

I.L.E. UTILITIES, INC.
POLICIES AND PROCEDURES
Effective Date: January 2025

Subject: Private Residence – Commercial – New Construction – Change of Owner
Initial Connection Fees – Application for Service and Requirements

- 1) **PURPOSE:** The purpose of this policy is to establish (1) fees; or (2) application for service requirements when an ILE property owner or his designated construction company applies to ILEU for approval for an initial connection to ILE Utilities' water service grid system for a newly constructed personal residence, existing residence, or commercial entity in ILE.
- 2) **POLICY:** ILE Utilities, Inc. is a Florida corporation established in 1996 for the purpose of providing potable drinking water to residential and commercial properties and customers located within or in proximity to the company's service area wherein, upon required and approved application, the company agrees to provide water service to a specific location for fees and costs enumerated herein.
- 3) **DEFINITIONS:**
 - a) **ILE Property Owner:** Is an individual person or persons, trust, estate, firm, corporation, or other legal entity holding legal title to a specific property for which a water connection is requested.
 - b) **Fees:** Are monetary charges established by the ILEU Board of Directors for specified actions required to connect, deliver, install, maintain, repair, service, replace, disconnect, or reconnect piping, metering devices, etc., all limited potable water services provided to a specific authorized residential or commercial customer. Fees are set by action of the ILEU Board of Directors and are required to be paid within specified deadlines and in a form accepted as a US legal tender. Checks or money orders are acceptable forms of payment. Credit or debit cards are now currently accepted for payment of fees. There will be a convenience fee of 3% of the total transaction.
 - c) **Application for Water Service:** An ILEU approved form completed by the property owner, or building contractor if new construction, requesting water service connection. All accounts remain the responsibility of the owner, building contractor or their agent and cannot be transferred to a third party.
 - d) **Aid-In-Construction:** When the installation of a new main water line is required to provide water service to a specific property.
- 4) **PROCEDURES:**
 - a) **Pre-construction estimate:** A pre-construction estimate of water connection costs is available upon written request. Upon receipt of same, the requesting party will receive a written estimate of connection costs for the specified property. A legal description of the property is required. ILE Utilities, Inc. has a limited-service area. If water service is not provided to the property specified, the property owner will be advised and informed of costs to establish service.

b) Application for Water Service

- i) Application forms are available at ILE Administrative Office, located at 7510 Red Grange Boulevard (PO Box 7205), Indian Lake Estates, FL 33855-7205. Telephone: 863-692-2600. There is no application fee. Incomplete applications will not be processed, and the applicant will be notified. Applicants will be notified upon approval.
- ii) Applications should be initiated at the same time as the Polk County Building permit process to ensure coordination of the process. While the ILE Utilities Application for Water Services and water connection coordination are not part of the Polk County building permitting process, early application with ILEU will ensure the earliest possible services to be completed as required.

c) Office Files Upon Approval of Application

- i) ILE Utilities, Inc. office staff will prepare a file for each individual application. Such file shall be titled in the name of the property owner and his/her designee. Each file shall be the depository for all paperwork and communications relevant to the property during the construction phase and shall be retained for five years post-connection and then properly disposed of, protecting the privacy of the property owner.
- ii) A new account will be established for billing purposes per established office accounting practices.
- iii) All costs related to a water connection are to be paid in advance which includes all license fees and other related fees to Indian Lake Estates, Inc. No connection installation services will be initiated until all costs are paid in full; no payment plans are offered. The meter will be read in accordance with policy and the customer invoiced for water usage per schedule and applicable usage rates.
- iv) Upon payment of all connection and other related fees, office staff will notify the ILE Utilities Clerk and Water Plant Operator.

d. Delinquent Accounts: Payments are due by the 20th day of the month after the month of service. Late charges will be applied on the 21st (or the next business day) for all delinquent accounts and a Past Due Reminder will be mailed.

- i) If payment has not been received by the 29th day of the month, one phone call will be made notifying the recipient of disconnection in two days.
- ii) If payment is not received and service is disconnected, the owner will be notified and billed for the outstanding balance, late fee, and reconnect fee. The full outstanding balance, late fee, reconnect fee and security deposit will be required for restoration of service.
- iii) An NSF payment for a delinquent account will result in an immediate disconnection.

e) Security Deposit A security deposit of \$125 (non-interest bearing) will be required for any account that is delinquent two out of any four calendar-month periods.

- i) Deposits must be made in full; no payment plans are offered.
- ii) Deposit will not be applied to active accounts for delinquent bills.
- iii) If the customer maintains a perfect payment history for 12 consecutive months, the customer's deposit will be applied to the account.
- iv) The deposit will be used to cover any unpaid balances at the time an account is closed or any account that remains unpaid for 30 days after a disconnection. Any amounts left in the customer's security deposit account will be refunded at that time.

5) Cost of Connection and/or Installation of New Main Line

- a) Water Connection without Aid-in-Construction \$2,500.
- b) Water Connection with Aid-in-Construction requirement \$2,500.+
 - i) The final cost is determined on an individual basis and is based on lineal footage required in the installation of a new main line plus fittings, valves, etc.
 - ii) Cost per lineal foot \$4
 - iii) Single lane road cutting \$200
 - iv) Double lane road cutting \$300
 - v) Ditch Crossing \$100-\$200
 - vi) Preparation of Cost Estimate \$25.00
 - vii) New account charge \$150

6) Cost of Water Usage (As of January 2025)

- a) Minimum monthly charge per meter up to 7,500 gallons \$42.00
- b) For each 1,000 gallons over 7,500 \$3.00

7) Other charges

- a) To turn off water and deactivate account No Charge
- b) To reactivate account and reconnect, including realtors.
(Does not include service charge) \$50.00
- c) All past due accounts will be late fee \$10.00
- d) Return check charge (per occurrence, 2 total allowed) \$25.00
- e) Service Charge for reconnection of a disconnection for non-payment \$50.00
- f) Environmental fee to cover the cost of monthly water testing. \$ 5.35
- g) Credit Card Convenience Fee of 3% will be charged on total transaction.
- h) Polk County Public Service Tax of 10% (identified as sales tax) applies to water usage billings only. This charge became effective October 1, 2005. Taxes are collected by ILE Utilities, Inc. and submitted monthly to Polk County.

8) Repairs to Water Lines, Meter, or Valves on Private Property: All lines and connections beyond the water meter are the responsibility of the property owner. Any damage to ILE Utilities meters and/or water lines by the customer will be charged at a rate of \$50 per hour plus materials.

****All reconnects must be requested to occur during normal work hours Monday through Friday, 8:00 AM – 3:00 PM. Saturdays and Sundays are not normal workdays. Such requests should be made 36 hours in advance to avoid scheduling problems.**

Amended for rate increase, environmental fee

Effective January 2010 Invoices

Revised 02/18/2010

Revised 06/15/2010

Revised 08/23/2011

Revised 10/05/2011

Revised 05/09/2012

Revised 11/01/2012

Revised 10/01/2014

Revised 11/01/2016

Revised 11/01/2018

Revised 06/20/2023

Revised 09/06/2023

Amended for rate increases,

Effective January 2024 invoices

Amended for rate increase,

Effective January 2025 invoice