I.L.E. UTILITIES, INC.
POLICIES AND PROCEDURES
Effective Date: October 2026
Subject: Water Service Connections, Account Establishment, Fee Schedule, and Service Requirements for Residential, Commercial, New Construction, and Property Ownership Changes

1. PURPOSE

The purpose of this policy is to establish the fees, requirements, and procedures for obtaining water service from I.L.E. Utilities, Inc. (ILEU) for:

- **New residential construction**
- **Existing residential properties**
- **Commercial properties**
- **Change of property ownership**

This policy applies to all property owners and their authorized agents requesting water service within the ILEU service area.

2. POLICY

I.L.E. Utilities, Inc. (ILEU) is a Florida corporation established in 1996 to provide potable drinking water to residential and commercial customers within its approved service area. Water service will be provided upon approval of a completed application and payment of all applicable fees established by the ILEU Board of Directors.

3. DEFINITIONS

a) Property Owner

An individual, trust, estate, partnership, corporation, limited liability company, or other legal entity holding title to a property for which water service is requested.

b) Fees

Charges established by the ILEU Board of Directors for services including, but not limited to:

- **Water service connections**
- **Meter installation and replacement**
- **Maintenance and repairs**
- **Service disconnections and reconnections**
- **Administrative processing**

Accepted forms of payment include cash, check, money order, credit card, and debit card.

A 3% convenience fee will be added to all credit and debit card transactions.

c) Application for Water Service

The official application form completed by the property owner or authorized contractor requesting water service.

The property owner remains responsible for all charges associated with the account.

d) Aid-in-Construction

The installation or extension of a water main required to provide service to a specific property.

4. PROCEDURES

a) Pre-Construction Estimate

Property owners may request a written estimate of anticipated connection costs prior to construction.

Requests must include a legal description of the property.
Connection costs may include labor, materials, permitting, equipment, and installation of any required infrastructure necessary to provide service.

B. Application for Water Service

1. **Applications are available at:**

I.L.E. Administrative Office
7510 Red Grange Boulevard
P.O. Box 7205
Indian Lake Estates, FL 33855-7205
Phone: 863-692-2600
There is no application fee.
Incomplete applications will not be processed.

2. **Applicants will be notified once the application has been approved.**

For new construction, applicants are encouraged to apply simultaneously with the Polk County building permit process to avoid delays.

C. Office Procedures Following Approval

1. **A customer file will be established for each approved application.**
2. **A water account will be established in accordance with ILEU accounting procedures.**
3. **All connection-related costs must be paid in full prior to installation.**
4. **No payment plans are available for installation or connection fees.**
5. **Upon receipt of payment, the Utilities Clerk and Water Plant Operator will be notified to schedule installation.**

D. Delinquent Accounts
Water bills are due on the 20th day of the month following the month of service.
1. Late Payment
Accounts not paid by the due date will be assessed a $35.00 Late Fee, and a past-due reminder will be mailed.
2. Disconnection Notice
If payment has not been received by the 29th day of the month, one courtesy telephone call will be made advising the customer that service may be disconnected within two days.
3. Restoration of Service
Customers whose service has been disconnected for nonpayment must pay all of the following before service can be restored:

- **Outstanding balance**
- **Late fees**
- **Reconnect fee**
- **Security deposit (if required)**

4. Returned Payments
Any returned payment (NSF) on a delinquent account may result in immediate service disconnection.

E. Security Deposit
A $150.00 non-interest-bearing security deposit will be required when an account becomes delinquent in two (2) of any four (4) consecutive calendar months.

1. **Deposits must be paid in full.**
2. **No payment plans will be offered.**

3. **Deposits will not be applied toward delinquent balances on active accounts.**
4. **After twelve (12) consecutive months of on-time payments, the deposit may be credited to the customer's account.**
5. **Upon account closure, any remaining deposit balance will be refunded after outstanding balances have been satisfied.**

5. COST OF CONNECTION AND NEW MAIN INSTALLATION

Description	Cost
Water Connection (includes pipe, meter, and meter box)	$2,500.00
Additional Linear Footage (first 400 feet included)	$4.00 per foot
Dirt Road Cut	$200.00
Paved Road Cut*	$600.00
Ditch Crossing	$100.00 - $200.00
Valves	Market Price
Administrative Fee	$150.00

*Paved road cutting charges may vary based on asphalt restoration costs.

6. WATER USAGE RATES

Effective October 2026

Usage	Rate
Monthly Base Rate (up to 7,500 gallons)	$44.10
Each additional 1,000 gallons over 7,500 gallons	$3.00

7. FEES AND CHARGES

Fee Description	Amount
Late Fee	$35.00
Customer NSF Fee	$35.00
Bank NSF Fee	$35.00
Security Deposit	$150.00
New Account Fee	$150.00
Reconnect / Turn-On Fee	$75.00
Turn-Off Fee	$75.00
Credit Card Convenience Fee	3%
Environmental Fee	$5.35
Repairs (Customer Responsibility)	$100.00 per hour plus materials

Additional Charges

- **Polk County Public Service Tax of 10% applies to water usage charges only.**
- **Taxes collected by ILEU will be remitted to Polk County as required by law.**

8. REPAIRS TO CUSTOMER WATER LINES

All water lines, plumbing, valves, and connections beyond the water meter are the responsibility of the property owner.

Damage to ILEU-owned facilities, including meters, valves, boxes, or water lines, will be billed at:

- **$100.00 per labor hour**
- **Plus the actual cost of materials**

9. RECONNECTION SCHEDULING
All reconnection requests must be made during normal business hours:
Monday through Friday
8:00 AM – 3:00 PM
Reconnections are not routinely performed on weekends or holidays.
Customers should provide a minimum of 36 hours' notice to avoid scheduling delays.

REVISION HISTORY
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 Increase Effective January 2024 Invoices
Amended for Rate Increase Effective January 2025 Invoices
Amended for Rate Increase Effective January 2026 Invoices
Amended Installation Rates July 2026
Amended Damage Charges August 2026
Revised October 2026