expected wear and tear. A customer may request a shut-off valve replacement if the owner agrees to install and maintain a separate shut-off valve on their side of the meter at the customer's expense and for the customer's use. Proof of installation may be required to avoid being billed for work performed by PCU. This work will be scheduled as part of PCU's regular maintenance operations.

Meters that are two (2) inches or less will be furnished and installed by PCU. Meters that are four (4) inches and larger will be furnished by PCU and installed by the project contractor according to Pinellas County's Standard Details.

Commercial buildings may be required to have independent meters. Dual-use meters are permissible, per Sections 5.2.3 and 11.2.1.

Submetering for billing is limited to approval by the Utilities Director, or their designee, and is subject to regulation by the Florida Public Service Commission. Any approved submetering device for billing will be subject to annual meter calibrations conducted by PCU at the owner's expense.

3.5.2 Infrastructure on the Customer Side of the Meter

Infrastructure on the customer's side of the meter will be the responsibility of the owner. As referenced in Section 3.5.1, the owner may install and maintain a valve on the customer's side of the meter. Where the customer requires water in a way different than supplied by PCU (e.g., pressure), the customer will obtain PCU approval before making any adjustments.

3.5.3 Service Line and Meter Grade Elevation

The service line and meter unit will be installed from the grade elevation established by the applicant. PCU will not proceed with the installation if the property to be served is not graded to finish elevation or when circumstances prohibit such construction. PCU will level meter boxes at no charge. In the event there is a change in grade elevation after the service line and meter unit have been installed, the customer will incur costs for PCU raising or lowering the service line and meter unit.

3.5.4 AMI Cellular Communication Opt-Out Program

A customer who owns a single-family residential property with a PCU account may choose not to review or use their potable and reclaimed water consumption data by opting out of the Digital Meter Program's full features. Opting out of the program applies only to the removal of the cellular communication (Endpoint) component connected to the meter. The cellular Endpoint is responsible for transmitting the data remotely, and the collection of real-time data from PCU water meters registers. A customer cannot opt out of PCU installing the electronic meter or the new meter box, which will take place as part of the PCU's system upgrades. Details can be found in Section 5.4.9 Opt-Out Billing Policy.

3.6 Wastewater Service

3.6.1 Installation

To obtain new service, applicants located in any incorporated area served by PCU can apply for a permit with PCU. Applicants located within unincorporated areas served by PCU can apply for a permit through the Pinellas County Building and Development Review Services as part of the unified permitting process.

The applicant is responsible for all costs and expenses related to the installation and connection of wastewater service.

3.6.2 Maintenance

PCU owns and maintains the wastewater system, including wastewater mains, manholes, pump stations, force mains, etc., and endeavors to keep this infrastructure in good repair. Unless otherwise agreed to, Pinellas County is not responsible for the repair or maintenance of private plumbing.

The owner is responsible for maintaining the wastewater equipment and plumbing in good repair and free from obstruction, from the building to the utility easement or public right-of-way. PCU inspection of service connections and exterior plumbing may be necessary, per applicable County code and service may be terminated when an owner and/or customer fails to maintain the plumbing in good repair.

The owner is responsible for obstructions that occur on private property and all associated remediation costs. The owner and/or customer may request that PCU investigate a potential line obstruction. If PCU determines that the obstruction is located on private property all related expenses are the customer's responsibility, according to the Utilities Fees. If PCU determines that the obstruction occurs within PCU-owned infrastructure, and absent a related illegal discharge on private property, no remediation charges will result.

3.7 Reclaimed Water Service

3.7.1 Installation

Applications for reclaimed water service and system extensions can be submitted by owners to PCU for review and approval. More information regarding reclaimed water service eligibility is in Section 9.2.5.

PCU must protect the integrity of the distribution system. To ensure this integrity and allow customers the ability to make repairs and maintain their irrigation system, all connections to the reclaimed water system must have an irrigation

control valve (gate valve) installed by the customer after the master control valve.

- **Non-residential connections** - The irrigation control valves are to be located prior to the wye strainer and/or pressure reducing valve, as required, and after the flowmeter.
- **Residential connections** - The irrigation control valves are to be located prior to the wye strainer and/or pressure reducing valve, as required, and after the master control valve.
- All irrigation control valves are to be enclosed by an appropriate valve box and/or meter box as required.

North County System - Owners are required to provide a wye strainer with a self-cleaning blow off outlet.
South County System - Owners are encouraged to install a wye strainer but are not required to do so.

The wye strainer is located on the customer's line after the irrigation control valve. Cleaning and maintenance of the wye strainer is the responsibility of the customer.

Before an application for reclaimed water service is approved, the owner must have a suitable irrigation system, consisting of an underground system provided by the owner and a below-ground hose bib contained in a locked box, to be inspected and approved by PCU. No system with a cross-connection to the drinking water system will be considered for connection to the reclaimed water system. The reclaimed water system will not include devices, above-ground faucets, or other connections that could permit the reclaimed water to be used for any purpose other than irrigation unless such uses and systems have been approved in writing by the Utilities Director, or their designee.

Reclaimed water is provided per Chapter 62-610, F.A.C. Any required modifications to connect to the reclaimed water system by the owner are the owner's sole responsibility.

3.7.2 Maintenance

PCU maintains and repairs the reclaimed water transmission and distribution lines, including appurtenances located in public utility easements.

Owners are responsible for any repairs or maintenance from the reclaimed water box to their private property. More information on reclaimed water connection requirements is available on PCU's website.

3.8 Parcel Splits

For projects involving more than three (3) parcels, refer to site development requirements in Section 7.

Owners requesting to split a parcel into three (3) or fewer parcels will, after the split, locate the utility service connection point(s) for the original parcel. Owners will provide independent point(s) of connection on any developed parcels after the split. The point(s) of connection must either be in a public right-of-way or public utility easement directly abutting, or on, the developed parcel; or the point(s) of connection and entire service or lateral line must be in a recorded, private utility easement benefiting the developed parcel.

The extension of privately-owned water service across a lot line to serve another property is prohibited.

PCU will not allow a connection to our system unless one of the following situations exists:

- Relocate service connection point(s) to public right-of-way or public utility easement abutting the developed property.
- Re-tap utility main and install a new service point of connection within public right-of-way or public utility

easement.

- Obtain and record a private utility easement benefiting the developed property for the point of connection and the entire length of the service line or lateral.

If a parcel served by one or more utilities is split, the associated water capacity and sewer connection fees will be credited for the improved property, in accordance with Section 3.2.7.

4. Deposits for Utility Services

4.1 Intent

To promote full customer payments for services provided and protect the financial viability of the system, in most cases, Pinellas County Utilities (PCU) requires customers to pay deposits when their utility account is established. New residential customers with a reference certifying a good payment history from past providers may be exempt from this requirement. For residential customers, the deposit may be refunded after the customer has demonstrated an ability to regularly pay utility bills on time over a rolling 24-month period.

4.2 Deposit Requirement

PCU requires a deposit, where applicable, per the Utilities Fees. Deposits may be required for services where PCU is the service provider and where PCU is the billing agent for other utility service providers. Interest will be paid on all deposits held by PCU, per Section 4.4.

- **Residential Accounts:** New residential customers pay a deposit by the first bill's due date. PCU may grant a deposit waiver for new residential customers with an email or letter of reference from a recognized utility service provider (e.g., electric, telephone, water, cable, gas) that indicates a good payment history for the preceding 12-month period. The deposit will remain on the account until the account qualifies for a deposit refund, as specified in Section 4.5, or the service is discontinued.
- **Commercial Accounts:** New commercial customers pay a deposit by the first bill's due date and will not be eligible for a deposit refund until discontinuance of service.
- **Temporary Meter Service Accounts:** A deposit for temporary meter service accounts is required at the time of application and will not be eligible for a refund until discontinuance of service.

Upon customer request, PCU may transfer existing customer deposits to a new PCU service account in the same name. The Delinquent Deposit Policy, as specified in Section 4.3, applies to all customers. Delinquent accounts are not eligible for deposit transfers.

The deposit amount, as determined upon initial application, is required before service will be provided. If the deposit for residential and commercial accounts is not paid by the due date of the first bill, the account will be subject to the appropriate delinquency fees, per Section 5.3.

4.3 Deposit Requirement for Delinquent Accounts

A customer that incurs one (1) delinquent fee for two (2) different billing periods during the preceding 24 months will pay a full deposit for all utility services billed on the account, per the Utilities Fees, if a deposit is not already held on the account. The deposit associated with customer delinquency will be eligible for refund under the conditions described in Section 4.5.

4.4 Interest Payment on Retained Deposits

PCU will pay interest to customers at the deposit interest rate published by the Pinellas County Clerk of the Circuit Court. Interest payments are applied to the first bill of each account prepared on or after October 1st of each year. Customers who discontinue service on or after October 1st will receive pro-rated interest credit to the discontinuance date on the final billing. Customers who qualify for a deposit refund will receive pro-rated interest credit from October 1st to the refund date, inclusive.

4.5 Deposit Refund Requirements

The deposit may be refunded to customer accounts with no more than one (1) delinquent fee during the preceding 24 months, or when a final bill is generated.

- **Exception to Residential Deposit Refund:** Deposits may not be refunded, except upon account closure, for those customers with a history of returned checks or default of payments with PCU.
- **Method for Deposit Refund:** Upon customer request, deposit refunds may be applied as a credit to the account on the customer's next bill. When a final bill is generated, the deposit will be applied against the final bill and any remaining credit balance will be refunded. Refunds of $5.00 or more will be sent by check to the customer, at the most current mailing address on the account. For amounts less than $5.00, the remaining credit balance will be refunded, upon customer request.

4.6 Unauthorized Use of Service

Customers must contact PCU to initiate service, and pay a deposit, if necessary (see Section 3.2). Anyone who activates water service without PCU approval through unauthorized meter turn-on or unmetered connections must complete the new account process within 24 hours to prevent shut-off of service. Anyone using the service without authorization may be subject to criminal prosecution and civil penalties, per Chapter 812.14, F.S.

4.7 Customer Name Change

4.7.1 Residential Accounts

An existing residential customer's name may be changed in the following situations:

- **Marriage:** To the married name, upon receipt of a copy of the marriage certificate.
- **Divorce:** To a previous name, upon receipt of a copy of the divorce decree stating the restored name. Where a change in the party listed on the account is required due to divorce, a new account will be applied for by the new customer. The original customer deposit may be transferred to the new customer by written request from each party involved, subject to provisions of Section 4.2.
- **Death:** To the surviving spouse, upon receipt of a copy of the death certificate of the existing customer.
- **Legal Name Change:** Customer name may be changed upon receipt of a copy of the court order affecting the name change.

4.7.2 Commercial Accounts

An existing commercial customer's name may be changed in the following situations:

- **New Registered Owner/Authorized Representative:** A new deposit will not be required unless the current owner/authorized representative requests that the deposit be returned, in writing. In that case, PCU will conduct a final read for the account and the new owner will pay the deposit to establish service, per Sections , 3.3.1, 4.2, and 4.5.
- **New Business Entity, with Existing Registered Owner/Authorized Representative:** An existing commercial account deposit may be transferred to a different business name located at the same service address, upon request by an owner/authorized representative of the existing commercial entity. An owner/authorized representative of the existing commercial entity will forward a signed, dated statement with the requested change on the existing company letterhead or any other documentation to be submitted for review before approval. This option is only available where both original and new businesses are registered with the Florida Department of State.

5. Utility Billing

5.1 Intent

It is the intention of Pinellas County Utilities (PCU) that each utility customer is billed fairly and accurately relative to their consumption and the system-wide impact of utility service. Billing is generally based on the volume of water, wastewater, and/or reclaimed water used or generated by each customer. It is the responsibility of the customer to pay in a timely fashion for all utility fees and charges. Customers with delinquent accounts will receive written notice and utility services are subject to termination if outstanding balances are not paid.

5.2 General

5.2.1 Application

Utility services may be provided to a customer only after an application has been made to and approved by PCU and arrangements have been made for payment of applicable charges, as specified in Section 3.3.1.

5.2.2 Base Charges

Base charges capture the cost to the County for providing water and wastewater service availability to a customer whether the water service is on or off. These charges include Operating & Maintenance expenses and capital costs associated with providing service to customers.

Customers are billed according to the Utilities Fees, at the scheduled reading and associated billing date for that cycle. For first and final bills, billing amounts reflect the base charges as prorated to the number of days in the billing period. On the date of installation, new meters are considered in service and billing will begin as indicated in Section 5.2.4.

5.2.3 Multiple Meters

When more than one meter is installed at any property, all meters are subject to deposits, capacity and/or connection fees, billing charges, base charges, and other applicable fees or charges for the particular meter size, per the Utilities Fees.

All potable meters are subject to drinking water and wastewater charges, regardless of the customer's stated purpose.

5.2.4 Consumption

The amount of consumption recognized by the customer and PCU for billing purposes is based on the meter readings of the volume of water passing through the meter. When an existing meter is removed and a new meter is installed between billing periods, the combined consumption of both the new and old meters will be billed to the customer at the next regular billing date. When consumption data is unavailable due to stuck meters or unobtainable readings, PCU will bill based on average readings, as described in Section 5.4.1.

5.2.5 Fixed Bill Due Date

Customers may choose a single fixed payment date between the 1st and 28th days of the month. Changing to a fixed payment date does not change the meter read or billing dates. When the customer chooses a fixed payment date, the fixed due date will apply on the first bill to occur after the fixed due date is selected, which may result in a lengthened bill due period for the first billing period after a fixed payment date is elected; regardless, the customer is responsible for full payment based on the chosen fixed due date. Fixed due dates are not retroactive and cannot be applied to existing bills.

When a fixed due date falls on a weekend or observed holiday, the bill will be due on the next business day. Payment deferrals are not allowed when a customer elects a fixed due date.

Further changes to the fixed due date will occur only on future bills. Changing the fixed due date, reverting to the original due date, or amending the fixed due date may result in multiple bills falling due within a 28-day period. The customer is responsible for paying by the due date of each bill.

Customers who incur two delinquent fees for two different billing periods will no longer qualify for the fixed-due date option. Upon customer request, the account can be reviewed for reconsideration after a rolling 24-month period.

5.2.6 Payments

Customers may make payments to PCU in a variety of ways. Information regarding payment options is available on the PCU website and on the customer's billing statement. Some payment methods are subject to stated fees.

It is the customer's responsibility to pay their bill in a timely fashion. Payments must be made within 28 days of the billing date. An account is not considered paid until the payment has been credited to the account. Payment method and payment delivery method may impact processing time.

Service charges for any customer's dishonored checks will be per Florida Statute and the Utilities Fees.

5.2.6.1 Penny Coin Payment

Due to the Federal Government's discontinuation of penny coin production, financial institutions are no longer able to fulfill customer orders for pennies to stock change funds. In response, PCU has established an updated procedure for handling cash transactions in alignment with existing policies. Cash payments will be rounded to the nearest $0.05, allowing customers to either slightly overpay, or slightly underpay by a few cents. Minor overpayments will be applied as a credit to the customer's account and automatically offset future bills. Minor underpayments will remain on the account and be added to the next bill. Consistent with current policy, unpaid amounts under $5.00 will not generate reminders or late fees. This approach ensures PCU can continue serving cash-paying customers effectively and without disruption.

5.2.7 Title Searches

Title search requests must be completed via the Pinellas County website Request a Title Search - Pinellas County. Title search disclosures are completed within four (4) business days of submittal. Each title company receives a monthly bill for their title search requests, per the Utilities Fees. It is the responsibility of the requestor to keep track of the property

address(es) they request information for, maintain the submission result number for each request, and reference that number if they have additional questions. It is the requestor's responsibility to pay their bill within 28 days of the billing date. Accounts not paid by the due date will be placed on hold status; their requests will not be fulfilled until payment has been received. An account is not considered paid until the payment has been credited to the account. Payment method and payment delivery method may impact processing time.

5.3 Delinquent Bills

Payment for services must be posted within 28 days from the bill invoice date. Payments not posted within this period or by the "Delinquent After" date on the customer's bill will be considered delinquent and subject to the applicable charges, per the Utilities Fees. These fees are for all accounts that PCU collects, including municipalities' services appearing on the bills, such as garbage collection and recycling.

5.3.1 Notification Process

PCU adheres to a standard Dunning process, or regimen of collection steps, procedures, and escalation patterns when a customer account is in arrears, providing multiple opportunities to resolve outstanding balances before resorting to discontinuation of service.

Customers not paying within the allotted time will be notified before the service is shut off. Drinking water and reclaimed water services for which outstanding fees and charges are not received after notification may be terminated without further notice.

Upon the customer's request, and at PCU's discretion, PCU may defer two payments per rolling 12-month period. The deferral period must precede the next regularly scheduled bill due date.

5.3.2 Payments and Charges

No payment will be accepted in the field by Pinellas County personnel, contractors, or other parties.

Upon receipt of a Delinquency Notice, payments must be received and posted to the account to avoid service termination. Payment method and payment delivery method may impact processing time, and an account is not considered paid until the payment has been credited to the account. Delinquent accounts are subject to the Late Payment Fee, the Pre-Termination Notice, the Delinquent Turn-off, and the Delinquent Turn-on, per the Utilities Fees.

Upon customer request, PCU may waive one Late Payment Fee per rolling 12-month period. None of the other fees noted may be waived.

5.3.3 Filing of Lien

Per Pinellas County Code Section 126-1, if a customer is the property owner where an account is 39 days in arrears, accruing more than $100.00 in Pinellas County charges and fees, the customer is sent an Intent to Lien letter giving the customer 30 days to pay the past due balance. If the balance is still outstanding after the additional 30 days, a Notice of

Lien will be filed against the affected parcel or property in the amount of the unpaid balance per Chapter 153.67, F.S. After the lien, the outstanding balance due will accrue interest daily. Interest rates are subject to change quarterly each year per Chapter 55.03(1), F.S.

The charges, fees, interest, and lien remain with the property. If the property is sold, the entire balance and lien become the sole responsibility of the new owner. Before establishing water service, the new owner is required to satisfy the lien. Water service will not be connected until the lien on the property has been paid in full.

5.3.4 Release of Lien

PCU will initiate the process of lien release within ten (10) days of receiving payment. A notice of satisfaction/release of lien will be mailed via first-class mail to the property owner within sixty (60) days.

5.3.5 Transfer Charges

Past due final bill charges that were unpaid by the previous property manager, owner, or owner's representative remain with the property and are transferred to the new occupant of the property. If the unpaid past due charges remain unpaid after 60 days, a lien will be filed against the property, as outlined in Section 5.3.3.

5.3.6 Bankruptcy

PCU adheres to Notice of Bankruptcy Rule 2002. Once we receive official notice of a bankruptcy petition from a claimant or claimant's representative, if the claimant is a PCU customer, PCU will pause collection on their account(s) effective on the date the petition is filed. A customer will not be required to make a payment on the account balance accrued before the official notification of filing. If a claimant's bankruptcy petition is dismissed, the utility charges and fees are deemed collectible. If a claimant's bankruptcy petition is discharged, the claimant will not be responsible for paying the utility charges and fees accrued before the official notice of the bankruptcy petition. Regardless of the petition status, the claimant is responsible for making payments to any charges and fees incurred after the official notice of bankruptcy petition is filed.

5.3.7 Restoration of Service (Turn-on)

Those accounts with terminated services must pay the full outstanding delinquent balance for all utility services billed by PCU before services will be restored. Fees associated with delinquency in the Utilities Fees will be paid with the customer's next bill. In most circumstances, once payment is received, terminated service will be restored during normal business hours.

The water service to an account with terminated services may be restored outside of normal business hours in case of emergency (i.e., dialysis or other medical need), provided the delinquent bill has been paid.

5.3.8 Final Bill

The customer will notify PCU of the specific date service will end and provide a forwarding address for the final bill or deposit refund.

Customers are responsible for notifying PCU of the final service date, as described in Section 6.2.

Any customer who has established service at another location within PCU's service area, or within a service area that PCU bills for, may have water service terminated at the active account for failure to pay for all utility services from any prior location, as outlined in Section 3.3.2.

All new service applications may be withheld from any commercial party (e.g., contractor, builder, or developer) that fails to pay for services rendered during construction at any location. Water service may be discontinued at other service locations until all fees and charges on delinquent accounts are posted in full as outlined in Section 3.3.2. For policies related to truck and hydrant meters, refer to Section 7.9.

PCU may pursue all available recourse to collect from delinquent customers.

5.4 Billing Adjustments

Billing adjustments resulting from leaks (drinking water or reclaimed water), unobtainable readings, or meters proven - after testing - to be inaccurate, will be based on the average use for the previous twelve (12) months of consumption. For those accounts active for less than a year, the adjustment will be determined based on an average of full billing periods. For new accounts without a representative average, the consumption for the first full billing period after the leak has been repaired will be substituted.

5.4.1 Unobtainable Readings and Stuck Meters

In cases of field-verified stuck meters or where readings are unobtainable, the customer will be charged based on the average use, as defined above, for each billing period of zero (0) consumption. If the customer is billed an estimated bill within 1,000 gallons of their average, no adjustment is necessary since PCU bills in 1,000-gallon increments.

5.4.2 Customer's Plumbing Leaks

Upon request, subject to approval by PCU, water usage because of leaks on the customer's side of the meter may be adjusted, provided:

- The total consumption is at least two (2) times the average bill, or
- The total consumption is at least 20,000 gallons over the average bill.

The bill may be adjusted to an amount not less than the charge for the customer's average consumption at the regular retail rate. Excess consumption, which is the difference between a customer's high bill attributed to the leak and their annual average, will be charged to the customer at a reduced rate. If the bill is adjusted, all wastewater charges above the customer's average water usage may also be eligible for adjustment. In addition, the conservation fee and the taxes associated with the water bill and conservation fee may be adjusted.

The following process will be used for customers eligible for adjustments:

1. **Acceptable documentation** - PCU will require an authorized statement attesting to the plumbing-related repair and repair date. Only plumbing-related leak repairs may qualify for adjustment. Repair of electrical or mechanical malfunction of equipment, such as sprinkler timers or water softeners, are not acceptable as the basis for an adjustment. Adjustments may be granted for pool leaks, provided that the customer has an automated pool-fill and repairs have been made.
2. **Qualifying Adjustment Period** - When the customer qualifies for a leak adjustment, PCU will adjust no more than two (2) billing periods within a twelve (12)-month rolling period - the periods in which the leak is repaired and the prior billing period.
3. **Adjustment Period Based on Leak Discovery** - When a customer-side leak is determined on the customer's first bill, the customer will pay the amount of the bill or make a 'good faith' payment, based on 18,000 gallons, whichever is less. An adjustment will be calculated from the first full billing period after the leak is repaired. When the plumbing leak is found to have existed longer than two (2) full billing periods and a representative average cannot be determined, adjustments will be postponed for one full billing period after leak is repaired, that was not impacted by the leak.
4. **Repairs Completed** - When successful repairs have been completed and an account average has been established, the customer must make a 'good faith' payment towards the bill based on the customer's average use. PCU will defer the balance attributable to the leak until the adjustment is applied to the account and a bill rendered to the customer.
5. **Subsequent Leaks** - When additional leaks are identified within a twelve (12)-month period, each successive leak will be adjusted, provided that a normal bill following the earlier repair substantiates the earlier repairs.

5.4.3 Meter Box or Backflow Prevention Assembly Leaks

Excess water usage from leaks in the meter box or County-owned backflow prevention assemblies on the customer side of the meter may be adjusted at no less than the average annual consumption for all periods before the leak occurring. The customer will receive full credit for all consumption more than the customer's average.

Any water lost on the County's side of the meter would not register and would not affect the customer's bill.

5.4.4 Check Last Reading

A customer will have the option to request a Check Last Reading. Where the reading is determined to be correct, the customer will pay a Check Last Reading Fee as listed in the Utilities Fees. Where the reading is determined to be incorrect, the customer will be issued a corrected bill with no Check Last Reading Fee.

5.4.5 Check Data Log

For customers with electronic meters, where customers have asked for a review and the reading is determined to be correct, the customer will pay a Data Log Check Fee as listed in the Utilities Fees. Where the reading is determined to be incorrect, the customer will be issued a corrected bill with no Data Log Check Fee.

5.4.6 Flow Test

A customer with a meter equal to or greater than 4 inches will have the option to request a Flow Test. If the measured flow is determined to be correct, the customer will pay a Flow Test Fee, as listed in the Utilities Fees. If the measured flow is determined to be incorrect, the customer will be issued a corrected bill with no Flow Test Fee.

5.4.7 Meter Test in Shop

The customer with a meter equal to or less than 2 inches has the option of requesting that PCU conduct a Shop Test of the meter. Arrangements may be made for the Shop Test to be conducted in the presence of the customer. The Shop Test consists of a series of flow tests at various measurement levels. The accuracy of the meter is recorded for each measurement level and the final Shop Test result is an average of the individual tests. Results of the Shop Test are provided to the Business & Customer Services Division to be retained with the customer's account and made available upon request.

- **Accurate Test**: When the final Shop Test result proves the meter accurate within three (3) percent, the customer will pay the Meter Test in Shop Fee based upon the size of the meter, and the current Meter Reset Fee to replace the existing meter with a new meter, as per the Utilities Fees.
- **Inaccurate Test:** When the Shop Test result proves the meter to be in error by more than three (3) percent, the meter is considered inaccurate. The customer will be given an adjusted bill based on the annual average and there will be no charge for the Shop Test or replacement of the meter.

Nonpayment of fees related to the Shop Test may result in delinquent collection and charges as per Section 5.3.

5.4.8 Other Adjustments

PCU may also adjust a customer's bill under the following circumstances:

- **Filling Swimming Pools:** Customers are allowed a one-time per rolling 12-month period Conservation Rate exclusion of up to $25 for the complete filling of swimming pools, based on pool size. In addition, the taxes associated with the Conservation Fee may be adjusted. See Section 5.4.2 for leak adjustments related to automated pool fills.
- **Lawn & Landscape Irrigation:** Customers are allowed a one-time Conservation Fee adjustment over the life of the account.

5.4.9 Opt-Out Billing Policy

A customer who owns a single-family residential property with a PCU account may choose not to review or use their potable and reclaimed water consumption data by opting out of the Digital Meter Program's full features. Opting out of the program applies only to the removal of the cellular communication (Endpoint) component connected to the meter. The cellular Endpoint is responsible for transmitting data remotely, and the collection of real-time data from the potable and reclaimed water meters registers. A customer cannot opt out of PCU installing the electronica meter or the new meter box, which will take place as part of PCU's system upgrades. Customers who opt out will incur charges associated with manually reading meters for billing purposes. These charges can be found under the Manual Meter Reading Service Charge in the Schedule of User Fees. By opting out, customers also forfeit their ability to contest a high bill resulting from a possible leak, because PCU will not be able to access data to assist with investigation that otherwise would be available with the Digital Meter Program complete equipment package. Customers are encouraged to review the benefits of the communication part of the meter, known as the cellular endpoint, on the PCU website before deciding to opt-out. Customer who opt-out of the Digital Meter Program's cellular communication component may opt-in again. Standard meter connection charges will apply based on the Schedule of User Fees.

6. Ending Utility Service

6.1 Intent

Pinellas County Utilities (PCU) retains the flexibility to end utility service to meet customer needs and protect PCU infrastructure and ratepayers. Utility service may be ended at customer request or by PCU for violation of policies, including, but not limited to, nonpayment, unauthorized use of the system, or fraudulent activity. Customers may request temporary or seasonal shutoffs.

6.2 Discontinuance of Service at Customer Request

Customers may request that PCU discontinue service. This request may occur in writing, in person, by telephone, by live chat, or by request through the Utilities Customer Portal, and requires a minimum of 24-hour notice to schedule service requests. The customer will notify PCU of the date to discontinue service. Discontinuance will be scheduled on normal workdays. Customers seeking to change or cancel the scheduled turn-off date will immediately notify PCU through any of the means listed above. Should the customer fail to notify PCU Customer Service about rescheduling the turn-off date before PCU representatives arrive at the property, the customer will be charged a service fee for additional trips per the Utilities Fees.

Any requests to discontinue fire protection services will be submitted by the owner in writing and authorized by the appropriate fire district, as necessary.

An owner may request discontinuing reclaimed water service. This will result in no further usage charges, but the customer will be billed the availability charge in all readiness-to-serve areas.

All bills rendered under the following conditions will be subject to the prorated base charges in Section 5.2.2 and as set forth in the Utilities Fees, which will be added to any outstanding charges.

6.2.1 Temporary/Seasonal Disconnect

A customer may request a temporary service discontinuance. Applicable base charges and fees for other services billed by PCU will continue to be billed. Any required deposit will be retained on the account. Arrangements for restoration of service are made per Section 5.3.3, and all past due utility charges must be paid before service will be restored. A service fee will be charged for reactivation of service, per the Utilities Fees.

The customer is responsible for charges associated with consumption recorded by the meter during the requested off period.

At the discretion of the Utilities Director, or their designee, customers requesting temporary shutoff may be required to install and maintain a separate shutoff valve, at the customer's expense, as referenced in Section 3.5.1.

6.2.2 Final Meter Reading

All bills in this section incur prorated base charges in Section 5.2.2 and the Utilities Fees, which will be added to any outstanding charges.

A final meter reading will be made upon the customer's request to discontinue service. The customer will be responsible for furnishing PCU with a forwarding address. The deposit plus interest, if retained by PCU, will be applied to the account after the final bill is calculated. Any credit balance of $5.00 and over will be automatically refunded or transferred to another PCU account in the customer's name at their request. Credit balances of less than $5.00 will be refunded at the customer's request. Any charges exceeding the retained deposit plus interest will be billed and the customer will be responsible for the timely payment, per Section 5. Failure to pay these charges may result in collection proceedings. For information on change of occupancy or first readings refer to Section 3.3.2.

6.3 Termination of Service by Pinellas County Utilities

Utility service may be terminated, and the service connection, meter, and/or County-owned equipment may be disconnected or removed for any of the reasons outlined in the following sections.

6.3.1 Non-payment of Past Due Charges

If an account established in the name of a tenant is terminated for delinquency, and the service remains inactive for 14 days, the account will automatically be closed as of the final reading. An account will be established in the owner's name for continuing base charges, per the procedures for establishing a new account in Section 3.3.1 and Section 5.2.2.

Conditions for restoration of service are outlined in Section 5.3.3.

6.3.2 Dishonored Checks

A customer who issues more than one (1) dishonored check within a 12-month billing period will pay all bills for the subsequent one (1) year period by cash, money order, or credit card. The return check processing charge will be made per Florida Statutes.

Conditions for restoration of service are outlined in Section 5.3.3.

6.3.3 Fraudulent Credit Card Activity

Credit card fraud is the unauthorized use of a credit or debit card to fraudulently obtain or continue utility services. A customer who is found to have committed credit card fraud will pay all bills for the subsequent twelve (12) months by cash or money order.

6.3.4 Chargebacks

Chargebacks from credit card payments will be processed according to regulations outlined in the Merchant Agreement and applicable state and federal rules. Any chargebacks resulting in delinquency of the customer's account will result in delinquency procedures outlined in Section 5.3.

Conditions for restoration of service are outlined in Section 5.3.3.

6.3.5 Unauthorized/Unmetered Use of Utility Services

Unauthorized use of utility services, as defined in Section 2.7, includes, but is not limited to unauthorized connections; tampering with or removing a PCU meter, meter components, or backflow assembly; use of a non-approved meter, or consumptive use of water from an unmetered fire line or hydrant. Unauthorized water use may be punishable under Chapter 812.14, F.S., and related statutes, and may result in removal of the service line and/or equipment.

Section 5.3.3 sets forth conditions for service restoration. The owner is responsible for all costs associated with service restoration.

6.3.6 Cross-connection

Utility services will be terminated where PCU determines that any apparatus or other source of supply is connected to PCU's system that may endanger the quality of the water supply, as outlined in Section 10. Protection of the water supply will be enforced according to Section 10.5. When such a condition exists, PCU requires the installation of an approved backflow assembly, at the owner's expense. PCU will perform a cross-connection inspection to confirm the connection has been eliminated before service will be restored. In addition, the owner will pay the appropriate rates and fees associated with the backflow assembly per the Utilities Fees.

6.3.7 Refusal of Access to Property

To complete tasks related to system maintenance or repair, PCU needs access to our entire distribution and collection system. At times, this may require PCU to have reasonable access to private property for reading meters, maintaining, or improving infrastructure, and sampling for compliance with water quality and wastewater discharge rules. Utility service may be terminated if a customer fails to provide reasonable property access to ensure the safety and integrity of our system.

Sometimes PCU must access gated communities to perform essential service and maintenance related to providing potable, wastewater, and reclaimed water service. Homeowners or community associations are responsible for providing PCU with either a gate code/key or information for an authorized point of contact for both scheduled and emergency work. This point of contact must always be able to provide access in case of emergency.

Utility services that are terminated under this section will be subject to the restoration of service conditions as outlined in Section 5.3.3.

6.4 Owner Request for Permanent Service Removal

PCU will consider requests for permanent water, wastewater, or reclaimed water service removal only concerning demolition or combination of properties. Appropriate fees will apply as detailed in the Utilities Fees.

- **Water**: An owner may request, in writing, the removal of the meter or the meter and service line where a property has been combined or demolished. If only the meter is removed, the water account will not close and base or service charges will continue to be billed. If both the meter and service line are removed, the water account will be closed after receipt of the final reading, and no further base or service charges will be billed.

  The water meter and service line only can be removed once the final inspection associated with sewer line removal and capping has been completed and submitted (see below). This is necessary to ensure the line isn't damaged, and to establish the precise location for future reconnection.

- **Wastewater**: An owner may request, in writing, the removal of the wastewater lateral from the easement where a property has been combined or demolished. For commercial and residential properties, the wastewater account will remain open, and the base charges will continue to be billed until the wastewater line has been capped or removed and brought above grade to facilitate future construction. Either this work will be performed by PCU at cost or be inspected by Pinellas County inspectors through Building and Development Review Services (BDRS). Where both the water service line and wastewater line are capped or removed, and after receipt of the final reading, the wastewater account will be closed, and no further base or service charges will be billed.

- **Reclaimed Water:** An owner may request, in writing, the removal of the meter or the meter and service line where a property has been combined or demolished. If only the meter is removed, the reclaimed water account will not close and base or service charges will be billed. If both the reclaimed meter and service line are removed, and after receipt of the final reading, the reclaimed water account will be closed, and no further base or service charges will be billed. PCU will continue to bill reclaimed water base charges per parcel within the "Readiness to Serve Zone." If the property combines and is considered one parcel, it will continue to be billed one reclaimed water base charge.

7. Development and Permitting

7.1 Intent

All projects served by Pinellas County Utilities (PCU) will be reviewed for compliance with standards for public health and safety regarding water, wastewater, and reclaimed water infrastructure and services. Construction plan approval and issuance of a utility permit is required for all projects involving water, wastewater, or reclaimed water main extensions; construction of fire lines and/or fire protection facilities; and/or other new construction that may directly or indirectly impact PCU infrastructure.

7.2 Plan Approval

For projects requiring Pinellas County review for the connection of water, wastewater, or reclaimed water, plans will only be accepted electronically via the Pinellas County Access Portal.

Plans will be prepared by an Engineer registered in the State of Florida. PCU Development Review Services staff may accept, at their discretion, plans by a non-engineer when the project entails no public infrastructure extension and no impacts to multiple parcels.

The Engineer of Record is responsible for ensuring that plans comply with applicable rules and ordinances and that the following are uploaded into the Pinellas County Access Portal:

- Correct field data, design calculations, permit drawings, and applications
- Other information required to prepare the plans for construction of the project
- Each sheet of the plans will be signed and sealed, per Chapter 471, F.S.

Approval of plans will be based upon state rules, County ordinances, policies as approved by the Board, best engineering practices as determined by PCU, and design standards and specifications promulgated by the Utilities Director, or their designee. The Engineer will provide the material, type, size, and manufacture of all appurtenances to be installed. The Engineer must provide any additional information requested by PCU during its review of construction plans. Any revisions to an existing approved set of plans for a proposed project will require subsequent review and approval before construction. The level of secondary review will be determined according to the significance of the revisions (e.g., scrivener's error).

Applications will be accompanied by an arrangement for payment of appropriate fees as specified in the Utilities Fees and Section 3. Credit against wastewater connection fees may be obtained by applicants whose development includes the demolition of existing structures or retrofitting of existing buildings. No credits will be given when demolition has already occurred, per Section 3.2.7. All fees paid for new services that, at the applicant's request or by applicant delay, are postponed more than one (1) year from the date of application may be subject to the imposition of current rates and fees. In the event of a fee change, the fee amount applied will be determined by the rate effective on the latter of the project utility plan approval date or the date of the customer invoice, subject to the appropriate turnaround time for plan review.

If PCU has received no communication from the applicant for a period of one year, PCU will invalidate the utility plan approval without notice and refund all unused fees upon applicant request.

Final plans are valid for 12 months after approval by PCU. Should any site work not occur within the 12 months following plan approval or cease for more than 12 continuous months, the approved site plans will be invalidated. Site work on any phase of a phased construction project is sufficient to maintain plan approval under this provision. If the applicant submits written notification to Development Review within the 12 months immediately preceding the date of request, and within 30 days of the expiration date, an extension may be granted, at the discretion of PCU.

In the event of a rule, ordinance, policy, or standards change affecting the approved plans, previously approved plans are valid for up to six (6) months beyond the change date, where allowable by law. PCU may require applicants to submit revised plans at any time after six (6) months beyond a rule, ordinance, policy, or standard change.

7.3 Utility Main Sizing and Design

When new development is proposed, PCU's permitting process will include a review to protect PCU's system and ensure compliance with PCU standards. In addition to the following situations, permitting may be required on a case-by-case basis when the Director of Utilities, or their designee, determines it is warranted. Part of this review will include consideration of the following:

- In cases where new development is proposed, PCU may require the use of specific materials or installation methods, per the aforementioned documents and Pinellas County's Material Specification Manual, particularly if the new infrastructure will tie into PCU's existing system or may be acquired by PCU in the foreseeable future.
- In cases where the developer installs stub-outs and makes interconnections, such practices will be done per best engineering practices. Where new main extensions are proposed, the developer may be required to extend the water and wastewater mains to and across the property frontage.

7.4 Change in Meter Unit Size

To change the size of the meter unit, the owner will apply to PCU for approval. The owner will pay in advance all applicable fees for the new meter as outlined in the Utilities Fees.

The proposed meter size will be equal to or less than the size of the distribution main and service line connecting the meter.

When increasing the meter size, the applicable capacity fee for the existing meter will be credited against the new capacity fee based on the proposed meter size. A meter size increase may require appropriate infrastructure improvements at the owner's expense.

When the meter size is reduced, upon written request, the customer's deposit will be reduced accordingly through a credit on a subsequent bill, per the Utilities Fees.

7.5 PCU Installation of Wet Tap

Upon customer application and PCU approval, PCU will perform wet taps on PCU mains for the charges established for the work in the Utilities Fees. Taps on mains twenty-four inches (24") or larger must be approved by the Utilities Director or their designee.

Additional costs incurred due to unforeseen circumstances (e.g., utility conflicts, field conditions) at the time of initial payment of fees will be billed to the customer at the actual cost of additional work needed and are to be paid by the customer within sixty (60) days of final accounting of costs.

7.6 Acceptance of Project for Utility Service

Applicants for water, wastewater, and reclaimed water services requiring line extensions within Pinellas County or State-maintained rights-of-way will pay all costs associated with the extension. At PCU's discretion, Building and Development Review Services (BDRS) will deem whether privately constructed infrastructure, in any instance, will be transferred to Pinellas County. PCU may prescribe system design parameters (e.g., sizing, depth) that exceed the minimum standards for all infrastructure assets that support utility access to neighboring parcels. PCU will take ownership of contributed infrastructure assets only after satisfactory inspection, all necessary public utility easements have been conveyed to Pinellas County, and all necessary Florida Department of Environmental Protection (FDEP) permits have been completed. If PCU cannot access the equipment needed to safely provide water or wastewater, then PCU will not deliver service. Where the developer's water or wastewater services cross private properties, the developer may be required to obtain private utility easements.

Plans must include all necessary easements to install the design. If private property will be impacted, it is the responsibility of the developer to obtain easements.

PCU does not get involved in private property disputes. This includes any matters relating to private infrastructure and private easements.

7.7 Close-out Procedures

Utility infrastructure may only be placed into service following final inspection and approval by Pinellas County. After construction and a satisfactory inspection, the Engineer of Record will submit to PCU via Pinellas County Access Portal for review and approval:

- One (1) hard copy signed and sealed (P.E.) record drawings.
- CADD files of record drawings.
- One (1) set of record drawings in PDF format.
- Two (2) signed and sealed easement sketch and legal description.
- Signed and sealed cost estimate of assets dedicated to PCU.
- Other information, in a format that conforms with the County's consistent business practices.

7.8 Temporary and Bulk Water

7.8.1 Fire Hydrant Meters

In some cases where water is needed for construction and the developer or contractor has not tapped into the system, PCU will allow the use of a fire hydrant meter. To protect the health and safety of PCU water customers and the water distribution system, only PCU-issued fire hydrant meters can be used to connect to PCU fire hydrants. Customers found to be using non-PCU-issued equipment will be subject to the tampering and unauthorized use of utility services penalties described in Sections 2.6 and 2.7.

Licensed contractors may make application for fire hydrant meters for the temporary purchase of bulk water through PCU Business & Customer Services.

Fire hydrant meters will only be installed or relocated by PCU. Customers found to have relocated meters independently will be subject to the tampering and unauthorized use of utility services penalties in Sections 2.6 and 2.7. All applicants for meters will designate, upon approval of PCU, the fire hydrant on which they desire the meter installed. Deposits, service charges, relocation, and rental fees will be applied per the Utilities Fees. The customer is responsible for PCU-issued equipment (e.g., hydrant or truck meters), once installed and inspected. If the equipment is removed, relocated by the customer, or lost, the customer will bear all associated costs. If the billed amount is estimated, the debited amount will apply. If the actual meter read later determines the estimated use exceeded the actual use, the difference will not be reimbursed, and service charges will apply per the Utilities Fees, since the equipment may only be removed/relocated with PCU authorization.

Approved fire hydrant meter applications are valid for a maximum of one (1) year. A one-time extension for up to six (6) months may be granted upon customer request and PCU approval. After one (1) year or 18 months with an approved extension, PCU will remove the meter and customers seeking a fire hydrant meter will be required to reapply and pay applicable fees, per the Utilities Fees.

PCU will require a new application for updating the system with any changes the contractor may have (contractor name, contractor address, FEI/EIN, business license information, and any other relevant business details). Temporary meters may be relocated by PCU with 48 hours' notice, upon request to PCU Business and Customer Services and payment of applicable fees in accordance with the Utilities Fees.

Hydrant meters are read and billed per Section 5. Customers may be responsible for the loss or damage of assigned hydrant meters. If a hydrant meter is damaged, PCU will retrieve the meter, replace it onsite, and assess the damage to the meter at PCU. Repairs are billed to the customer for misuse and extent and/or cause of damage.

If a meter reported as lost subsequently is found in use on the same project site owned or used by the original applicant, PCU will bill the customer per the Utilities Fees and service may continue. If a meter is found on another project site or used by someone other than the original applicant, this may constitute theft of service; the meter will be seized, and all parties involved will be subject to the enforcement provisions of Section 2.7.

Fire hydrant meter service may be denied until all outstanding charges are paid in full. Payment in full applies to all accounts held by the business. Businesses holding any inactive fire hydrant meters with zero consumption noted for six (6) consecutive months will be contacted, and a determination will be made regarding the return of these meters.

7.8.2 Truck Meters

To protect the health and safety of Pinellas County water customers and the water distribution system, only PCU-issued

truck meters can be used to connect to PCU fire hydrants. Truck meters and endpoints are to be used by trained operators to prevent damage to the Pinellas County potable water system and may only be used on connections to the Pinellas County water system. Customers found to be using non-PCU-issued equipment will be subject to the tampering and unauthorized use of utility services penalties described in Sections 2.6 and 2.7.

Truck meters and endpoints will only be issued with the approval of the Utilities Business & Customer Services Division through the truck meter application process. The applicant is responsible for installing and mounting the meter on a trailer or truck for which valid proof of registration has been provided. Only the truck or trailer associated with the registration initially provided to PCU at the time of application is authorized for use with the issued meter. It is the customer's responsibility to update PCU's records with a valid registration if there is a change in vehicles. If PCU determines a meter is mounted to a truck or trailer with a different registration not on file with PCU nor associated with the meter, PCU may seize the meter and the meter deposit may be forfeited.

The applicant is expected to have the vehicle or trailer upon which the meter will be mounted onsite when the meter endpoint is issued. PCU will inspect and approve the meter and mounting assembly upon installation, and PCU will install the meter endpoint, before the vehicle departs from PCU premises. The applicant is responsible for providing and installing approved backflow prevention protection. During inspection, an air gap must be visible on all truck-mounted meters. Air gap is the only backflow prevention approved by PCU. PCU retains final approval for all materials or installation methods.

For the protection of the County water system and equipment, PCU may refuse to issue a truck meter if the customer does not adhere to this policy.

Fire hydrants to be used by trucks or trailers with properly installed meters will be designated by PCU, depending upon the frequency with which the truck is to be filled.

Customers shall ensure PCU can obtain a meter reading according to established billing procedures, as outlined in Section 5.2, and per the information provided when the agreement is executed. All truck meters are digitally read through Advanced Meter Infrastructure (AMI) cellular endpoints. If the endpoint does not communicate a reading, the customer will be contacted with the information provided in the original application.

Failure to obtain a meter read through normal processes, the meter reading will result in an estimated usage of 100,000 gallons, per Utilities Fees, for failure to have the regularly scheduled meter reading. If the billed amount is estimated, the debited amount will apply. If the actual meter read later determines that the actual use exceeded the estimated use, the difference will be billed, and service charges will apply per the Utilities Fees.

If a commercial user fails to make a meter available for one reading, the customer will receive notice and return all PCU-issued truck meters within ten (10) days of notification. If truck meters are not returned to the General Maintenance Division - South (GMDS) facility, the customer will be billed in accordance with the Utilities Fees, forfeit their deposit, and all further services denied until the charges have been paid, as described in Section 2.7.

Pinellas County Utilities requires inspections of existing truck meters issued at least once per year. Customers issued a truck meter are required to schedule through Business and Customer Services Division. Please call our Business and Customer Services Division line and select the option for truck and hydrant meters. For inspection, the truck should be brought to GMDS at 6730 142nd Ave. N., Largo, Florida 33771. If the customer does not present the meter for inspection, they forfeit the use of the meter and must surrender it to the Utilities Department. It is the sole responsibility of the customer to ensure the meter is properly secured to the vehicle at all times and connected to the

potable water system in an approved manner.

If the truck meter or endpoint is lost, the customer may be subject to forfeit the deposit and PCU has the right to not approve a new truck meter be issued. Customers can bring damaged truck meters to GMDS. Repairs are billed to the customer for misuse and extent and/or cause of damage.

All water used will be billed according to the Utilities Fees and be subject to the base charges. There will be an initial temporary meter service charge and a meter rental charge, as set forth in the Utilities Fees.

7.8.3 Unmetered Connections

The use of unauthorized water from an unmetered connection may constitute a theft of service and be subject to the enforcement provisions set forth in Section 2.7.

8. Wastewater

8.1 Intent

Pinellas County Utilities (PCU) ensures the effectiveness of its wastewater treatment facilities and processes by providing residents and private entities with ways to improve their part of the system existing on private property. PCU monitoring will also ensure system integrity and protection of environmental resources containing wastewater within the collection system, specifically:

- Prevent the introduction of pollutants into any wastewater collection system or water reclamation facility (WRF) that may interfere with its operation.
- Prevent the introduction of pollutants into any WRF that may pass through the WRF, inadequately treated, into receiving waters.
- Minimize inflow and infiltration (I&I) into the wastewater system.
- Monitor to ensure system integrity and protection of environmental resources within the collection system.
- Encourage the use of public wastewater systems for users with private on-site sewage treatment and disposal (septic) systems.
- Promote gravity wastewater connections for new and existing development by discouraging new pump stations and force main infrastructure, where practicable.
- Promote reuse and recycling of wastewater treatment products (reclaimed water and bio-solids) from the WRFs.
- Provide procedures for the acceptance of hauled wastewater at PCU's WRF.
- Provide waysforresidents and private entities to improve their part of the system on private property.
- Provide for fees and charges that maintain reliable wastewater infrastructure, while ensuring affordable service for all customers.
- Enable Pinellas County to comply with its National Pollutant Discharge Elimination System (NPDES) permit conditions, bio-solids use and disposal requirements, and all applicable federal, state, and local regulations, including Pinellas County Code.
- Adhere to Pinellas County Ordinance 22-10 for Private Sewer Laterals and Private Sewer Systems.

Existing laws and regulations require that certain types of properties and structures have appropriately connected toilet facilities and other plumbing fixtures.

8.2 Connecting to Pinellas County Utilities' Wastewater System

8.2.1 Wastewater System Connection Required

Connection to the PCU wastewater collection system is required where available, according to Chapter 381.0065, F.S. and Pinellas County Code Chapter 126-302.

Required connections will occur within 180 days of when wastewater service is deemed available or when the owner applies for a certificate of occupancy through Pinellas County Building and Development Services (BDRS). Additional connection requirements are located in Chapter 381.0065, F.S., and Chapter 381.00655, F.S. Owners of properties with existing septic systems connecting to PCU's system will follow applicable FDEP and/or Florida Department of Health (FDOH) rules for abandoning septic systems.

The distance for wastewater collection system availability will be calculated using the shortest distance from the project area or parcel, along a continuous line following contiguous rights-of-way and/or public utility easements to the nearest point of the public- or investor-owned wastewater system.

Unless otherwise indicated, all requirements apply to new development or redevelopment only. All calculations for projected flow will be per the 10-States Standards. Availability does not guarantee capacity for plant or transmission, and all other requirements of this section must be met.

8.2.2 Requirements for Connection

Connecting to the PCU wastewater system may be done only per PCU requirements, existing land development rules, and the Utilities Fees.

All costs and expenses related to any necessary system upgrades, according to the installation and connection of building wastewater, will be the responsibility of the owner. These costs may include, but not be limited to, upsizing of existing wastewater mains and force mains, etc., and/or pump station capacity upgrades that may or may not be adjacent to the project area.

8.2.3 Collection System Main Extensions

A gravity collection system is required by PCU wherever practicable. PCU may prescribe a gravity connection to the wastewater collection system, even in cases where a force main is available.

8.2.3.1 Gravity System

In cases where an extension of the gravity wastewater system is proposed, PCU may require an extension to the lot line, end of the project area, or in lengths that are appropriate for the system (e.g., 400' increments for an 8" gravity main). In cases where a wastewater main enters private property, a manhole will be installed at the property boundary with utility easements. Projects will be required to extend wastewater pipeline facilities across the full extent of the frontage of the project parcel in a manner that facilitates future extension of PCU's wastewater system. PCU may prescribe sizing and depths for extensions to the gravity system per system-wide operational considerations.

8.2.3.2 Pump Stations

Design and permitting of a pump station will require PCU review and approval of a signed and sealed statement, provided by the Engineer of Record, indicating that the pump station meets all relevant design criteria.

If the site can be designed with gravity using 10 State Standards (e.g., 8" pipe, 0.40% slope), then a pump station will not be permitted.

If a pump station is needed due to site constraints and is unable to meet 10 State Standards, then it will be designed and constructed per PCU standards and may become a PCU asset, to be determined by PCU's Development Review Services (DRS). Submitted pump station plans will show all pertinent design elevations, flows, piping, etc. Design calculations must be submitted with plans, showing the pump curve and system head calculations.

8.2.4 Pump Station Ownership

The Board, from time to time, will establish policies through ordinances that impact proposed collection and pump station systems to reduce or eliminate inflow and infiltration (I&I).

Private pump stations may be allowed for single-family residences, not associated with a subdivision or parcel split, provided there is no viable gravity connection available to the parcel. All pump stations will require a permit from DRS and comply with all PCU standards and specifications.

All private wastewater systems that include a wastewater pump station must have a maintenance agreement with a person or company holding a Florida master plumbing certificate of competency, a Pinellas County master plumber certificate of competency, a certified wastewater operator, licensed in Florida, or be a person approved by PCU for such work. The maintenance agreement will provide for monthly inspections of the wastewater pump station for proper operation and maintenance and provide 24-hour emergency restoration services if a failure occurs.

The private wastewater system owner will have a backup power plan with protocols for managing flows during a power outage to prevent SSOs from occurring. This plan will meet the current state and PCU requirements.

8.3 Prohibited Discharges to the Wastewater System

Connection of roof downspouts, exterior foundation drains, areaway/French drains, or other sources of surface runoff or groundwater to a building wastewater collection or any other part of the wastewater system that connects directly or indirectly to the PCU wastewater system is prohibited.

No user will introduce or cause to be introduced into the wastewater system any pollutant or wastewater that:

- May negatively impact the treatment process
- Leads to pass-through that may cause a permit violation at PCU wastewater treatment plants
- Could cause or contribute to blockages or damage to PCU's wastewater system
- Is specifically prohibited under Pinellas County Code Section 126-327

These general prohibitions apply to all users of the WRF whether they are subject to categorical pretreatment standards or any other national, state, or local pretreatment standards or requirements.

The discharge of groundwater to the wastewater system or connected systems is prohibited under Pinellas County Code Section 126-327 unless written authorization is granted by an authorized PCU representative for the Industrial Pretreatment Program per program guidelines. PCU may approve the discharge of groundwater to the wastewater system from groundwater remediation activities if it is per the conditions specified in Pinellas County Code Section 126-412. The fees for collection, transmission, treatment, disposal, and monitoring of processed groundwater to the wastewater system are provided in the Utilities Fees. Groundwater discharges may be subject to the permitting requirements in Pinellas County Code Section 126-352.

8.3.1 Household Items Prohibited from Entering the Wastewater System

The PCU wastewater collection system is designed to process biowaste and toilet paper. Other items disposed of through toilets or drains may clog or negatively impact the system resulting in reduced efficiency and costly damage. The following is a list of common household items that cannot be disposed of in toilets or drains:

- “Flushable” pre-moistened wipes
- Bandages or dressings
- Cotton balls or swabs
- Catheters
- Wrappers
- Feminine hygiene products
- Facial tissues
- Dental floss
- Test strips
- Medications or supplements
- Cigarette butts
- Diapers
- Hair
- Coffee grounds
- Oil – cooking, automotive, etc.
- Grease and fats
- Paint
- Solvents and acids
- Fuel
- Antifreeze
- Syringes

A complete list of items that can damage the wastewater system can be found on the PCU website.

8.4 Private Wastewater Systems

Pinellas County Utilities (PCU) is committed to protecting people and the environment while delivering high-quality wastewater collection and treatment services. Although we service and maintain the wastewater collection system within public rights-of-way, there are portions of the total wastewater system that exist on private property.

PCU’s Private Sewer Lateral Policy and Private Sewer System Program address the systems contained within private communities and on private residential lots. These initiatives regulate all existing and future private sewer systems. Private sewer systems are privately owned sanitary sewers, manholes, lift stations, force mains, and any other facility that releases wastewater into the County’s wastewater collection system.

The goal of these programs is to reduce inflow and infiltration (I&I) and operation/maintenance-related sanitary sewer overflows from private sewer systems and to reduce I&I entering the County sewer system. This will reduce the risk of sanitary sewer overflows in the County sewer system and excessive flows to the wastewater treatment facilities.

Article VII of the Pinellas County Code lists specific requirements for private systems intended to reduce the risk of emergencies, overflows, and elevated levels of I&I in the PCU system. PCU permits and periodically inspects all private sewer systems to ensure they are in good condition.

9. Reclaimed Water

9.1 Intent

Pinellas County Utilities (PCU) is committed to continued improvement of its wastewater treatment and disposal facilities per the best environmental practices and to conserve and protect the State's water resources. Regional planning studies prepared by Pinellas County for treated wastewater disposal recommend the reuse of non-potable reclaimed water for irrigation purposes. In addition, the Southwest Florida Water Management District (SWFWMD), Florida Department of Environmental Protection (FDEP) and other regulatory agencies strongly recommend and encourage the reuse of reclaimed water as a measure for the conservation of the State's valuable potable water resources. Reclaimed water provides this alternative to the potable water demand for irrigation.

PCU will prioritize continued service to existing reclaimed water customers over system expansion. All applications for new service or distribution system expansion are examined on a case-by-case basis. For new service applications, developers and owners are encouraged to contact PCU before the design phase for consideration for new reclaimed water service and to see Section 3.7 for additional installation and maintenance requirements.

9.1.1 Pinellas County Responsibility

PCU strives to deliver a consistent flow of reclaimed water to customers in northern and southern Pinellas County alike. Still, PCU makes no assurances regarding the uninterrupted availability of reclaimed water as supply depends upon many variables beyond PCU's control. The County is pursuing innovative ways to expand its current reclaimed water system.

Pinellas County is responsible for the maintenance and repair of the reclaimed water transmission and distribution lines, and meters. This includes the reclaimed water curb stop located in the Pinellas County easement of the property.

PCU's Reclaimed Water Consumer Confidence Report highlights water quality data and is located on PCU's website.

9.1.2 Customer Responsibility

Conservation and proper use of this limited resource are everyone's responsibility. The Board adopted reclaimed water conservation measures effective April 1 to June 30 and October 1 to November 30, as shown in Section 9.2.2. Customers are responsible for knowing and abiding by the irrigation watering schedule for their address, which can be found on the PCU website. Customers also are responsible for knowing acceptable and unacceptable uses for reclaimed water, as noted in the following section. Finally, customers are responsible for fees related to service availability, system connection and inspection, and usage.

9.1.3 Acceptable vs. Prohibited Reclaimed Water Uses

Acceptable uses:

- Irrigating lawns and most landscaping

Prohibited uses:

- Consumption by humans
- Bathing, cooking, or toilet flushing in residential and commercial dwellings
- Interconnection with another water source
- Recreational uses involving body contact (e.g., swimming pools, spas, showers)
- Application within prohibited setbacks from potable water wells
- Irrigation of vegetables or other edible crops that are not peeled, cooked, or thermally processed before being consumed
- Uses that result in run-off or overspray from the property
- Mixing concrete for construction

9.2 Use of the Reclaimed Water System

9.2.1 Service Interruptions

Reclaimed water is an interruptible service, subject to source availability and operational considerations. To conserve this resource, PCU may moderate the use of the reclaimed water system at certain times to reduce maximum pressure demands on the system, and to regulate usage during periods of limited reclaimed water availability.

9.2.2 Water Restrictions and Schedules

Use of reclaimed water service is subject to the year-round conservation measures and seasonal reclaimed water restrictions that are in effect in Pinellas County, per Pinellas County Code Section 82-3. The designated watering period (days and times) and rules for irrigating may be found on the PCU website. To confirm adherence to the proper schedule, customers are encouraged to visit the PCU website periodically.

Year-round conservation measures and seasonal reclaimed water restrictions may result in enforcement actions, violations, and citations, up to and including termination of reclaimed water service. Information regarding violations may be found on the PCU website.

9.2.3 Applying for Reclaimed Water Service

Owners may submit applications for reclaimed water service and system extensions to PCU for review and approval. PCU may require a reclaimed water meter for commercial and residential customers. PCU may limit reclaimed water service connections to one per parcel, based on operational considerations.

Owners of properties receiving reclaimed water service may request discontinuance of service, per Section 6.2. Upon approval, PCU will lock off the reclaimed water service, but reclaimed water service lines will not be removed. For properties served by an unfunded system, the reclaimed water availability fee will continue to be billed, per the Utilities Fees and Section 5.

9.2.3.1 Developer-installed vs. County-installed Systems

PCU applies different methods to pay for the existing reclaimed water infrastructure.

Developer-installed (Funded) – This term is used when the reclaimed water pipelines are paid in full in advance, or a developer installs and connects to the County's reclaimed water system when building residential and commercial areas. Reclaimed water customers in areas designated as "funded' will not see an availability fee on their bill.

County-installed (Unfunded) – This term applies to the reclaimed water distribution system installed by Pinellas County between 1998-2010 – it was "unfunded" by developers, so the County paid the upfront costs. Since the County installed this system, the PCU customers in the service area are billed an availability fee to recover the infrastructure costs. Taxpayers do not fund PCU. Ratepayers in the reclaimed water service area also referred to as the "Readiness to Serve Zone," are billed an availability fee. This fee will drop off accounts after 30 years, or sometime between 2028 and 2040.

To determine if a property is located within the Readiness to Serve Zone, contact PCU via email (utlreclaimedservicedesk@pinellascounty.org) or by calling 727-464-4000.

9.2.3.2 Customers within Readiness to Serve Zone

Although connecting to PCU's reclaimed water system is voluntary, all properties located within the Reclaimed Water Readiness to Serve Zone in the unfunded part of the system are charged a reclaimed water availability fee, regardless of whether the property is connected to the reclaimed water system. Properties located within the Readiness to Serve Zone are eligible to receive reclaimed water service. Interested customers can contact the County to learn more about how to connect and submit an application online. Applicable fees and charges will be billed per the Utilities Fees.

PCU will only provide reclaimed water service to properties that do not have shallow potable wells. Installation of a shallow potable well is prohibited on a property where reclaimed water and potable water connections are available.

9.2.3.3 Customers Not in the Readiness to Serve Zone

PCU will only provide reclaimed water service to those properties within a Readiness to Serve Zone.

9.2.4 Availability Fee Exemptions

Owners within the Readiness to Serve Zone may receive an exemption from paying the reclaimed water availability fee due to the presence of an active potable well on the property. Once the potable well is abandoned, rates and fees will apply. Wells in existence before December 1997 are exempt from the availability fee.

9.2.4.1 Unbuildable Property

Properties that are considered unbuildable by the County or a municipal building department with jurisdiction over the property are exempt from paying the reclaimed water availability fee.

9.2.5 Reclaimed Water Service – System Expansion/Extension Requests

Expansion of the reclaimed water distribution system may be approved where there is sufficient system supply, capacity, and pressure, and at the discretion of PCU.

Reclaimed water distribution system extensions will be permitted only in areas that are served by public water and wastewater.

The presence of reclaimed water transmission mains does not guarantee reclaimed water availability.

Only owners within the Readiness to Serve Zone may apply to PCU for reclaimed water. PCU will determine whether the property is located within the Readiness to Serve Zone, and reclaimed water service may be granted at the discretion of PCU, upon consideration of the following factors:

- Reclaimed water source availability
- Operational considerations
- Distribution infrastructure availability
- Presence of active or inactive potable wells

Plans and specifications for extensions of the reclaimed water system will be prepared by a professional engineer, registered in the State of Florida, and approved by PCU before starting construction. Reclaimed water infrastructure extensions will be inspected during construction and are subject to approval by Pinellas County.

For information regarding easements and project close-outs for reclaimed water main extensions, refer to Sections 7.7 and 7.8.

For parcel splits that result in two (2) total parcels, or developments of three (3) or more parcels in the Reclaimed Water Readiness to Serve Zone, developers and/or owners may apply for reclaimed water service.

If a significant portion of a lot is prohibited from receiving reclaimed water service due to the presence of a wetland area or a potable well, PCU may deny reclaimed water service at that location.

Pinellas County has the right to refuse to extend reclaimed water service for any reason which, in the judgment of the Utilities Director, or their designee, will not benefit Pinellas County.

9.2.6 Inspection

Upon passing the initial inspection by Pinellas County, customers will be connected to the reclaimed water system. Inspection requirements are available on PCU's website. At the time of application, each reclaimed water customer will give written consent for Pinellas County to enter their property. Pinellas County will make a reasonable effort to limit such inspections to daylight hours.

Upon an approved initial inspection, the customer will be charged the reclaimed water usage fees, per the Utilities Fees.

9.2.6.1 Failed Initial Inspection or Periodic Reinspection

If a customer's irrigation system initially fails, the service will be locked off, and Pinellas County may require modification or removal of customer-installed devices (e.g., unapproved hose connections) that connect to, or control, reclaimed water. Reinspection of the failed system will be conducted at the customer's request.

Examples of issues that may cause an inspection failure include cross-connections with a potable water source; unapproved hose connections; new additions or extensions to the customer's irrigation system; or noticeable breaks or leaks that cause excessive runoff, and others.

Upon failure of a periodic reinspection, the customer will be notified in writing that they have 10 days to remedy the concern, or the system will be locked off.

PCU will continue to bill the reclaimed water usage fee. It is the owner's responsibility to notify PCU to deactivate the reclaimed water service. PCU will continue to assess the reclaimed water availability fee in the unfunded portion of the reclaimed water system.

9.2.7 Cross-connection Control

The public potable water supply will be protected by an approved backflow prevention assembly, installed on the potable water system at the meter, for all properties within the reclaimed water Readiness to Serve Zone. All assemblies and related equipment, etc., installed for cross-connection control must be per state law or regulation, Pinellas County Code Section 126-516, and Pinellas County's Standard Details. Where a cross-connection or potential cross-connection exists, the potable water service may be terminated until the cross-connection is resolved, inspected, and approved by Pinellas County.

To complete tasks related to system maintenance or repair, PCU needs access to our entire distribution and collection system. At times, this may require PCU to have reasonable access to private property for reading meters, maintaining, or improving infrastructure, and sampling for compliance with water quality and wastewater discharge rules. Pinellas County representatives will make every reasonable attempt to seek the property owner's or customer's permission to enter onto the property to inspect the customer's reclaimed water system. Refusing reasonable access to an authorized Pinellas County representative seeking to maintain the safety and integrity of the PCU collection and distribution system may result in immediate termination of potable and/or reclaimed water service by PCU.

For more information about cross-connection control policies, refer to Section 10.

9.2.8 Run-off Control

The owner and/or customer is responsible for the operation of their irrigation system to prevent ponding, run-off from the irrigation site, and excessive spray, as per Chapter 62-610, F.A.C.

10. Cross-connection Control

10.1 Intent

A cross-connection occurs whenever any non-potable water source is connected to a potable source. Pinellas County Utilities (PCU) is responsible for protecting its system from potential pollution or contamination hazards that may be introduced through the customer's side of the water system through cross-connection control. PCU's cross-connection control program includes installation, testing, repair, and maintenance of backflow prevention assemblies, as well as cross-connection inspections. Upon discovery of a cross-connection or potential cross-connection on an owner's property, the cross-connection or potential cross-connection will be eliminated, and an approved backflow assembly will be installed. The type of backflow prevention used will depend on the degree of hazard. Properties served by PCU water with a secondary water source, or that have fire protection facilities, will have an approved backflow prevention assembly.

No public water service connection will be installed or remain in service unless PCU's potable water system is protected.

10.2 Cross-connection Required

Per best engineering practices and operational considerations, PCU may require the use of cross-connection control measures.

Water contained within fire protection facilities requires a backflow prevention assembly and is not considered drinkable. PCU owns fire service lines from the potable water main up to, and including, the last fitting of the backflow assembly. For additional requirements related to fire protection facilities, refer to Section 11.

Where reclaimed water service is available, the potable water supply will be protected by an approved backflow prevention assembly or device installed at the water meter, as outlined in Section 6.3.6.

The type of backflow prevention assembly required will be determined by the degree of hazard on the property.

10.3 Backflow Prevention Assemblies

Depending on the level of hazard present, PCU will require either single or parallel reduced pressure detector backflow prevention assemblies, double-check valve assemblies, double-check detector assemblies, or dual checks (for residential use in reclaimed water areas only). Examples of hazards that may be present are: alternative water sources; non-potable water supplies; chemical injection equipment; and on-site chemical storage or usage. PCU will follow the American Water Works Association M-14 manual, Florida Statutes, and best engineering practices in selecting the type of backflow prevention necessary to appropriately mitigate contamination risks.

PCU will furnish, own, and maintain all backflow prevention assemblies installed at the connection point to the owner's water system. The owner will pay for the costs of the backflow assembly according to the Utilities Fees. New assemblies under four (4) inches will be installed by PCU and new assemblies four (4) inches or greater will be installed by a licensed

private contractor. Assemblies installed under a private contract will require inspection by Pinellas County. All payments are required before installation. Replacement assemblies of any size are installed and paid for by PCU.

10.4 Installation Requirements

Backflow prevention assemblies require approval by PCU and the Florida Department of Environmental Protection (FDEP). All new construction needs the appropriate backflow prevention assembly installed based on the degree of hazard as determined by PCU. Any change of commercial occupancy will be reported to PCU to determine the appropriate backflow prevention assembly required.

10.5 Testing and Maintenance of Backflow Prevention Assemblies

PCU will test and maintain backflow prevention assemblies in compliance with FDEP requirements. When backflow assemblies are located within an easement, Customers will maintain at least three (3) feet of clearance around the backflow prevention assembly and will permit access to PCU. When backflow assemblies are located on private property, customers are strongly encouraged to maintain at least three (3) feet of clearance around the backflow prevention assembly for ease of maintenance and repair. Authorized Pinellas County representatives seeking to maintain the safety and integrity of the PCU collection and distribution system will make every attempt to gain a property owner's or customer's permission to access equipment located on private property.

Backflow assemblies that include double-check valve assemblies (DCVA), double-check detector assemblies (DCDA), and reduced pressure detector assemblies (RPD) will be field tested in compliance with FDEP requirements. The customer will pay applicable fees and charges, as outlined in the Utilities Fees. Penalties for violations of Pinellas County Code Section 126-237 may include fines and damages and may result in termination of service, as outlined in Section 6.3.5.

11. Fire Protection

11.1 Intent

It is the intent of Pinellas County Utilities (PCU) to provide water for fire protection where adequate supply and infrastructure are available. PCU cannot guarantee the availability of water for fire protection.

It is the responsibility of the owner or developer to install adequate mains, hydrants, and appurtenances. PCU shall not be responsible for the quality of water contained within private fire protection infrastructure, which may degrade because of infrequent use.

11.2 Fire Protection Infrastructure

Fire protection infrastructure will be installed by the developer/owner at their expense. Application and approval are required for the construction of public fire protection facilities as part of the development review process. PCU will own and maintain fire protection infrastructure within public rights-of-way and public utility easements, upon written request and at PCU's discretion. The owner is responsible for all repairs to and maintenance of private fire protection facilities.

Approval of design and construction by PCU is required for construction of, or alterations to, fire protection facilities. All materials used in such construction will be per the Pinellas County Standard Details. Permits will not be approved unless adequately sized water mains and sufficient flow are available. It will be the responsibility of the Engineer of Record to appropriately design fire protection infrastructure per applicable rules and best engineering practices. Where existing water mains are not of sufficient size to provide the flow required for fire protection and consumptive water use, main extensions and/or upsizing, installation of hydrants, and fire protection facilities will be per Pinellas County's Standard Details, Section 7.5, and the standards of the National Fire Protection Association (NFPA), as administered by the fire department having jurisdiction.

It is preferred for the contractor to install their equipment with County inspection services; however, PCU may furnish and connect, at the applicant's request, public fire hydrants and related equipment, upon approval and receipt of all fees per the Utilities Fees.

Permitted fire protection facilities will be inspected during construction and subject to approval by Pinellas County and/or the appropriate building authority.

11.2.1 Dual-Use Meter Units for Fire Protection/Consumptive Use

Fire protection facilities provided through dual-use meter units are those used to provide for fire protection requirements as well as for consumptive water use. For such facilities, PCU will own and maintain the system up to the last fitting of the meter backflow prevention assembly.

11.2.2 Private Fire Service Lines

PCU will own and maintain service lines from the water main up to, and including, the last fitting of the backflow assembly. All piping thereafter will be considered a private fire service line. Private fire service lines are to be used exclusively for fire protection infrastructure, including but not limited to fire hydrants on the property, building standpipes, fire sprinkler systems, etc., and will be equipped with leak detection equipment. The potable water customer will pay an annual Standby Charge for unmetered private fire protection facilities per PCU's Utilities Fees.

Any unauthorized use of or connection or unapproved alteration to a private fire service line will be subject to the provisions of Sections 2.6 and 2.7.

11.3 Use and Testing of Fire Protection Infrastructure

Fire protection facilities are to be used for extinguishing or preventing fires only, except as approved by the Utilities Director, or their designee.

Periodic tests and drills may be made by legally constituted fire departments. The fire department must notify the Utilities Director, or their designated representative, at least 72 hours in advance of the time of all tests and drills so that PCU may have a representative present. Such notification will include an estimate of the volume of water to be used in the testing and may be given in writing or by telephone to the Utilities Director, or their designated representative.

11.4 Notification of Use for Extinguishing Fires

Customers are to notify PCU within 24 hours after a privately owned fire protection facility is used. Pinellas County may then inspect and determine that the facility is in proper operating condition. Customers are encouraged to report any known, or suspected, unauthorized fire protection facility use to PCU and/or local law enforcement.

12. Non-Residential Services

12.1 Intent

It is the intention of Pinellas County Utilities (PCU) to provide wastewater treatment and collection services to protect human health and welfare, and the environment. PCU may enforce regulations for commercial users in the proper use and functioning of PCU's infrastructure, and to maintain wastewater effluent quality that meets or surpasses applicable regulatory requirements. Commercial users may be subject to the requirements of Pinellas County's Industrial Pretreatment and the Fats, Oils, and Grease (FOG) programs. Septage haulers discharging to PCU water reclamation facilities (WRFs) are subject to PCU's policies and on-site operational considerations.

12.2 Industrial Pretreatment

Commercial and industrial users may be required to obtain an Industrial Wastewater Permit. Industrial wastewater permits are subject to permitting fees, as specified in the Utilities Fees.

Users will comply with all categorical pretreatment standards, local limits, and the prohibitions set out in Pinellas County Code Section 126-327, Section 126-328, and Section 126-329 within the time limitations specified by EPA, the state, or Pinellas County Utilities, whichever is more stringent. If PCU requires pretreatment before discharge into the wastewater system, the plans, specifications, and other pertinent data or information relating to such wastewater pretreatment facilities, as prepared by a professional engineer, are subject to approval by PCU.

PCU may require industrial users to restrict their discharge during peak flow periods, designate that certain wastewater be discharged only into specific wastewater systems, relocate and/or consolidate points of discharge, separate sewage waste streams from industrial waste streams, and other conditions necessary to protect the WRF.

PCU may require any commercial or industrial users discharging into the wastewater system to install and maintain, at their expense, a suitable storage and flow-control facility to provide equalization of flow and loadings.

Users with the potential to discharge flammable substances may be required to install and maintain an approved combustible gas detection meter.

Permitted users will notify PCU in writing of any changes to the user's operations or system that might alter the nature, quality, or volume of its wastewater per the user's permit.

Upon violations of these policies, PCU will engage in enforcement activity as outlined in its Industrial Pretreatment Program Enforcement Response Plan, available upon request at cost.

Complying with the conditions of an industrial wastewater permit does not relieve a permittee of its obligation to comply with all federal and state pretreatment standards or requirements or with any other requirements of federal, state, or local law.

12.3 Hauled Wastewater

Septage haulers will apply for authorization to discharge at designated PCU facilities, per the Application for Authorization to Discharge Septic Waste.

Septage haulers may discharge with prior consent of PCU at designated locations and times established by PCU, per Pinellas County Code Section 126-367 and other applicable requirements. PCU may require samples of each hauled load to confirm compliance with applicable standards and may require the septage waste hauler to provide a waste analysis of any load before discharge. Any load may be rejected based on operational considerations without notice, at the discretion of the Utilities Director, or their designee. Oversight of the septage disposal service permitting process is transferred from the Florida Department of Health (FDOH) to the Florida Department of Environmental Protection (FDEP). Complying with the conditions of any required license or permit does not relieve a permittee of its obligation to comply with all federal and state septage standards or requirements, or with any other requirements of federal, state, or local law.

Haulers enter PCU facilities at their own risk and will abide by all PCU policies, procedures, and instructions by Pinellas County staff. Septage haulers will provide a Liquid Waste Transporter's Discharge Manifest for every load.

Waste haulers are subject to fees, as specified in the Utilities Fees. If waste haulers fail to pay their accounts in full promptly, PCU Business & Customer Services will notify the designated PCU facilities, which will prohibit further discharge until the outstanding balance, including late fees, has been paid.

PCU may discontinue hauled septic services at any time.

Hazardous wastes, as defined by the Resource Conservation and Recovery Act (RCRA), will not be discharged to any portion of the PCU wastewater collection system or any PCU water reclamation facility.

12.4 Fats, Oils, and Grease Management

Fats, Oils, and Grease (FOG) control devices (e.g., interceptors, sand traps, grease traps) will be required as specified by Pinellas County Code Section 126, when necessary for the proper handling of wastewater containing grease, oil, sand, solids, or other materials that may damage PCU's wastewater system. Residential users are not required to install FOG control devices. Commercial and industrial users requiring FOG control devices include, but are not limited to, all food service establishments, automotive repair facilities, laundries, animal grooming establishments, and kennels. These commercial users may also be subject to regulation under the provisions of Pinellas County Code Section 126.

All FOG control devices will be designed and installed per Chapter 64E-6, F.A.C., Pinellas County Code Section 126, or other applicable building codes, and approved by the Plumbing Official and PCU. FOG control devices will be easily accessible for inspection and maintenance, and will be periodically inspected, cleaned, and repaired by the user at their expense. FOG waste will be hauled by a Pinellas County permitted grease waste hauler or otherwise authorized liquid waste hauler and must be disposed of at a disposal site that is permitted for the type of waste being discharged. All FOG control device maintenance and cleaning must be conducted per Pinellas County Code Section 126. Provisions for grease waste hauler permitting and approved FOG disposal procedures are provided in Pinellas County Code Section 126. Grease waste haulers are subject to disposal fees, as specified in the Utilities Fees.

13. Wholesale Service

13.1 Intent

Pinellas County Utilities (PCU) will provide interested cities, towns, and other large-volume users with wholesale water, wastewater, and reclaimed water services. Water and wastewater wholesale customers will be limited to governmental entities and private agencies within Pinellas County that redistribute potable water to and/or collect wastewater from customers in their established service areas. Reclaimed water wholesale customers will be generally limited to municipalities. The details regarding wholesale service can be found in the individual agreements made with each entity.

Other large or moderate users may also request a wholesale agreement with PCU, dependent solely on PCU operational considerations. Supply considerations for existing wholesale and retail customers will take precedence over forming new wholesale agreements.

All wholesale service is subject to the conditions outlined in Section 3.3. The following sections guide wholesale agreements for which PCU is the service provider; however, each agreement is executed on a case-by-case basis. Wholesale customers must provide appropriate 24/7 point-of-contact information that PCU can use for operational and emergency coordination.

13.2 Ownership of Assets

13.2.1 Connection Location Considerations

Determining the location of the connection point between PCU's water, wastewater, and/or reclaimed water system and the customer's system will be mutually agreed to and located in a public utility easement or public right-of-way. PCU's meters will be located within the public easement or right-of-way and abut the customer's property line. Either party may request relocation of assets to a mutually agreed upon location. Unless otherwise agreed upon, the requesting party will be responsible for payment of all relocation costs, or as stipulated in the agreement.

PCU and the customer will agree to provisions for site access control, maintenance, and security. Where a locked fence is deemed necessary, both PCU and the customer will have unrestricted access to the site. The site owner will be responsible for fencing and landscaping maintenance.

13.2.2 Physical Assets

Billing meters at connection points will be owned and maintained by PCU. Backflow prevention assemblies may be required at all potable water points of connection. These assemblies will be owned and maintained by PCU. The customer may be required to pay a monthly service charge for the maintenance and replacement of meter and backflow assemblies. Supervisory Control and Data Acquisition (SCADA) system and related telemetric equipment may be required at connection points; if required, PCU will own and maintain this system.

13.2.3 Meter Accuracy

PCU will arrange for meters to be tested annually by a third-party tester. Results will be delivered to the customer within 30 days of the test.

The customer may request any meter be tested. Should the tests show the meter to be registering within an agreed-upon accuracy range, the customer bears all the expenses incurred in the testing. If the tests show the flow measuring device is not registering within the agreed-upon accuracy range, PCU will pay all the expenses incurred in the testing and will repair the meter. For any meter found to be inaccurate, PCU will adjust the previous monthly bill and any portion of the current billing month to the average use for the previous twelve (12) months of consumption. For those accounts active for less than a year, the adjustment will be determined based on an average of full billing periods.

13.3 Continuous and Standby Service

PCU provides continuous (non-interruptible) and stand-by (interruptible) wholesale service, depending on the individual wholesale agreement.

13.3.1 Continuous Service

PCU provides potable water and wastewater services continuously, except during temporary service interruptions. Additionally, when the total demand for water, wastewater, or reclaimed water services by all PCU's users exceeds PCU's system capacity, wholesale and retail customers will receive equal priority.

13.3.2 Standby Service

PCU also may provide services on a standby basis for municipalities with independent water supply and/or wastewater treatment facilities. Agreements for standby services may be subject to minimum daily average service level commitments and/or standby fees, as specified in the Utilities Fees.

13.4 Mutual Service Agreements

PCU may enter into agreements for mutual service provision. Mutual service agreements are addressed on a case-by-case basis.

13.5 Emergency Service for Non-Wholesale Municipalities

PCU will make reasonable efforts to provide continuity of water and wastewater services for residents of Pinellas County. Requests for emergency services from non-wholesale municipal partners will be addressed on a case-by-case basis.

13.6 Wholesale Potable Water

13.6.1 Operational Considerations

Pressure at the wholesale water points of connection shall be maintained at the PCU system pressure at that location. Customers shall make reasonable efforts to minimize large variations in volumes taken from the PCU system. The customer shall be responsible for implementing a program to apply and enforce potable water restrictions.

13.6.2 Cross-connection Control

Customers will maintain a cross-connection control program, per state and federal regulations, and Pinellas County Code Section 126-231. PCU may require the installation and maintenance of backflow prevention assemblies at the wholesale water connection points at the customer's expense.

Should any contamination or possibility of contamination occur in the customer's water system, the customer will notify PCU immediately, correct any cause of contamination, and take all necessary precautions to confirm that PCU's water supply and water system are protected. The customer is responsible for any associated repair or mitigation costs incurred by Pinellas County.

13.6.3 Water Quality Considerations

PCU will maintain potable water quality that meets or surpasses state and federal regulations at the wholesale point of connection.

13.7 Wholesale Wastewater

13.7.1 Wastewater System Operation and Maintenance

The customer is responsible for maintaining and monitoring its wastewater collection system to prevent excess capacity from stormwater inflow and groundwater infiltration (I&I), damage to PCU infrastructure, degradation of effluent water quality, or the need to expand PCU's infrastructure. PCU may require customers to remediate increased I&I at customer expense. Alternatively, PCU may implement I&I remediation measures and apply incurred expenses to the customer's bill. PCU maintains the right to sample wastewater at any publicly accessible location in the customer's wastewater collection system to verify compliance and requires annual reporting of planned or complete repair and rehabilitation activities. Any reporting of breaks or spills as required by regulatory agencies is the responsibility of the owner of the affected system.

PCU will implement a program to apply and enforce industrial pretreatment requirements (e.g., Section 12.2).

13.8 Wholesale Reclaimed Water Service

13.8.1 Operational Considerations

Reclaimed water is an interruptible service; reduced pressure may result when supply is diminished, and customer usage is increased. Reclaimed water customers will try to minimize large variations in volumes taken from the PCU system; the customer is responsible for implementing a program to apply and enforce reclaimed water restrictions that will support this goal. To confirm equitable pressure is maintained throughout the reclaimed water distribution system, pressure at the wholesale reclaimed water points of connection will be maintained at the PCU system pressure for that location.

13.8.2 Cross-Connection Control

Customers will maintain a cross-connection control program, per state and federal regulations, and Pinellas County Code

Section 126-231. PCU may require installing and maintaining backflow prevention assemblies at the wholesale reclaimed water connection points at the customer's expense.

Use of reclaimed water will require installing and maintaining backflow prevention assemblies at the drinking water connection points, per state and federal regulations and Pinellas County Code Section 126-231. Customers are responsible for preventing the introduction of reclaimed water into sensitive or regulated areas or ecosystems.

13.8.3 Water Quality Considerations

PCU will maintain reclaimed water quality that meets or surpasses state and federal regulations at the point of connection.

13.9 Billing

Customers will be billed at the wholesale rate for the service they are provided. This rate is established by the Board and may be revised by the Board, with notice.

PCU will read all wholesale meters at least twice per month and will bill customers monthly. Customer payments will be due within thirty (30) days from the billing date. Payments made after 45 days may be subject to late charges.

If the meter(s) become inoperative, the flows will be based on the average use for the previous twelve (12) months consumption. For those accounts active for less than a year, the adjustment will be determined based on an average of full billing periods.

14. Definitions

Applicant. Any party making a request for utility service to be rendered or furnished by PCU or associated utility provider. This may include the owner, occupant, registered agent of a corporation, or developer of the property. Appropriate documentation may be required.

Application. Written request by appropriate means specified by the Utilities Director, or by their designee, for PCU's water, wastewater, or reclaimed water service to a specific property.

Appurtenance. An asset associated with the utility infrastructure network that is additional to the pipe assets.

Authorized Representative. A party with legal authority to act on behalf of an applicant or customer.

Availability Charge. The fee established by the Pinellas County Board of County Commissioners for properties in the reclaimed water Readiness to Serve Zone. The Availability Charge is mandatory on all properties as described in Section 126.517 in the Readiness to Serve Zone. The Availability Charge will only be charged for those lines not paid for by other sources and will end when the construction costs are recovered.

Backflow. The flow of water or other liquids, mixtures, or substances into the distribution pipes of a potable supply of water from any source or sources other than its intended source.

Backflow Prevention Device. Either double check valves or reduced pressure principal devices, with resilient wedge OS and Y valves, which protect PCU's potable water system at the service connection by isolating within the customers' premises actual or potential pollution or contamination through cross-connection.

Back Pressure. Backflow caused by a pump, elevated tank, boiler, or other means which would create a pressure within the system greater than the supply pressure.

Back Siphonage. A form of backflow due to a negative or sub-atmospheric pressure within a water system.

Base charges. Costs captured for the County to provide water and wastewater service availability to a customer whether the water service is on or off. These charges include Operating & Maintenance expenses and capital costs associated with providing service to our customers under average demand conditions and during peak demands on our system.

Billing Adjustment. Correction to a customer bill resulting from abnormal usage, leaks, or billing error.

Billing Period. The time interval between two consecutive meter reading dates used for billing purposes.

Board of County Commissioners. Elected officials representing the residents of Pinellas County.

Building Wastewater. The conduit or pipe which conveys wastewater from the plumbing drain system of a building to a public wastewater or other place of disposal.

Categorical Pretreatment Standard. Any regulation containing pollutant discharge limits promulgated by EPA in accordance with Sections 307(b) and (c) of the Clean Water Act (33 U.S.C. § 1317) which apply to a specific category of users and which appear in 40 CFR Chapter I, Subchapter N, Parts 405-471.

Cellular Endpoint: The communication device attached to a Pinellas County Utilities meter that transmits consumption data remotely as part of the Advanced Meter Infrastructure (AMI) system.

Check Last Reading. Read to verify a previous read.

Commercial. Property zoned for commercial use or accounts owned by commercial entities.

Connected Systems. A publicly or privately owned wastewater collection system that connects to and discharges into the County wastewater system for purposes of treatment and disposal.

Commissioners. Members of the Pinellas County Board of County Commissioners.

C**onservation Fee.** The Conservation Fee targets high water demand, considered to occur when any service exceeds the customer's annual average by more than 20 percent.

Consumptive Water Use. Usage of water for other than fire protection purposes.

Contractor. A person or legal entity, who may also be the designated representative of a developer, authorized by Pinellas County Utilities to construct component parts of a water distribution system.

Control Valve. Any valve that lets gases or fluids leave PCU's distribution or collection system.

County. Pinellas County, a political subdivision of the State of Florida.
Cross-connection. Any physical connection or arrangement which could allow the movement of fluids between the potable water system and any other piping system, such as reclaimed water.
Customer. Any person, owner, occupant, name on the account, agent, developer, company, or other entity who applies for utility services and who is required to abide by the policies contained herein.
Data Log Check. Retrieval of data from electronic meters for analysis.
Daily Maximum. The arithmetic average of all effluent samples for a pollutant collected during a calendar day.
Deferral. Postponement of payment of a customer bill authorized by PCU.
Delinquency Notice. Notice that establishes the service shutoff date for customers who fail to pay their bills within the allotted time.
Delinquent. Status of customer or account who has failed to pay for utility services on time as specified by their bill's "Delinquent After" date.
Department of Health. The health authority having jurisdiction in Pinellas County.
Developer. Any person owning or having an interest in a plot or tract of land who is responsible for installing water facilities.
Director. The Director of Pinellas County Utilities.
Discharge. Dispose of, deposit, place, emit, unload, release, or cause or allow to be disposed of, deposited, placed, emitted, unloaded, released, or otherwise introduce pollutants into the County's wastewater system from any non-domestic source regulated under Section 307(b), (c), or (d) of the Clean Water Act.
Discontinuance Date. The date of temporary or permanent cessation of utility service, at customer request.
Discontinue / Discontinuance. Temporary or permanent cessation of utility service, at customer request.
Distribution Main. A conduit used to supply reclaimed water to a service connection from a transmission line.
Dual Check Device. A backflow prevention device composed of two single independently active check valves.
Dual Use Meter Unit. A meter unit that provides both fire protection and consumptive water use.
Dwelling. A building or portion thereof that provides independent residential living facilities for one family including provisions for living, sleeping, and complete kitchen facilities.
Environmental Protection Agency (EPA). The U.S. Environmental Protection Agency or, where appropriate, a duly authorized official of said agency.
Fats, Oils, and Grease (FOG). Any substance such as vegetable or animal product used in, or a byproduct of, the cooking, food preparation, or cleaning process, that can cause or lead to corrosion, blockages, reduced flow, or interference with the wastewater system when discharged alone or combined with other materials or waste which turns or may turn viscous or solidify with a change in temperature or other conditions.
FEI/EIN. Also known as an Employer Identification Number, Federal Tax ID Number, or TIN — is a government-issued number that the IRS uses to identify specific businesses. All businesses in every state have an EIN.
Final Read. The last meter reading of an account due to termination of service used to determine a customer's final bill.
Fire Protection. Measures taken to prevent a fire from becoming destructive, reduce the impact of an uncontrolled fire, and save lives and property.
First Read. The first meter reading after opening an account, used to determine a customer's first bill.
Fixed Due Date. An option that allows customers to choose a different bill due date than the bill due date assigned by Pinellas County Utilities.
Florida Department of Environmental Protection (FDEP)**.** The State of Florida Department of Environmental Protection or, where appropriate, the term may also be used as a designation for the secretary or other duly authorized official of such agency.
Florida Public Service Commission. A state board appointed by the Governor and Legislature that regulates the electric, natural gas, water, wastewater, and telecommunications industries in the state of Florida.
Flow Test. Test to determine the measured flow through a meter.

FOG. See Fats, Oils, and Grease.

FOG Control Devices. A grease interceptor, grease trap, or grease removal device that is an appurtenance designed to separate FOG from wastewater flow with a containment area designed to collect, contain, or remove FOG-laden wastes before discharge to the wastewater system.

Food Service Establishment (FSE). Establishments that prepare and/or package food or beverages for sale or consumption, on- or off-site, except for private residences. FSEs will include, but are not limited to food manufacturers, food packagers, restaurants, grocery stores, bakeries, lounges, hospitals, nursing homes, churches, schools, coffee shops, and all other FSEs not listed above.

Force Main. A pressurized wastewater main for the transmission of sewage toward its treatment/disposition point.

Gate Valve. An appurtenance within the collection or distribution systems to restrict or cease fluid flow in mains or pipes.

Good Faith Payment. A partial payment made on an account while the account is being reviewed for a possible plumbing leak adjustment.

Grab Sample. A grab sample includes all sub-samples or aliquots (e.g., individual containers for specific analytes or analyte groups), sample fractions (e.g., total and filtered samples), and all applicable field quality control samples (e.g. field sample duplicates or split samples) collected at the same locations within a time not exceeding 15 minutes.

Gravity Collection System. A network of pipes that receives the wastewater from a community and conveys it to a water reclamation facility for treatment.

Gravity Wastewater Connection. The portion of the lateral or force main that physically connects a building's wastewater plumbing system, or the portion of the main or force main that connects a neighborhood's private collection system, to the public wastewater collection system and that is in the public right-of-way or public utility easement.

Grease Interceptor. A FOG control device with a flow rate of more than 50 gallons per minute (GPM) which is constructed in different sizes, generally located underground between an FSE and the connection to the wastewater system, and primarily uses gravity to separate FOG from the wastewater.

Grease Trap. Also known as a hydromechanical grease interceptor. A FOG control device with a flow rate of 50 GPM or less located near one or more plumbing fixtures and before a building sanitary drain, designed to collect, contain, or remove FOG from the waste stream. A grease trap can be located above or below ground.

Grease Waste. Wastes removed from grease interceptors, including grease traps, or grease removal devices at food service establishments.

Grease Waste Hauler. A business that collects and transports grease waste to a disposal facility that complies with all applicable federal, state, and local laws and ordinances. A grease waste hauler may also provide other services to a food service establishment related to grease interceptor or grease trap maintenance.

Hose Bib. A special connection installed and provided by the County at certain points of delivery of reclaimed water that will enable the customer to attach a hose with a customized adaptor to use reclaimed water for non-potable purposes.

Hydrant Meter. Temporary meter and appurtenances affixed to a PCU hydrant.

Industrial User. Any user discharging or having the potential to discharge industrial waste into the County wastewater system or a connected system.

Industrial Waste. Food waste, other waste, or any superfluous solid, liquid, or gaseous material resulting from manufacturing or commercial processes, or from natural resource development, recovery, or processing.

Industrial Wastewater Permit. Written authorization from the Utilities Director, or their designee to discharge industrial wastewater to the County wastewater system or a connected system, setting certain conditions and/or restrictions on such discharge.

Inflow & Infiltration (I&I). Groundwater and stormwater that enter the wastewater gravity system.

Infrastructure. Fixed equipment, material, and appurtenances that are used for the safe operation of the water, wastewater, and reclaimed water treatment and collection systems. Examples include water and wastewater plants,

booster and pump stations, tanks, mains and force mains, valves, pipe fittings, hydrants, meters, SCADA equipment, backflow prevention assemblies, fencing, and signage.

Infrastructure Extensions. Additions to existing PCU distribution lines or collection facilities to serve one or more customers.

Interconnection. Also known as "Direct Cross-Connection," meaning any system of piping or other arrangement whereby the public water supply is connected directly with a wastewater, drain, conduit, pool, storage reservoir, or other device that does or may contain sewage or other waste or liquid which would be capable of importing contamination.

Interruptible Service. A category of service (generally limited to reclaimed water), which can be suspended at any time at the discretion of PCU.

Irrigation Control Valve. The manually operated valve located on the property owners' irrigation system which the property owner can use to manipulate the reclaimed water to service the property owner's irrigation system. The valve will be located on the customer side of the County's master control valve.

Irrigation System. The customer's underground piped system that delivers water to spray, or drip-type irrigation devices located throughout the property. The system may be equipped with a hose connection providing irrigation by hose and/or portable sprinkler devices.

Irrigation System Control Valve. The manually operated valve located on the property owner's irrigation system which the property owner can use to manipulate the reclaimed water to service the property owner's irrigation system. The valve will be located on the customer side of the County's master control valve.

Local Limit. Specific discharge limits developed and enforced by the County upon industrial or commercial facilities to implement the general and specific discharge prohibitions listed in 40 CFR 403.5(a)(1) and (b).

Manual Meter Reading Service: A fee applied when a customer opts out of the cellular endpoint for the digital meter, requiring PCU to obtain meter reading manually for billing purposes.

Master Control Valve. The County's manually operated valve placed on the end of the County service line which controls the total reclaimed water flow to the customer's property located at the point where the reclaimed water service line crosses the private property line. This valve is for the sole use of the County.

Meter Reset. Installation of a meter that was previously removed by PCU.

Meter Units. The service line from the main to the meter, the meter including meter box, backflow devices, and appurtenances when applicable.

Multi-family. A detached building designed for four or more dwelling units.

National Pollutant Discharge Elimination System (NPDES) Permit. A permit issued pursuant to Section 402 of the Clean Water Act (33 U.S.C. 1342).

New Customer. A customer without active PCU service within the last twelve (12) calendar months.

New Service. Upgrade or installation of a new meter unit to make water service available to a property.

Non-Potable Water. Water that is not safe for human consumption, or which is of questionable potability.

Normal Business Hours. Normal business hours are the following:

Business and Customer Services Office: Monday through Friday, 8:00 a.m. – 5:00 p.m.

Non-Interruptible. Continuous service to wholesale accounts per agreements.

Occupant. The person residing or doing business on any premises and is required to abide by these PCU policies.

Opt-Out (AMI): A customer election to disable the cellular endpoint component of the digital meter while still receiving required electronic meter and meter box upgrades.

Owner. The person who has legal title to any premises.

Pass-through. A discharge that exits the wastewater reclamation facility into waters of the state in quantities or concentrations which, alone or in conjunction with a discharge or discharges from other sources, is a cause of a violation of any requirement of the WRF's permit (including an increase in the magnitude or duration of a violation).

Penny Rounding Policy: The cash-handling procedure that rounds payments to the nearest $0.05 following the discontinuation of the penny coin production, consistent with existing PCU payment policies.

Person. Any individual, corporation, firm, company, joint venture, partnership, sole proprietorship, association, or any other business entity, any state or political subdivision thereof, any municipality, any interstate body, and any

department, agency, or instrumentality of the United States and any officer, agent, or employee thereof, and any organized group of persons, whether incorporated or not.

Petition. A written request filed with PCU to make water service available through contributions.

Pinellas County Wastewater System. All facilities for collecting, pumping, treating, and disposing of wastewater owned and controlled by the County, along with any connected systems.

Pinellas County Utilities (PCU). A governmental entity providing and/or serving as the billing agent and service provider for water, wastewater, and reclaimed water services to its customers.

Plumbing Official. The individual, board, department, or agency established and authorized by state, county, city, or other political subdivision created by law to administer and enforce the provisions of the Florida Building Code—Plumbing, as amended (current edition). within the property lines of the premises.

Pollutant. Dredged spoil, solid waste, incinerator residue, filter backwash, sewage, garbage, sludge, munitions, medical wastes, chemical wastes, biological materials, radioactive materials, heat, wrecked or discarded equipment, rock, sand, cellar dirt, municipal, agricultural, and industrial wastes, and wastewater with characteristics exceeding any applicable limits or meeting the definition of hazardous waste (e.g., pH, temperature, TSS, color, BOD, COD, toxicity, or odor).

Pollution. The human-caused or human-induced alteration of chemical, physical, biological, or radiological integrity of water.

Potable Water. Water that does not contain objectionable pollution, contamination, minerals, or infective agents and is considered safe for drinking.

Premises. A house or building.

Pre-termination Notice. Final collection notice, to include the delinquent charges, delivered before termination of service.

Pretreatment. The reduction of pollutants, the elimination of pollutants, or the alteration of the nature of pollutant properties in wastewater to a less harmful state before or instead of discharging or otherwise introducing such pollutants into the County wastewater system. This reduction or alteration can be obtained by physical, chemical, or biological processes; by process changes; or by other means, except by diluting the concentration of the pollutants (as prohibited by Rule Chapter 62-625, Florida Administrative Code (F.A.C.), 403.0885, Florida Statutes (F.S.), and the Clean Water Act (United States Code, 1251 et. Seq, unless specifically allowed by an applicable pretreatment standard.

Pretreatment Requirements. Any substantive or procedural requirement related to pretreatment imposed on a user, other than a pretreatment standard.

Pretreatment Standards. The County's prohibited discharge standards for any specified pollutant as outlined in this article, the state's pretreatment standards, or the national categorical pretreatment standards, whichever standard is the most stringent.

Private Fire Protection Facility. A fire line with appurtenances on private property owned and maintained by a person for fire protection.

Private Fire Protection Infrastructure. All mains, pipes, etc., owned and/or maintained by any party other than Pinellas County, designed exclusively to protect lives and property from incendiary events.

Private Fire Service Lines. The portion of the piping, etc., that physically connects a building's dedicated fire protection system; or the portion of the piping, etc., that connects a neighborhood's private, dedicated fire protection system to the public water distribution system and that is in the public right-of-way or public utility easement.

Processed Groundwater. Groundwater which has been pretreated.

Prohibited Discharge. Absolute prohibitions against the discharge of certain substances; these prohibitions appear in Sections 126-327 of this article.

Public Fire Protection Facility. Consists of appropriate production, distribution, and storage facilities, water mains, pipes, hydrants, valves, and appurtenances owned and operated by PCU to make water available to the customers and installed in public rights-of-way or easements and used for the public protection of premises from fire.

Public Right-of-Way. The surface and space above and below any real property in which the County has an interest in law or equity, devoted to or required for use as a transportation facility, including streets, easements, and sidewalks, but excluding parks. Right-of-way means the public right-of-way, not private rights-of-way. Right-of-way does not include the Fred Marquis Pinellas Trail nor the Duke Energy Trail.

Public Utility Easement. A nonpossessory interest in the property of another that entitles PCU to access the property to install, repair, and maintain utility lines.

Readiness to Serve Zone. Those areas in the Reclaimed Water Service Area (RWSA), designated by the Director, where reclaimed water lines are to be installed and where the cost of the distribution lines are to be reimbursed through the Availability Charge.

Reclaimed Water. Water that has received at least secondary treatment with a high level of disinfection according to Chapter 62-610, F.A.C.

Retail. A building or use that is not residential or industrial in nature. This generally includes stores, restaurants, offices, warehouses, etc.

Resolution. A formal expression of the opinion or will of the Pinellas County Board of County Commissioners adopted by vote.

Sand Trap. A type of interceptor that prevents sand from entering PCU's wastewater collection system.

Service Connection. The physical attachment of PCU's facilities to those facilities of any property through which water, wastewater, or reclaimed water service is delivered. The terminal end of a service connection from the public potable water system (i.e., where the water purveyor loses jurisdiction and sanitary control over the water at its point of delivery to the customer's water system). If a meter is installed at the end of the service connection, then the service connection will mean the downstream end of the meter. There should be no unprotected takeoffs from the service line ahead of any meter or backflow prevention assembly located at the point of delivery to the customer's water system. Service connections will also include water service connections from a fire hydrant and all other temporary or emergency water service connections from the public potable water systems.

Service Line. All pipes, etc., from the main to the meter inlet required to provide water service.

Sewage. Human excrement and gray water (household showers, dishwashing operations, etc.).

Sewer Connection Fee. Previously referred to as impact fees. The payment, as determined by the Pinellas County Board of County Commissioners, is levied on new service connections to account for each connection's relative share of the overall PCU sewer collection and treatment system.

Shop Test. Lab-controlled meter accuracy tests performed by PCU at County facilities to verify proper functionality of a customer meter; may result in an additional fee charged to the customer.

Single Family. A detached building or a portion thereof designed for one to three dwelling units.

Smoke Testing. A non-invasive test to locate inflow and infiltration in the wastewater system.

Stormwater. Any flow occurring, during, or following any form of natural precipitation and resulting from such precipitation.

Submetering. A meter installed and maintained by a person on the discharge side of PCU's meter, as authorized by the Utilities Director, or by their designee, to determine the volume of water used by various occupants or proportioning flow to different sections of the customer's property.

Supervisory Control and Data Acquisition (SCADA). A computer-based framework, including sensors, actuators, telemetric equipment, etc. to remotely monitor and control the collection system, distribution system, and plant operations.

Tampering. The act of interfering with PCU's property or infrastructure, including but not limited to locks, valves, meters, and more.

Tenant. A person who occupies property rented from a landlord.
Termination. Temporary or permanent cessation of utility service, at PCU's discretion.
Timely Payment. Payments received within 28 days of the billing date.
Transmission Main. A conduit that conveys reclaimed water from the treatment plant to booster pumping stations and distribution mains.
Truck Meter Endpoint: An endpoint used with truck meters that allows PCU to digitally record water usage and ensure proper connection to the Pinellas County water system.
User. Any person who discharges, causes, or allows the discharge of wastewater into the County wastewater system or any connected system.
User or Utility Fee. The fee established by the Pinellas County Board of County Commissioners for wastewater, reclaimed water, and water service.
Utility Permit. A document issued to the applicant after technical review and payment of applicable fees allowing connection to, or modification of, PCU infrastructure. The issued permit describes the work allowed and the conditions applicable for the project work.
Utilities Director. The Director of Pinellas County Utilities.
Utility Services. The supply of potable water, reclaimed water, fire protection, or the acceptance of wastewater, to or from a customer at a point of service by PCU.
Wastewater. Liquid and water-carried domestic or industrial waste, together with any other water that may be present, from residential dwellings, commercial buildings, industrial, groundwater remediation projects, manufacturing facilities, and institutions, whether treated or untreated, contributed to the wastewater facility.
Wastewater Collection System. A network of pipes that receives the wastewater from a community and conveys it to a water reclamation facility for treatment.
Water Capacity Fee. Previously referred to as impact fees. The payment, as determined by the Pinellas County Board of County Commissioners, levied on new service connections to account for each connection's relative share of the overall PCU water treatment and distribution system.
Water Meter. Permanently installed device at the customer's premise that is approved and owned by PCU for measuring water flow.
Water Reclamation Facility (WRF). Any facility that converts wastewater into water that can be used for other purposes or can reasonably be expected to be a source of water pollution and includes any or all the following: the collection and transmission system, the wastewater treatment works, the reuse or disposal system, and the residuals management facility.
Water Service Line. All pipes, etc., from the main to the meter inlet required to provide water service.
Water System. PCU, as created by the Florida Legislature through special act.
Wet Tap. Connection made to a pressurized PCU water main for water service line installation.
Wholesale Customer. A governmental entity or private agency purchasing water from PCU for redistribution to retail customers.
Wye Strainer. Devices for mechanically removing unwanted solids from liquid, gas, or steam lines using a perforated or wire mesh straining element.

Policy Manual Revision History				
Date	**Section/ Subsection**	**Brief Description**	**Related Resource**	**Updated By**
Ex. 01/01/2025	*5.2.6 Utility Billing, Payments*	*Updated rates*	*Res. 25-01 Utilities 2025-2030 Rate Chart*	*J. Smith*
09/10/2026	3.5.4 AMI Cellular Communication Opt-Out Program 5.4.9 Opt-Out Billing Policy	Added AMI Opt-Out Policy	Res.	C. Campbell
09/10/2026	5.2.6.1 Penny Coin Payment	Added Penny Coin Payment Policy	Res.	C. Campbell
09/10/2026	7.8.2 Truck Meters	Revised Truck Meters		C. Campbell