UCNSB SERVICE POLICIES & CUSTOMER INFO

2018-2019

ELECTRIC & WATER, WASTEWATER, & REUSE WATER SERVICES SERVING CUSTOMERS IN THE GREATER NEW SMYRNA BEACH AREA FOR MORE THAN 50 YEARS

www.ucnsb.org | 386-427-1361 | 200 Canal Street
Contact Us

Mail:
PO Box 100
New Smyrna Beach, FL
32170-0100

Overnight Mail:
200 Canal St.
New Smyrna Beach, FL
32168

Phone:
Pay by Phone
(386) 424-3199
Customer Service
(386) 427-1361
Available 8 a.m.-5 p.m.
Monday-Friday

Electric Trouble:
(386) 427-1366

Water & Wastewater Trouble:
(386) 427-1368

Water Quality Hotline:
(386) 424-3184

Online:
Email:
CustomerService@ucnsb.org
Web: www.ucnsb.org

In Person:
200 Canal St.
New Smyrna Beach
ABOUT US

For over 40 years, the Utilities Commission, City of New Smyrna Beach, Florida (UCNSB) has proudly provided the greater New Smyrna Beach area with quality utility services. Today, UCNSB offers electric, water, wastewater and reuse water services to approximately 26,000 residential and commercial customers.

Most municipalities in Florida provide their own water and wastewater service, but our community is special because UCNSB is just one of the 34 municipal electric utilities in the state - exclusively committed to serving our customers, not investors. UCNSB is funded solely through utility revenues and is not a taxing authority.

The Utilities Commission is a non-taxing, political subdivision of the State of Florida, created by Special Legislative Act, Public Law 67-1754, and as amended by Public Law 85-503.

One of the many advantages of a locally-owned utility is that you can participate in the decision-making process. UCNSB meetings are held the fourth Monday of every month at 6 p.m. in the DeBerry Room (3rd floor at 200 Canal Street).

Our Customer Service staff is happy to assist you in person, on the phone or online. Our main office is located at 200 Canal Street in historic downtown New Smyrna Beach. Our normal business hours are from 8 a.m. to 5 p.m., Monday through Friday and the UC is closed on all major federal holidays.

Please visit our website, www.ucnsb.org, and social media for more information and for important updates affecting your utilities services. This book may be updated as needed and current policies, procedures, resolutions and Rates, Charges and Fees apply.
Process for Obtaining Residential Electric Service

UCNSB process for obtaining residential electric services:
1 Must complete and sign a Contract For Service form, attached in the center of this book, and return to Customer Service
2 Must meet any deposit requirements
3 Must provide a copy of a valid government issued photo identification
4 Must provide a copy of the proof of ownership, lease agreement or Notarized Account Representative Affidavit (available online at Download Forms or by contacting Customer Service)

Reading Your Bill

FRONT
1 Mailing address for payments & main phone number
2 “We Care” fund donation designation to help needy Volusia County residents
3 UC account number
4 Summary of amount due and due date
5 Notation for automatic bank debit and/or budget billing, if applicable
6 Zone billing period, billing zone, billing statement date, meter read date and the approximate next meter read date
7 Summary of payments and new charges
8 Active meters and readings (A=actual read, E=estimated read), current consumption, deposit and conservation information
9 Delineation of account activity, may include electric, water and sewer charges, streetlights, garbage fees collected for the city and taxes
10 Monthly bill message
To change account information, check box and enter on back. Amount enclosed includes the following donation to the We Care* fund:

Write account number on check and make payable to the Utilities Commission in U.S. funds. Mail this stub with payment.

Current charges are considered late after the due date below.

Bank Debit - Do Not Pay Budget Billing

<table>
<thead>
<tr>
<th>Amount Enclosed</th>
<th>New Charges Due By</th>
</tr>
</thead>
<tbody>
<tr>
<td>$250.39</td>
<td>03/14/2016</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Account Number: 123456-789012</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Total Amount You Owe</th>
<th>New Charges Due By</th>
</tr>
</thead>
<tbody>
<tr>
<td>$250.39</td>
<td>03/14/2016</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Customer ID - Location ID: 123456-789012</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Statement Date: 02/22/2016</th>
<th>Meter Read Date: 02/14/2016</th>
<th>Approx Next Read Date: 03/15/2016</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Zone Billing Period: 01/12/2016 to 02/15/2016</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Total Amount You Owe</th>
<th>New Charges Due By</th>
</tr>
</thead>
<tbody>
<tr>
<td>$250.39</td>
<td>03/14/2016</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Active Meters</th>
</tr>
</thead>
</table>

| Electric Meter | 27629377 |
| Current: 67668 | Previous: 66431 |
| kWh Used: 1237 | Demand kWh: 0 |
| Multiplier: 1.00 | |

| Water Meter | 18431557 |
| Current A: 297 | Previous: 285 |
| 1000 Gal Used: 12.00 | |

<table>
<thead>
<tr>
<th>Deposit on Account</th>
<th>0.00</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Conservation Information</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>This Month</th>
<th>Same Month</th>
<th>Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy Usage</td>
<td></td>
<td></td>
</tr>
<tr>
<td>kWh Used: 1237.00</td>
<td>3.885.00</td>
<td>41.97</td>
</tr>
<tr>
<td>Water</td>
<td>12.00</td>
<td>6.00</td>
</tr>
<tr>
<td>Irrigation/Reuse Water</td>
<td>1000 Gal Used: 0.00</td>
<td>N/A</td>
</tr>
<tr>
<td>Service Days</td>
<td>32</td>
<td>33</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Previous Statement Balance: 225.08</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment Received on 02/09/2012: 225.08 CR</td>
</tr>
<tr>
<td>Balance Before New Charges: 0.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Billing for Electric Use on Rate: RESIDENTIAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base Rate: 5.65</td>
</tr>
<tr>
<td>Metered Charge: 1.237 @ 0.07645: 94.57</td>
</tr>
<tr>
<td>Fuel Adjustment: 1.237 @ 0.02928: 36.22</td>
</tr>
<tr>
<td>Load Management: 7.50 CR</td>
</tr>
<tr>
<td>Electric Service: 128.94</td>
</tr>
<tr>
<td>Water Service: 30.95</td>
</tr>
<tr>
<td>Sewer Service: 60.18</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Utilities Service: 220.07</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross Receipts Tax: 3.31</td>
</tr>
<tr>
<td>City Tax: 7.79</td>
</tr>
<tr>
<td>Garbage Collection, [Billed for City 424-2212]: 19.22</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Current Charges (Past Due After 03/14/2012): 250.39</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Total Amount Due: 250.39</th>
</tr>
</thead>
</table>

UC708 Celebrates Drinking Water Week, May 6-12, 2012. Come to our kick-off event, Water-Wise Garden Fair, Sat. May 5, 8 a.m. to 3 p.m. at 200 Canal St.
Reading Your Bill

BACK

11 Update account contact information form

12 Explanation of “We Care” fund

13 Important UC contact information, including electric and water/sewer trouble numbers

14 Payment terms, payment methods, overnight payment address and extension information

15 When meters are read and how to read your meters

16 Explanation of charges on the bill
Your We Care donation helps needy residents pay their utility bills. We Care is administered by Volusia county Human Services. New Smyrna Beach office: 717 Canal St., 386-423-3309.

UCNSB Contact Information

- Current amount due when bill is rendered and is past due 21 days after the billing date. A late charge is added on the 22nd day, and a notice is mailed. If payment or arrangements are not made, service will be disconnected.
- Full balance due plus applicable fees must be paid prior to reconnection.
- Cash, check, money orders, and credit card payments (Visa and MasterCard only) are accepted at 200 Canal Street.
- Visa and MasterCard are accepted online at www.ucnsb.org.
- You are paying your bill late online, be sure to call Customer Service to notify us payment has been made.

Payment Information

- Checks can be mailed to P.O. Box 100, New Smyrna Beach, FL 32170. Overnight payments should be sent to: 200 Canal St., New Smyrna Beach, FL 32168.
- E-Bill, Automatic Funds Transfer (AFT), and Budget Billing are available to help you manage your payments. Call Customer Service or see our website for more information.
- Residential Customers have the opportunity to request three extensions per calendar year. In addition, for those suffering economic hardships, we can refer you to proper agencies to assist you. Contact Customer Service for more information.

Meter Information

- Meters are read approximately every 30 days. Reading dates will vary due to holidays, weekends, and inclement weather. Inaccurate meters will be estimated based on past usage.
- Digital electric meters can be read like the mileage odometer in your car. Every time the number increases, another kilowatt-hour has been used.
- On a dial electric meter, there are five dials numbered 0 to 9, with the 0 at the top. The dials move in the same direction as the counting order of the numbers. To read the meter, write down the number that each hand has just passed.

Explanation of Charges

- Base Rate: a fixed charge, regardless of usage, to cover the costs of system readiness, billing, accounting, and meter reading.
- Fuel Adjustment: a direct pass through of fuel costs to produce and deliver your electricity.
- City/County Tax: a municipal public service tax collected on behalf of the city (9%) or county (1.0%), depending on your residency.
- Sales Tax: a State of Florida and Volusia County tax on revenues derived from non-residential meters.
FAQ’s about your Bill

What is the Fuel Adjustment Charge on my bill?
The fuel adjustment charge is a direct pass through of fuel costs to produce and deliver your electricity. Fuel and purchased power costs are the largest single variable expense for electric utilities, and they can vary greatly on the basis of supply and demand and other factors. Under utility regulations, these expenses are passed along to customers at cost, through a charge on their bill commonly referred to as a “fuel adjustment fee.” Utilities do not profit from increased fuel and purchased power costs.

What is the Base Rate?
The base rate on your utility bill is a fixed charge on every bill, regardless of usage, to cover the costs of system readiness, billing, accounting and meter reading.

What are the taxes and fees on the bottom of my bill?
The Gross Receipts Tax is assessed by the State of Florida. The tax is imposed on gross receipts from utility services delivered to any consumer in the state. The tax calculated is a percentage of the electric charges.

The City/County Tax is a municipal public service tax collected by the UC on behalf of either the City of New Smyrna Beach or the County of Volusia, depending on whether you live within the city limits or in the county. Both the City and County assess a tax of 10% of your electric charges, minus non-taxable fuel costs. Any questions about the County tax can be directed to (386) 423-3325, or email: revenue@co.volusia.fl.us. Any questions about the City tax can be directed to (386) 424-2120.

Sales Tax is assessed on General Service (commercial) meters only and is assessed by the State of Florida and county. Total electric charges plus gross receipts tax are assessed at 7% by the state and .5% by the county.

Garbage fees for customers living within the city limits are assessed by the City of New Smyrna Beach. Garbage and yard waste administration is managed by the City. Any questions can be directed to (386) 424-2212.

WHY DOES MY BILL FLUCTUATE EACH MONTH?
Every home’s usage is unique, but there are four common reasons bills go up and down from month to month:

- Differences in **weather**.
- The **number of people** at home.
- Increase or decrease in **appliance/electronics use**.
- The **number of days** in your billing cycle.
Paying Your Bill

For your convenience, there are several ways to pay your utilities bill:

**Phone**
- Visa, MasterCard or Discover (debit or credit card)
- Have your 12 digit account number ready
- Call 386-427-1361, option 1 or 386-424-3199 (direct)

**Web**
- Visa, MasterCard or Discover (debit or credit card)
- Have the first 6 digits of your account number ready
- Go to [www.ucnsb.org](http://www.ucnsb.org) and click on Pay Your Bill or go directly to [https://eaccess.ucnsb.org/](https://eaccess.ucnsb.org/)
  *Recurring or one-time payment options available with credit card.*

**In Person**
- Cash, check, money order, Visa, MasterCard or Discover (debit or credit card, with ID)
- 200 Canal Street, New Smyrna Beach, Florida
- 8 am-5 pm, M-F (except holidays)

**Drive Thru**
- Cash, check, money order, Visa, MasterCard or Discover (debit or credit card, with ID)
- Entrance off Magnolia Street, south of the building at 200 Canal Street
- 8 am-5 pm, M-F (except holidays)
  *This service is reserved for payments only. Please limit the number of transactions to 5.*

**Night Drop**
- Located to the right of the drive thru teller window
- Checks and money orders can be left after hours or on weekends
- Payments will be processed the next business day
- Please do not leave cash

**US Mail/Overnight Mail**
- Mail payments to UCNSB, P.O. Box 100, New Smyrna Beach, FL 32170
- Overnight payments to UCNSB, 200 Canal Street, New Smyrna Beach, FL 32168

**Automatic Utility Bill Pay Program**
- Allows you to pay your monthly bill directly from your bank account on the due date shown on your statement
- Avoid late fees and great for part-time residents
- Go to Download Forms on [www.ucnsb.org](http://www.ucnsb.org) for an application

**Electronic Payments through External Financial Institutions**
- Schedule payment arrival 2-3 business days prior to bill due date
- Use the full UCNSB zip code 32170-0100 when setting up payments
**Budget Billing Program**
- Allows you to budget your expenses easier by paying a monthly average of your regular utility bills
- Budget recalculation occurs once a year according to billing cycle
- Available to year-round customers who pay their bills via Automatic Utility Bill Pay with service for a minimum of nine months at the location
- Go to Download Forms on [www.ucnsb.org](http://www.ucnsb.org) for an application

**Advance Payments**
- Advance payments are accepted, and recommended if you expect to be out of town for an extended period of time. The amount paid in advance is entirely up to the customer, however, we suggest advance payments be made in amounts greater than the estimated amount of your bill to ensure no unpaid balance will remain on the account. Unpaid balances can cause disconnection for non-payment.

**Late Payments**

Your utility bill is due upon receipt and becomes delinquent 21 days after the billing date.

**Late Payment Fees & Procedure**
If payment is not received by the UC by 5 p.m., on or before the due date, a courtesy notice will be mailed and a late charge assessed.

1. Accounts with a past due balance, greater than $25, will be charged $5 or 1.5% of past due balance, whichever is greater.

2. The courtesy notice provides for nine days after the due date to pay the delinquent bill in full or make payment arrangements. If no arrangements have been made by the date stated on the notice, the account will be subject to disconnection of services.

**Disconnection for Non-Payment**
Customer Service personnel will assist customers, within Commission set policies, experiencing unforeseen and emergency situations to prevent disconnection of services. For assistance, please contact Customer Service in advance of the due date on your bill or notice. Should your services be disconnected for non-payment, the following reconnection procedures will apply:
- Payment of total amount for which account was disconnected, plus any past due charges due on account. The cut-out fee is $35.
- Payment of reconnection charge. Reconnect fee is $50, payable on the next bill. After hours service fee is $150.
- Update of deposit to 2x your average monthly bill.
- Updated lease and documentation.
Extension Information

- Each customer is allowed up to 3 extensions per calendar year. It allows a 2 week grace period beyond the due date of the bill for payment to be made.
- Customers must request an extension. The UC cannot put an extension on the account until after the due date. If you need an extension, please call Customer Service the day after the bill is due.
- Extensions cannot be combined and are not retractable once an extension is requested. There are no extensions on deposits or returned checks.
- If eligible for an “extension in the field” at the time of cut-out for non-payment, a signature and verification of account information will be required before the extension can be granted. The $35 trip fee is assessed.
- Extensions are for residential accounts only.

Occupancy/Ownership Changes

Changes in ownership/occupancy of a residence served by the UC must be reported immediately. Changes in ownership include ALL changes of names on the account regardless of relationship (except in the case of joint ownership with rights of survivorship from one co-owner to the survivor), each change requiring a cut-out and a cut-in service. The former owner/occupant's account will be final billed and the new owner/occupant is responsible for payment of the required deposit amount to establish service in their name.

No applicant for utilities who has previously been disconnected from the utility system due to non-payment of charges shall be permitted to have a utility connection until all delinquent charges have been paid to the UC, together with applicable reconnection charges.
Service Fees

The UC shall charge and collect customer service fees on the basis of the type of service rendered. These service fees shall be paid at the time that service is requested. Fees shall be charged in accordance with the following schedule:

Cut In & Cut Out Fees
Cut In/Out requests will only be performed during regular business hours. Requests received by 2 p.m., Monday through Friday will be completed on the same day. Requests received after 2 p.m. will be completed no later than the following business day.

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Normal Business Hours—</td>
<td>$35</td>
</tr>
<tr>
<td>Monday-Friday, 8 a.m.-5 p.m.</td>
<td></td>
</tr>
<tr>
<td>After Hours—emergency only,</td>
<td>$150</td>
</tr>
<tr>
<td>as determined by the UC</td>
<td></td>
</tr>
<tr>
<td>Meter Lock Charge—</td>
<td>$35</td>
</tr>
<tr>
<td>Required for meter sets for construction or as determined by the UC.</td>
<td></td>
</tr>
<tr>
<td>Temporary Service, Weekdays—</td>
<td>$75</td>
</tr>
<tr>
<td>Requires 24 hours notice. Services will be active from 11 a.m. the day of turn-on to 11 a.m. the next day.</td>
<td></td>
</tr>
<tr>
<td>Temporary Service, Weekends—</td>
<td>$100</td>
</tr>
<tr>
<td>Requires 24 hours notice. Services will be active from 11 a.m. on Friday to 11 a.m. on Monday.</td>
<td></td>
</tr>
<tr>
<td>Reconnection Fee—</td>
<td></td>
</tr>
<tr>
<td>After Non-Payment Disconnection</td>
<td>$50</td>
</tr>
<tr>
<td>After Illegal Connection</td>
<td>$150 min.</td>
</tr>
<tr>
<td>Reconnection at Pole</td>
<td>$150</td>
</tr>
<tr>
<td>Meter Reset Charge</td>
<td>$150</td>
</tr>
<tr>
<td>After Cut-Out for Non-Documentation</td>
<td>$35</td>
</tr>
</tbody>
</table>
Contract for Service – Existing Home or Business
Utilities Commission, City of New Smyrna Beach, Florida
Phone (386) 427-1361 | Fax (386) 424-2713 | www.ucnsb.org

Date_____________ Requested Service Start Date ________________

1) Name of Applicant ____________________________ Applicant is Owner _____ Tenant _____
Date of Birth _______ Social Security # ____________________ Previous service with UC? Yes ____ No____
Previous Address (no P.O. Box) _____________________________ Email Address _____________________________
Phone (hm) __________________________ (cell) __________________________ (work) ____________________________

2) Name of Co-Applicant ____________________________ Co-Applicant is Owner _____ Tenant _____
Date of Birth _______ Social Security # ____________________ Previous service with UC? Yes ____ No____
Previous Address (no P.O. Box) _____________________________ Email Address _____________________________
Phone (hm) __________________________ (cell) __________________________ (work) ____________________________

Requested Service Address ____________________________ Business____ Residence___
Bill Mailing Address ________________________________________________________________________________

Service Options Electric _____ Water _____ Sewer _____ Reuse (if avail.) _____ Irrigation Meter _____ Streetlight ____

☐ This is a rental property. Upon my request, I authorize UCNSB to turn on service in my name between tenants without making additional application.
IF APPLICABLE, RESIDENTIAL HOUSEHOLD AFFIDAVIT: This is to certify that until the undersigned notifies UCNSB in writing, the electrical service provided to the above referenced account is exempt from the Florida Sales Tax for the following reasons: (1) the electrical service provided to this account will be used exclusively to service a residential household and the meter will not service any commercial or business activities. Commercial or business activities include but are not limited to, rental operations that cater primarily to transient guests (hotel, motels and room rentals), the provisions of day care facilities, and the performance of any activity that is not residential in nature. (2) The electrical service provided to this account will be used exclusively to serve common areas of residential housing complexes, and the meter will not serve any commercial or business activities such as vending machines, coin operated laundry facilities, sewage/lift station equipment, or any activity that is not residential in nature. (3) The electric service provided to this account will be used exclusively to serve a residential model home. The meter will not serve any commercial activity such as a sales or business office, or any activity that is not residential in nature.

Customer Verification (initial) __________

Initial connect charge is $35 (reconnect fee is $50) and will be billed on the first billing statement to the customer. Photo copies of driver’s license or other official state identification and proof of ownership, lease agreement or Notarized Account Representative Affidavit are required.

I hereby make application to the Utilities Commission, City of New Smyrna Beach (UCNSB), Florida for utility service and upon approval of this application, agree to abide by all UCNSB resolutions, tariffs, policies, procedures, rules and standards, and acknowledge and agree this contract is made subject to the provisions of UCNSB’s Rates, Charges and Fees and Services Policies and Customer Information Manual, the latter of which I have been provided, and incorporates such manual as part of this contract as it exists at the time of this contract and may be amended as per the last paragraph of said manual. I also acknowledge and agree that the undersigned, as a UCNSB customer, shall be liable for all applicable sales tax and agree that I will be personally responsible for the payment of deposit and/or utility bills rendered under this account.

Applicant Signature ___________________________________________   Deposit (if required) $__________

Co-Applicant Signature ________________________________________   Deposit due date _______________
Tampering Fees
It is a criminal offense to tamper with an electric or water meter. Cases of tampering are prosecuted. Utility tampering and unauthorized use/illegal fees shall be assessed whenever there is evidence of meter tampering, meter bypassing, self-restored services, or unauthorized use of fire hydrants, in addition to the cost of investigation, repairs, the estimated usage, and any other service charges which may be applicable, up to and including 3x the estimated dollar value of services obtained unlawfully.

Cut seal or cut lock fee $35
Damaged equipment $75
Meter tampering/illega use fee,
  First offense $300
  Repeat offense $500
Fire hydrant use/illega use fee $300

PLEASE REPORT UTILITY THEFT TO THE UC
Theft of water and electric services costs all UC customers. Please report suspected theft to us either online www.ucnsb.org or by calling (386) 427-1361.

Research Fee $20
Per request for determination of existing UC liens, assessments, and/or promissory notes.

What Constitutes a Trip Fee?
A UC representative visits a service location for any purpose not associated with routine utility operations.

Normal Business Hours $35
(Monday-Friday, 8 a.m.-5 p.m.)
After Hours—emergency only, $150
  as determined by the UC

Collections Processing Fee $35
Customer’s utility account sent to a collection agency for non-payment. This fee is assessed on a per account basis.
**2” Temporary Construction Meter**

Note: the customer will pay the equipment fee upon receipt of the temporary/portable meter. Upon return of the meter in good working condition, the customer will receive a refund of the lesser of $600 or this amount reduced by replacement costs of the damaged meter and/or other components, and reduced by the payment of final bill for usage. All temporary/portable meters must be read or usage reported monthly, and will be charged a standard commercial water rate based on the meter size plus a non-prorated $35 monthly processing fee. It is the responsibility of the customer to notify, and upon UC request, the location(s) of this meter.

- **Equipment fee** $750
- **Wrench fee** $30
  (both partially refundable upon return of equipment)

**Wastewater Usage Charges Adjustments** $35

Upon customer request, UCNSB may adjust wastewater usage charges if proof that one of the following events occurred: pool filling, installation of new landscaping, or a water leak (not including running toilets or leaking faucets as the water was processed through the wastewater system). UCNSB reserves the right to require additional documentation prior to consideration and is the final authority in the determination of adjustment requests. Usage pattern during the timeframe in which the incident occurred must be abnormally higher than average for an adjustment to be issued. Limit of one adjustment per location per incident type (pool filling and new landscape only) each calendar year. Adjustments must be requested within six (6) months of the incident. Only wastewater usage charges may be adjusted. No adjustment is made for new landscaping installation if customer has irrigation meter on premises.

**Potable Water and Irrigation Usage Charges Adjustments** $35

Upon customer request, UCNSB may adjust potable water and irrigation usage charges if there is appropriate proof that a system leak and subsequent repairs on the customer’s side occurred. Documentation of the leak and repair from a plumber or other service provider is required. UCNSB reserves the right to require additional documentation prior to consideration and is the final authority in the determination of adjustment requests. Usage pattern during the timeframe in which the incident occurred must be abnormally higher than average for an adjustment to be issued. Limit of one adjustment per location per service type (potable water or irrigation) each calendar year. Adjustments must be requested within six (6) months of the incident. Only potable water and irrigation usage charges may be adjusted. No adjustment is made for service base rates.
**Returned Check Fee**
- If the customer pays the returned check before the notification is actually received from the bank, the fee is reduced to $20.
- If the notification has already been received from the bank, the fee is $35.
- Please be aware that the customer may also incur returned check fees from their bank.
- Returned checks must be paid by credit card, money order, cash or cashier’s check.
- Customer may have only two (2) returned checks on the account per calendar year before becoming a “cash only” account. Upon customer request, the UC will resume accepting checks for payment for “cash only” accounts if they are in good standing for 24 months, in accordance with the policy for deposit refunds (see page 19).

**Deposits**

It is the policy of the UC to require a deposit to guarantee the payment of any and all indebtedness for electric, water, wastewater and reuse water service or otherwise, which may be or may become due to the UC, for water and/or sewer usage and water used on a service address. This deposit is made with the express understanding and agreement that all or any part thereof may be applied by the UC at any time in satisfaction of said guarantee, and that the UC may use said deposit as fully as if it was the absolute owner thereof as follows:

**Electric Service**

**Residential Account**
For customers on residential service, the required deposit for electric service shall be determined by utility credit history, should it be determined a deposit is necessary. The minimum deposit for residential service shall be $75 and the maximum shall be $240.

**General Service Account (Commercial)**
For customers on a General Service rate, the required deposit shall be two times the average monthly bill as estimated by the UC. In the event the UC determines that the deposit is not sufficient to cover two times the actual average monthly bill, an adjustment to the required deposit may be made. In any event, the minimum deposit for all General Service accounts shall be $75.
**Water Service**
The security deposit for water accounts based on the various meter sizes offered is as follows:

- 5/8” $25  
- 1” $30  
- 1½” $50  
- 2” $80  
- 3” $150  
- 4” $250  
- 6” $500  
- 8” $800

**Wastewater (Sewer) Service**
The security deposit for wastewater accounts based on the various meter sizes offered is as follows:

- 5/8” $25  
- 1” $30  
- 1½” $50  
- 2” $85  
- 3” $170  
- 4” $260  
- 6” $520  
- 8” $840

In the event only wastewater service is furnished by the UC and no water services, the deposit for the account will be determined by the UC prior to providing service.

**Reuse Water Service**
The security deposit for reuse water service based on the various service/meter sizes offered is as follows:

- 3/4” $10  
- 1” $25  
- 1½” $50  
- 2” $80  
- 3” $160  
- 4” $250  
- 6” $500

For reuse water service only. Existing UC customers are exempted.

**Additional Deposits**
In the event the utility service is disconnected for non-payment or has received 2 or more returned checks within a 12 month period, the UC may require a deposit(s) sufficient to cover at least 2 months of the previous average monthly billing to be paid. If such additional deposit is not made within the agreed-upon time frame, the UC may disconnect services in accordance with policy.

**Deposit Payments**

**Residential Accounts**
The customer will be billed for the deposit(s) and will have 10 days to pay said deposit(s). If the customer does not pay the deposit(s) within the 10 day period, utility services will be subject to disconnection. Installment arrangements may be made at the discretion of the Utilities Commission. In some cases, full payment of the deposit will be required before service connection is made (such as the customer’s previous final balance going to a collection agency).
An applicant for electric, water, wastewater, reuse water services will not be required to make a deposit when the applicant meets one of the following conditions:

i. Has an existing account with good credit standing with the UC. Discontinuance of service for non-payment on an existing account will be treated as new applicant for deposit requirements.

ii. Any new customer establishing services will have their credit checked with their Social Security number as verified by the “On-Line Utility Exchange” or any other provider of similar services. The UC will perform one credit check for each new account opened. Based on the results, the customer may or may not be required to pay a deposit.

The UC will not transfer a deposit from one individual to another individual. Transfers of deposit(s) from one address to another address for the same individual will be made provided the account balance at the active service location is in a current status (outstanding balance is zero).

If a customer transfers his or her deposit to an account within the system, the final bill on the old account, if delinquent, will be transferred to the current account for collection and the current account becomes subject to collections and disconnect procedures. Customers that are continuously delinquent are subject to an update of their deposit requirements.

Deposits must be made by cash, check, Visa, Mastercard, money order, or Utilities Commission approved aid voucher. Credit cards will not be accepted for deposits over $1,000.

**Commercial Accounts**

i. The customer is required to pay the full deposit at the time the account is being established.

ii. When the required combined total deposit exceeds $1,000, the applicant, at his or her option, may furnish in lieu of cash the following instruments:

- A surety bond for the full amount required; OR
- An irrevocable letter of credit satisfactory to the UC for the full amount required.

iii. In the event the above instruments mature, the UC reserves the right to request cash (legal tender) for the required deposit.

iv. Failure to comply with this requirement will result in discontinuance of service.
Refunds of Deposits
For residential accounts only, the UC will credit the deposit to the customer’s account when:
1. The customer has paid bills for the previous 24 consecutive residential billings without having service disconnected for non-payment; AND
2. Without having more than 2 occasions on which a bill was delinquent for the previous 24 months; AND
3. When a customer has not had any returned checks within a 24 month period; AND
4. When a customer has a credit history rating of “good” or higher within a 24 month period.

The deposits are refundable only to the customer whose name appears thereon.

Interest on Customer Deposit
The interest rate is determined by the UC each year and will be credited to the customer’s account each month beginning with the first full month of service.

Record of Deposit
The UC will keep electronic records to show:
• Name, address and Social Security number of each depositor.
• Amount and date of deposit.
• Each transaction concerning deposit.

The UC will issue a receipt of deposit to each applicant from whom a deposit is received.

A record of each unclaimed deposit will be maintained and the UC will make a reasonable effort to return the deposit.

Interest Rate Update
The UC sets the interest rate paid on customer account deposits based on interest earned. The current annual interest rate is 0.10416%. This interest rate can change March of each year.
Conservation Programs

The UC encourages electric and water conservation, and has several opportunities for customers to save money on their utilities bill and help conserve our natural resources. For the most current program information, please visit the “Conservation” section of www.ucnsb.org.

Rebates
The UC offers residential and small business customers electrical rebates for energy efficient improvements. Please see our website for the current rebates and application.

Free Home Energy and Water Audits
The UC offers free home energy and water audits to help identify areas of residences and small businesses where conservation can be maximized. Please contact Customer Service to schedule an audit or go to our website to apply online.

Load Management
The Load Management program helps save energy and money. Upon signing up for this program, the UC will install a load management receiver on the central air/heat unit and/or water heater. This radio controlled unit enables the UC to shut off your appliances for a few minutes during certain time intervals. Most people do not even notice when load management is in use. In exchange, we credit your electric bill for up to $7.50 per month, or $90 per year. Service verifications may be required to keep credit applicable. Please visit our website to apply online or contact Customer Service for more information.

Free Low-Flow Showerhead
Our showerhead exchange program offers UC water customers the opportunity to exchange their old 2.5 gpm showerhead for a water saving kit, which includes a 1.25 gpm massaging showerhead and other conservation tools. See Customer Service for more information.
**Important Information About Your Utilities Service**

**Use of Your Social Security Number**
*In accordance with Florida Statute 119.071*

The UC collects your Social Security number for the following purposes: customer credit checks; customer identification and verification; customer billing and payment; and, other lawful purposes necessary to conduct UC business. Please be aware there may be situations whereby the UC must release Social Security numbers for other purposes as required by Florida law.

Effective October 2008, the Utilities Commission is in full compliance with the Fair & Accurate Credit Transactions Act of 2003, which requires the Utilities Commission to have a formal Identity Theft Prevention Program “Red Flag”. This program has been designed and implemented to identify, detect, prevent and mitigate identity theft in connection with opening a utility account or an existing utility account.

**Seasonal Disconnect**

For those customers who reside in the greater New Smyrna Beach area for part of the year, we offer a “seasonal disconnect” provision, which allows customers to save money by not paying base rates on water and wastewater while they are not in use. Should consumption be noted during this time, the customer will be billed the base rate, usage and cut-in fee with the next regular billing cycle. Please provide customer service with advance notice of your departure and/or arrival to ensure utilities are turned off/on in a timely manner. Please also provide customer service with your out-of-area mailing address and contact phone number. Regular cut-in/cut-out fees will apply.
Special Needs Customers

Disaster Preparedness Information
Published in accordance with FL Statute 252.355

All persons with special needs who would require assistance during evacuation and sheltering because of physical, mental, cognitive impairment or sensory disabilities can register their needs through the Volusia County Office of Emergency Management. The registration form is available by calling (386) 423-3395.

Medically Essential Electric Service

Customers who are medically dependent on electric-powered equipment and require non-interruption of electrical service to prevent immediate loss of life or hospitalization can request registration with the UC to ensure notification in the event of service disconnection due to non-payment of a bill, or of a scheduled outage for repairs or upgrading of service.

The registration and certification does not guarantee uninterrupted service. Our crews put forth their utmost effort to maintain our equipment in good working order, but the UC cannot promise 100% uninterrupted service. Other events, including severe weather, failure of equipment, or outside elements causing damage to equipment may cause un-avoidable interruptions of service. We strongly recommend you have a backup system available, such as a home generator, to provide electric current for the medically-essential equipment, or a place to go in the event of an extended outage.

The registration and certification will be effective for one year from the date it is received in the UC office. Re-certification by your physician will be necessary on an annual basis. If you move, you must contact the UC to let us know your new address.

This form is available for download at www.ucnsb.org or by calling the Electric Operations Department at (386) 424-3169.

Reuse Water

Each year, we are required to remind our reuse water customers about the origin, nature and characteristics of this product.

Reuse water is domestic wastewater which has been treated and disinfected to a high degree such that it can be safely used to irrigate golf courses and residential landscapes. Although reuse water meets most of the drinking water standards and is safe for human contact, it is not intended for use as drinking water.
The UC’s policy is that reuse water can be utilized for irrigation purposes only, and with an approved underground system that has an in-line control valve. No hose bibs are allowed with this service. Reuse water is permitted for use on lawn and landscaped areas but not for items such as: human consumption, washing vehicles, and/or animals, and filling pools and/or tubs, and watering a few certain edible vegetables and/or fruits. In addition, no interconnections with another water source are allowed, nor are connections to water-cooled air conditioners, or in-house plumbing systems. Reuse cannot be shared with a neighbor or used with an above ground spigot connection.

Please keep these considerations in mind when using reuse so that no problems arise. If you have any questions, please call the Water Resources Department information line at (386) 424-3184.

Thank you for utilizing this important resource. Utilizing reuse water conserves drinking water supplies and reduces discharges of domestic wastewater to surface waters.

**Cross Connection and Backflow Prevention**

The UC has a Cross Connection Program to help ensure that water from outside sources does not enter the distribution system. Under certain conditions, water can possibly re-enter the potable water distribution system after picking up contaminants. Of particular concern are homes on our system that also have private wells, customers with reuse water hook-ups, or yard irrigation systems where backflow or back-siphonage can occur. Interconnection through plumbing errors is sometimes found to be a cause of cross-connection.

Our Backflow Technician works full-time to inspect, test, and mitigate cross connections as needed with the use of such tools as backflow preventers. For more information about cross connections and backflow preventions, please visit the Water Resources page of www.ucnsb.org or stop by the UC lobby for a brochure.

**Water Rates and Conservation**

The UC utilizes an inverted block rate structure for potable water and wastewater to encourage conservation. This means we separate consumption amounts into four blocks, with rates per 1,000 gallons increasing as your consumption increases. With this type of structure, customers who have higher consumption will face higher rates and therefore have higher costs. The purpose of this is to encourage all customers to conserve water use.

On our website are many suggestions for indoor and outdoor water conservation tips or visit our Canal St. office.
Public Records
Because the UC is a municipal utility, we are bound by Florida's open records laws (FL Statute 119). With the exception of Social Security and bank account numbers and other exemptions allowed for by state statute, our records are open for inspection and/or copying by the public.

The State of Florida has created some exceptions to this law to protect citizens whose jobs or whose parents'/spouses' jobs may create a personal security issue. Some examples include current and former police officers, judges, US District Attorneys, state attorneys, probation officers and juvenile justice workers.

For a complete list and to fill out a form requesting your information be exempt from public records disclosure laws, go to our website at www.ucnsb.org. You may also come to our Canal St. office to pick up a form.

Check out www.leg.state.fl.us for more information.

DID YOU KNOW…
• The UC processes approximately 4.852 million gallons per day (MGD) of water for drinking, and approximately 3.43 MGD of water for reuse on golf courses, medians, and new developments.
• We have over 11,000 poles and 4,800 transformers connecting you to our electric service.

UC’s Website, www.ucnsb.org
On www.ucnsb.org, you’ll find even more information about your utilities service.

• Agendas and minutes for UC meetings,
• Information about our conservation programs,
• Monthly bill inserts,
• UC policies, rates, charges and fees,
• View and/or pay your bill,
• Updates on utility news,
• And much more!
E-Bill | Online Payments

Free Home Energy Audits

Low-Flow Showerhead Exchange Program