



District Office Use Only:

Account #: \_\_\_\_\_

Welcome to the Dunes Community Development District. The District appreciates this opportunity to provide you with our water, wastewater and reclaimed water utilities services. We welcome your comments, questions or suggestions you may have regarding our services. Please call us at (386) 445-9045 or email at [service@dunescdd.org](mailto:service@dunescdd.org)

**WATER UTILITY SERVICE REQUEST FORM (Please Print Legibly)**

Name(s) on Deed: \_\_\_\_\_

Service Address: \_\_\_\_\_

Closing Date: \_\_\_\_\_ Name of Title Company \_\_\_\_\_

Title Company Contact/Phone: \_\_\_\_\_

Lease Date: \_\_\_\_\_ (Must Include Copy of Lease)

Customer Mailing Address for Billing: \_\_\_\_\_

Contact Phone#1: \_\_\_\_\_ Contact Phone#2: \_\_\_\_\_

Email Address: \_\_\_\_\_

**THIS UTILITY SERVICE AGREEMENT (“AGREEMENT”) IS MADE AND ENTERED INTO BETWEEN THE UNDERSIGNED “APPLICANT” AND THE DUNES COMMUNITY DEVELOPMENT DISTRICT (“DISTRICT”).**

1. The “APPLICANT”, hereby requests approval of this service application and agreement of the Dunes Community Development District, hereinafter referred to as the “DISTRICT”, for service at the service address listed above, hereinafter referred to as the “PROPERTY”.
2. APPLICANT agrees to use the DISTRICT’S water, wastewater and reclaimed water system upon availability to the PROPERTY and will use the DISTRICT’S services exclusively if he/she resides in the area served by the DISTRICT’S system. Additionally, APPLICANT agrees to pay promptly for services in accordance with the rules amendments and/or resolutions establishing rates and charges. (See Attachment A)
3. Responsibility for utilities services payments: Property Owners are responsible for all District utilities services requirements and costs associated with their property. Should a property owner wish to lease their property and have the District’s utility bill forwarded to their tenant, the property Owner must submit the request in writing notifying the District of the alternative name/ billing address. Note: any request for tenant billing does NOT relieve the Owner of the financial responsibility for paying the District for services incurred.
4. Utility rates, charges, lien charges and other fees are subject to change in accordance with Rules, Amendments and/or Resolutions adopted by the District’s Board of Supervisors.



5. **INSTALLATION:** All materials and equipment for service (including box, meter, material and labor) shall be installed by the DISTRICT at a cost to the PROPERTY owner. All materials and equipment shall remain the property of the DISTRICT and may be removed at any time at the option of the DISTRICT when such action is determined necessary. Water installation includes tapping the applicable water main to access the DISTRICT's water supply.
6. The DISTRICT shall be responsible for maintenance of the meter and delivery system upstream of the meter and the customer shall be responsible for maintenance of the delivery system and fixtures on the outlet side of the meter. Customers are responsible to pay for charges associated for all water that passes through the meter. (See Attachment B for diagram of customer responsibility.)
7. **DISCONNECTION FOR NONPAYMENT:** Accounts are considered past due and delinquent 15 days after the due date and are subject to having service discontinued. Service disconnected for non-payment shall remain disconnected until **all** delinquent amounts are paid in full. A lien against the real property shall be filed on accounts that remain delinquent after 90 days.
8. **REQUESTED DISCONTINUANCE OF SERVICE:** Customers may discontinue service when moving to an area outside of the District service area and/or when the property is sold to another party. Upon termination of service and settlement of all outstanding amounts, any remaining balance will be refunded. The property owner is responsible for all base charges which accrue each month upon customer's termination and/or disconnect of service.
9. **TAMPERING WITH METER:** Breaking the seal on, or otherwise tampering with, damaging or destroying a water meter, meter box or water equipment belonging to the DISTRICT is strictly prohibited and shall be considered a violation of DISTRICT Rules and subject to a tampering fee and or code enforcement action.
10. **DISTRICT RIGHTS RESERVED:** It is agreed that the DISTRICT reserves the right to transgress on the PROPERTY for the purposes of installing, reading, maintaining, repairing, or removing meters, boxes, lines, or any other DISTRICT-owned materials or equipment. The APPLICANT shall not plant any vegetation or place any object on or within 3 feet of the meter box or sewer cleanout other than sod.
11. **The DISTRICT reserves the right to not replace any APPLICANT owned vegetation or property damaged during the installation, reading, maintaining, repairing, or removing meters, boxes, service lines or mains, or any other DISTRICT-owned materials or equipment.**
12. **PROTECTION OF DISTRICT PROPERTY:** In the event of any damage to District property located upon consumer's property which arises out of any act of consumer or agents, employees or independent contractors upon the premises, the cost of repairs or replacement shall be the responsibility of the consumer, and full payment or reimbursement to District therefore may be imposed by District for the continuation of service.
13. **SEVERABILITY:** If any portion of this agreement s for any reason held invalid or unconstitutional by a court of competent jurisdiction such portion shall be deemed a separate, distinct, and independent provision and such holding shall not affect validity of the remaining portion thereof.
14. **EFFECTIVE DATE:** This agreement shall take effect immediately upon execution by the Applicant (Effective Date) and shall supersede any and all former DISTRICT utility service agreements related to this PROPERTY.



*By signing below, I agree that I am responsible for utility bills for service after the above-listed request date for service to start. The DISTRICT requires that a person over the age of 18 be present at the Property when service is activated only if service was discontinued due to non-payment for a period of 6 months or more. Failure to have a person present at the PROPERTY at service activation could result in damage to the PROPERTY. The APPLICANT assumes all risk of damage, loss or flooding that may result, and agrees to release and hold the DISTRICT harmless from any liability resulting from service activation.*

Additionally, in accordance with the District Rule, my signature below indicates that I have received and understand the information provided to me in Attachments A, B and C of the Customer Application for Service.

APPLICANT's NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

APPLICANT's SIGNATURE: \_\_\_\_\_



Customers, Please **CAREFULLY** Read the Following:

**DUNES CDD RECLAIMED WATER USE ACKNOWLEDGEMENT & AGREEMENT:**

Dunes CDD processes and distributes reclaimed water for non-potable (non-drinking) landscape irrigation purposes throughout the District's entire service area. Reuse of reclaimed water for irrigation is a major component of Dunes CDD's commitment to water conservation which is strongly encouraged by the St. Johns River Water Management District and is further supported and regulated by the Florida Department of Environmental Protection (FDEP).

FDEP rules and regulations outlined in Chapter 62-610, Part III, Florida Administrative Code, require that Dunes CDD inform reclaimed water customers about the nature and origin of reclaimed water to minimize the risk of improper use and likelihood of possible contamination of the potable and public water supply systems as a result of cross-connections between reclaimed water and potable water distribution systems and connections to same. Cross-connection of your reclaimed water irrigation system to your potable water service is strictly prohibited. Inspections are also performed by Dunes CDD staff when new customers first connect to the reclaimed water distribution system.

Reclaimed water is the result of highly treated, filtered, and disinfected effluent produced at both the Dunes CDD and City of Palm Coast wastewater treatment facilities. Reclaimed water may be safely used for irrigation of residential lawns, medians, common areas, golf courses, etc. Because of its nature and origin, reclaimed water should **NOT** be used for drinking or other body-contact recreation such as rinsing, bathing, splashing or playing in although incidental human contact, such as being splashed with reclaimed water, is not a cause for alarm. As such, landscape irrigation is recommended during periods when human or animal contact is least likely to occur. Reuse of reclaimed water is stringently regulated by FDEP. Dunes CDD monitors its reclaimed water and facilities continuously to ensure that its reclaimed water meets strict public access reclaimed water quality standards.

The most important reason for using reclaimed water is that it provides an alternate source for meeting irrigation water demands, thus reducing the demand and conserving our primary source of fresh water, the Floridan Aquifer.

In accordance with Chapter 62-610, Part III, F.A.C., and DUNES CDD policies, the following conditions, limitations, and requirements apply to all users of reclaimed water:

1. Use of reclaimed water shall be in compliance with all applicable laws and regulations, which may be amended from time to time. You will be notified in advance of any adopted rule changes that may affect your uses or practices.
2. Reclaimed water may not be used for drinking (by humans or animals), bathing, or any other sanitary purposes.
3. Reclaimed water may not be piped into any building that also receives potable water from any source.
4. Reclaimed water may not be used to fill swimming pools, wading pools, hot tubs, or any other body of water where immersion might occur.



5. Reclaimed water may be not used to irrigate edible crops, except those that are washed, peeled, cooked, or thermally processed before consumption.
6. The owner/lessee of the property where reclaimed water will be applied is responsible for the irrigation system downstream of the meter.
7. Applicant must have a permanent in-ground irrigation system which has been inspected by DUNES CDD and meets the following requirements:
  - a. Hose bibs, faucets, or other connections that could permit usage of reclaimed water for any other purpose than to supply in-ground irrigation systems are PROHIBITED.
  - b. Irrigation systems may not be connected to any other source of water, including, but not limited to neighboring irrigation systems; public or private potable water systems; lakes; streams; ponds; or wells.
  - c. The irrigation system must be maintained in good working condition and must be adjusted properly to minimize spray onto roads, common sidewalks, gutters, neighboring property, or impervious surfaces that allow run-off. Over spray into swimming or wading pools is not allowed.
  - d. All piping must be color coded with 522c pantone purple. All above ground pipe shall be purple in color.
8. The potable water system shall be protected from cross-connections to the reclaimed water system by an approved Backflow Prevention Device.
9. In order to verify proper connections, monitor proper use of reclaimed water, and minimize the potential for cross connections, Dunes CDD shall conduct inspections at the time the irrigation system is first connected to the reclaimed water system and periodically thereafter.
10. Customers may not connect to or tamper with DUNES CDD's reclaimed water system prior to approval by DUNES CDD.
11. Dunes CDD may discontinue service for any violation of law or regulation in the installation, operation, or, maintenance of the reclaimed water irrigation system.
12. It is advisable to schedule irrigation at times when human or animal contact is least likely.
13. Dunes CDD assumes no liability for any damage caused by or resulting from customer use or misuse of reclaimed water.
14. Dunes CDD does not guarantee the supply of reclaimed water. Reclaimed water may not be available during certain hours, may be temporarily shut off for repairs, maintenance, or other reasons, and quantities may be limited.
15. Dunes CDD further notifies the users of reclaimed water by posting advisory signs in certain service area locations where reuse of reclaimed water is practiced. Some examples include, notes on scorecards for golf courses, posting of advisory signs at entrances to residential neighborhoods or trails or entrances to golf courses or at the first and tenth tees.



16. Property owners are responsible to maintain their irrigation systems in proper working order beyond the point of service connection (reclaimed meter). Clogging of customer sprinkler heads, filters, valves and solenoids may occur periodically. The Dunes CDD neither endorses nor prohibits the use of additional screen or filter mechanisms on the customer irrigation system.
  
17. The reclaimed water being provided throughout the Dunes CDD meets or exceeds the standards of Chapter 62-610, Part III, of the Florida Administrative Code for use on public access and residential areas. While Dunes CDD tries to maintain the best quality of reclaimed water, to include further screening and filtration prior to entering the reclaimed water distribution system, we do not guarantee that the reclaimed water is free from sand, grit, algae and other sediments that may enter into the reclaimed distribution system.

I ACKNOWLEDGE the limitations, requirements, and conditions of use as set forth above and AGREE to comply.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_ Relation to Owner \_\_\_\_\_

Premises Address \_\_\_\_\_



## ATTACHMENT A

**Water, Wastewater and Reclaimed Water Service:** The Dunes Community Development District provides service and billing for potable water, wastewater and reclaimed water utilities for household use to all residences and non-residential facilities in the District service area (reclaimed water is used for landscape irrigation only). Wastewater is collected and conveyed by a series of pump stations to the District's wastewater treatment plant. In addition to its obvious role, the wastewater plant also contributes to water conservation. The multi-stage, advanced secondary treatment process produces reclaimed water that is used for irrigation.

Water and reclaimed water meters are read on or around the 7th or 8th day of each month. District staff reviews the meter readings and verifies any unusual readings prior to submitting the meter consumption information to our billing department(??) for printing and mailing. Bills are printed and mailed at the end of each month. You will notice the due date printed at the top right-hand corner of your bill. Bills are usually due approximately the 21<sup>st</sup> or 22<sup>nd</sup> of each month. A \$10.00 late payment penalty is assessed on balances remaining after the due date of the bill.

The District shall be responsible for maintenance of the meter(s) and delivery system upstream of the meter(s) and the customer shall be responsible for maintenance of the delivery system and fixtures on the outlet of the meter(s). Customers are responsible to pay for charges associated for all water that passes through the meter.

**Customer Billing Address:** To ensure that your bill reaches you in a timely manner, please make sure that the District's Customer Service Office has your correct and current mailing address and contact information. **It is the customer's responsibility to keep this information current.** You can email address changes to: [service@dunescdd.org](mailto:service@dunescdd.org) , or you can use the back portion of your payment coupon to update your billing address or call us at (386) 445-9045. Our office hours are Monday through Thursday 8:00am to 4:30pm and Friday 8:00am to 4:00pm EST.

### **Utility Fee Schedule (Effective October 1, 2016):**

#### **Water & Wastewater Charges**

**Water:** Minimum monthly charge of \$17.33 per dwelling unit.

**Wastewater:** Minimum monthly charge of \$17.33 per dwelling unit.

Plus, commodity rate per 1,000 gallons of metered water.

Wastewater \$2.73

Step 1: 1- 7,500 gallons	\$2.42
Step 2: 7,501 – 15,000 gallons	\$3.03
Step 3: 15,001– 22,500 gallons	\$3.87
Step 4: Above 22,500 gallons	\$4.84

#### **Reclaimed Water Charges (Single Family)**

**Reclaimed water:** Minimum monthly charge of \$17.33

Plus, commodity rate per 1,000 gallons of metered reclaimed water:

Step 1: Gallonage varies by lot size \$0 .80

Step 2: Gallonage varies by lot size \$1.00

Step 3: Gallonage varies by lot size \$2.00

**Termination of Water Service:** Termination (or disconnection) of water service shall occur due to non-payment of water bill. A minimum reconnection fee of \$25.00 shall be assessed for each service terminated or disconnected along with any additional payment in full of any past due balances prior to reconnection of the service location. Meters are locked at service disconnections and any tampering with the lock or meter will result in additional fines to the owner or renter of the property.



**Payment Options:** The District accepts cash, check or money orders, online check debit and credit cards, (VISA, MASTERCARD, DISCOVER) for payment. Debit and credit cards and online checks are processed by our payment service with no convenience fees. You may make payments, set up auto pay and opt-out of paper billing online through our website [www.dunescdd.org](http://www.dunescdd.org) or you can call our office during normal business hours to make payments by phone.

**Water Conservation:** The District is committed to comply with the St. John's River Water Management District Consumptive Use Permit and promotes and adheres to Water Management Conservation Orders. It is the owner's responsibility to monitor home and irrigation system settings to avoid high usage and possible additional System Capacity charges.

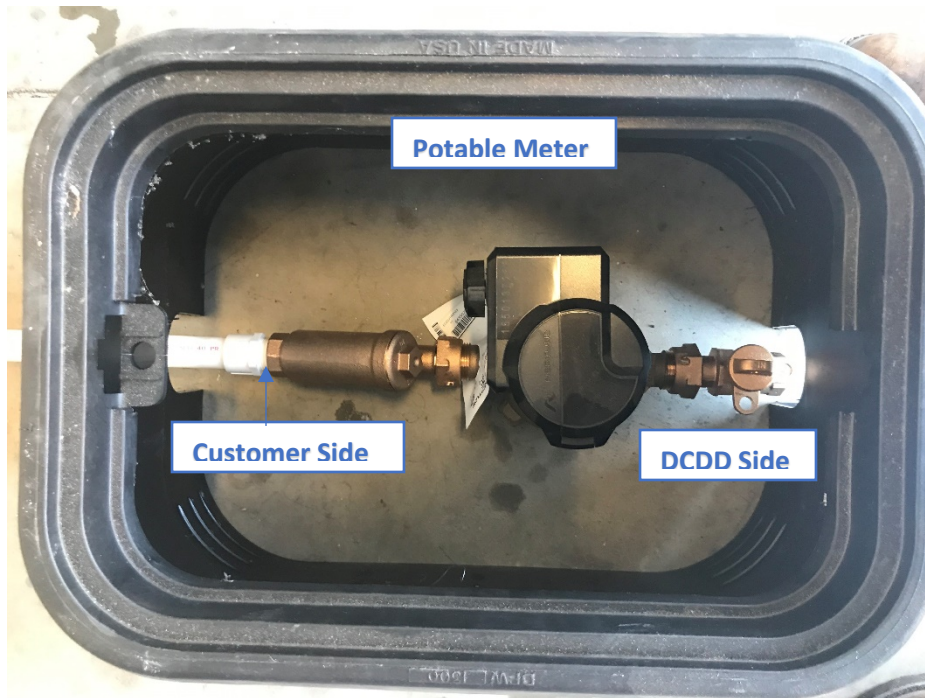
**First Bill:** Your first bill should arrive within 30-45 days of activating service. Please keep in mind the service dates on your bill. We bill in arrears.

Our Customer Service staff is committed to providing the best possible service to every customer all the time. Please feel free to contact us by phone at (386) 445-9045 or via email to [service@dunescdd.org](mailto:service@dunescdd.org)

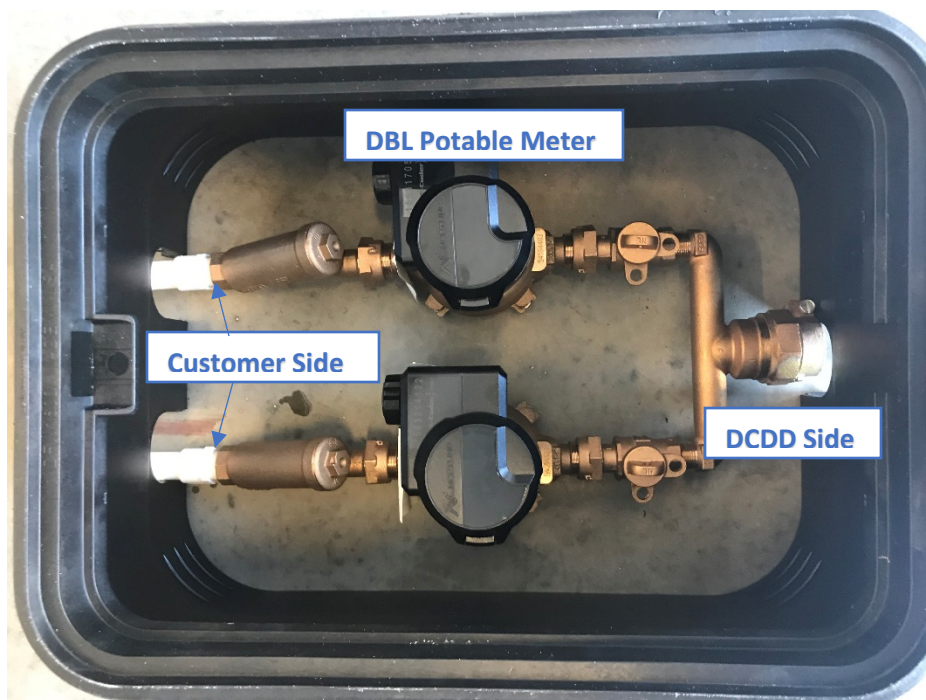


**ATTACHMENT B**

**FIGURE 1 – POTABLE WATER SINGLE METER (POINT OF SERVICE)**

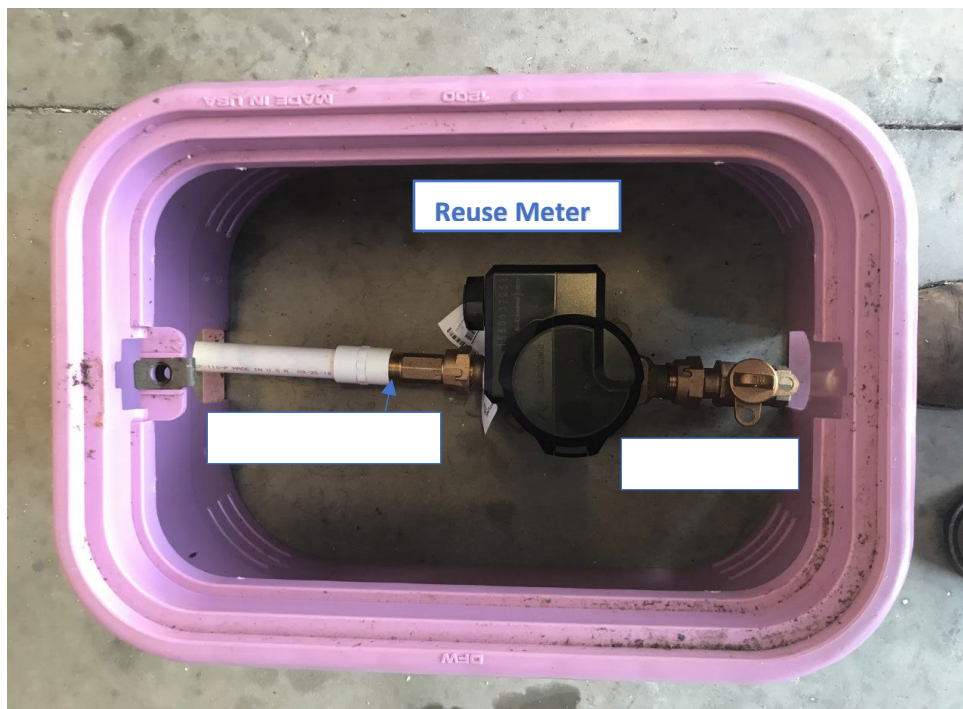


**FIGURE 1a – POTABLE WATER DOUBLE METER (POINT OF SERVICE)**

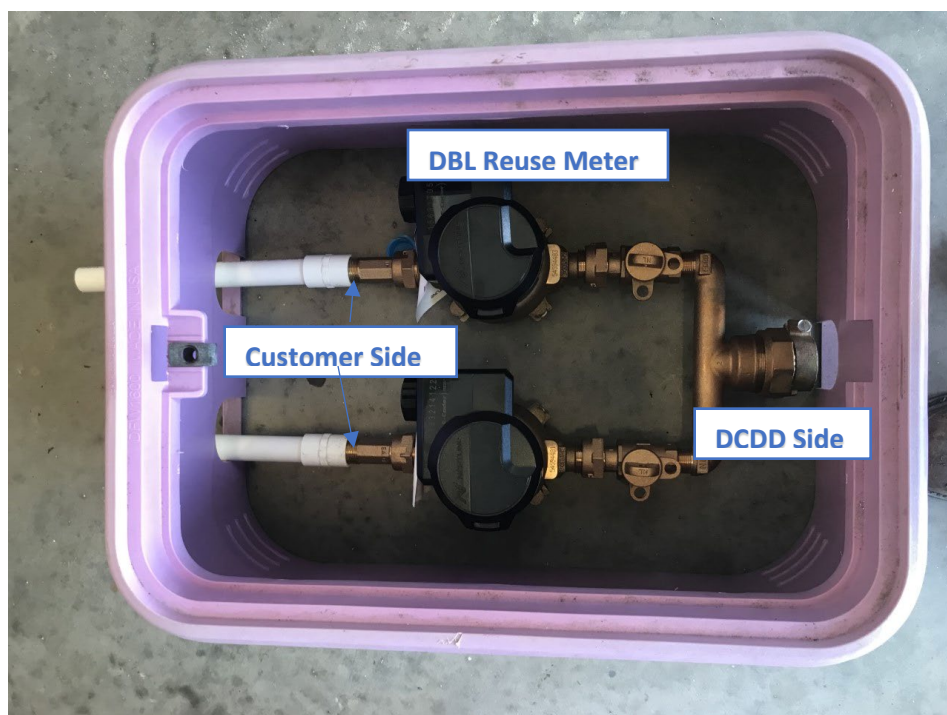


**ATTACHMENT B (cont.)**

**FIGURE 2 – RECLAIMED WATER SINGLE METER (POINT OF SERVICE)**



**FIGURE 2a – RECLAIMED WATER DOUBLE METER (POINT OF SERVICE)**





## ATTACHMENT C

### DISTRICT IRRIGATION RULES

Summarized below are the Dunes Community Development District's Irrigation Rules. Due to high consumption of irrigation water and limited rainfall, the District may have to implement its EMERGENCY IRRIGATION RULE at any time. If the District imposes its Emergency Rule, signs will be posted at the entrances to Hammock Dunes, Ocean Hammock, Hammock Beach and Yacht Harbor Village stating, "EMERGENCY IRRIGATION RULE IN EFFECT". Please make a note of the operating times for your address and adjust your irrigation control system accordingly. Failure to abide by the District's rules may result in discontinuance of irrigation service and/or commodity charges may be doubled.

### NORMAL IRRIGATION RULES

1. Irrigation is prohibited entirely on Friday and between the hours of 10:00 AM to 4:00 PM the other six days of the week. \*NOTE: THE IRRIGATION PUMPING SYSTEM WILL BE OPERATED, BUT AT GREATLY REDUCED PRESSURE (<30PSI) DURING PROHIBITED TIMES. \*
2. Residential customers whose addresses end in an even number (e.g., 112 Dunes Drive) may irrigate during permitted times on Tuesday, Thursday and Sunday. Customers whose addresses end in an odd number (e.g., 111 Dunes Drive) may irrigate during permitted times on Monday, Wednesday and Saturday.
3. Common area or homeowner association customers shall present to the District for approval a conservation plan for operating three days per week.
4. Golf courses shall be limited to an average of 500,000 gpd when conservation measures are in effect.

### SUMMARY OF NORMAL IRRIGATION RULES

<u>Day of week</u>	<u>Address #</u>	<u>Irrigation system on</u>
Monday	Odd	0:01 AM to 12:00 MID (except 10:00 AM to 4:00 PM)
Tuesday	Even	0:01 AM to 12:00 MID (except 10:00 AM to 4:00 PM)
Wednesday	Odd	0:01 AM to 12:00 MID (except 10:00 AM to 4:00 PM)
Thursday	Even	0:01 AM to 12:00 MID (except 10:00 AM to 4:00 PM)
Friday	All	<u>IRRIGATION SYSTEM IS OFF</u>
Saturday	Odd	0:01 AM to 12:00 MID (except 10:00 AM to 4:00 PM)
Sunday	Even	0:01 AM to 12:00 MID (except 10:00 AM to 4:00 PM)

### EMERGENCY IRRIGATION RULES

1. Irrigation is prohibited entirely on Monday, Tuesday and Friday and between the hours of 10:00 AM to 4:00 PM the other four days of the week. \*NOTE: THE IRRIGATION PUMPING SYSTEM WILL BE OPERATED, BUT AT GREATLY REDUCED PRESSURE (<30PSI) DURING PROHIBITED TIMES. \*
2. Residential customers whose addresses end in an even number (e.g., 112 Dunes Drive) may irrigate during permitted times on Thursday and Sunday. Customers whose addresses end in an odd number (e.g., 111 Dunes Drive) may irrigate during permitted times on Wednesday and Saturday.
3. Common area or homeowner association customers shall present to the District for approval a conservation plan for operating two days per week.
4. Golf courses shall be limited to a specified volume of irrigation water per week as determined by the District.

### SUMMARY OF EMERGENCY IRRIGATION RULES

<u>Day of week</u>	<u>Address #</u>	<u>Irrigation system on</u>
Monday	All	<u>IRRIGATION SYSTEM IS OFF</u>
Tuesday	All	<u>IRRIGATION SYSTEM IS OFF</u>
Wednesday	Odd	0:01 AM to 12:00 MID (except 10:00 AM to 4:00 PM)
Thursday	Even	0:01 AM to 12:00 MID (except 10:00 AM to 4:00 PM)
Friday	All	<u>IRRIGATION SYSTEM IS OFF</u>
Saturday	Odd	0:01 AM to 12:00 MID (except 10:00 AM to 4:00 PM)
Sunday	Even	0:01 AM to 12:00 MID (except 10:00 AM to 4:00 PM)