Customer Handbook

Rates, Water Quality & Policies of the Homosassa Special Water District

Introduction:

The Homosassa Special Water District is a special district of the state of Florida. To provide the area with a safe central water system, the people of the area decided to form a special taxing district in 1959. The District is governed by a five-member Board of Commissioners that is elected by the registered voters that reside within the District's Boundaries.

The Board of Commissioners of the Homosassa Special Water District conducts a regular public meeting, held on the third Monday of each month at 4:00 PM at the Homosassa Special Water District Office located at 7922 W. Grover Cleveland Blvd., Homosassa, Florida. All customers are encouraged to attend these public meetings and provide input on policies, service, complaints, etc. This is local government and we encourage the customers to have a voice in its inter-workings.

Our Source of Water: Our water comes from four ground water wells, which draws water from the Floridian Aquifer. Approximately 90% of the water we supply comes from our two wells located at the Peach Orchard Water Treatment tampabay.rr.com At this facility we also maintain a one-million-gallon ground storage tank. The remaining 10% of the water we supply comes from the Norin Water Treatment Plant, located at 6249 W. Grover Cleveland Blvd. and the Bradshaw Water Treatment Plant located at 8501 Bradshaw Street.

The District office is opened Monday through Thursday from 7:00 am to 5:30 pm. We can be reached by calling the office phone number **(352) 628-3740, 24 hours a day.** Our email address is hswd@tampabay.rr.com Emergency calls to the office after business hours and on holidays are routed to our answering service that then contacts the on-call personnel of the Homosassa Special Water District.

We encourage our customer's to visit our web site at www.homosassawater.com

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Section One: Rates & Fees

Rate Structure: The Homosassa Special Water District uses a water conservation rate structure known as a block system. This system rewards water conservation by charging a smaller amount per thousand gallons used in the lower blocks. As usage goes up so does the price per thousand gallons.

Base Rate: Each connection to the system is charged a base rate. The base rate consists of a monthly service line charge ($9.50) and a meter charge. The meter charge reflects the output of the meter. As the 5/8" meter is the standard residential meter, it has the base charge of $7.50. The base charge of larger meters reflect the equivalent meter factor (EMF) or how many times greater the output of the larger meter in comparison to the 5/8" meter.

Current Rates and Fees of the Homosassa Special Water District can be viewed on the following link:

http://homosassawater.com/rates.html

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Section Two: Board Policy

Shut Off Policy:

Bills are mailed ordinarily on the 1st of the month and are due upon receipt. If payment is not received at the Homosassa Special Water District office by the close of business on the 25th of the month, on the 26th the account is delinquent and a LATE PAYMENT FEE is assessed, at which time a late notice is mailed. If payment is not received at the District office by the close of business on the **7th** of the following month, service will be discontinued on the **8th** without additional notice and a turn off fee will be assessed. In order to get water service restored, the bill, late fee, turn off fee and turn on fee will have to be paid in full. Each additional time there is a shut off for non-payment in a 12-month period, starting with January 1st and ending with December 31st, an additional deposit will also be required. Deposits will be refunded after a 12-month period of no late charges. (SEE DEPOSIT POLICY). HSWD bills monthly and cannot be held responsible for bills lost in the mail. If you have not received a bill by the 15th of the month, call the office.

If You Pay by Mail → Mail Early ←

Customer Requested Shut Off

Should the customer request the meter to be shut off and the account made inactive (see inactive meter policy), the following fees will apply:

Turn off during business hours:	No Charge
Turn off other than business hours:	No Charge
Turn on during business hours:	$25.00
Turn on other than business hours:	$30.00
Emergency shut off / turn on	No Charge

Deposit Policy:

Each account having paid their bills in a timely manner so that they have not received any late charges in the past 12 months, shall have the water deposit refunded. An additional deposit will be required should the account be shut off for non-payment two (2) or more times in a 12 month period beginning with January 1st and ending with December 31st of each year. (SEE SHUT OFF POLICY)

Inactive Accounts:

Active accounts become inactive the first billing period after a meter has been shut off by the District. If a meter is turned back on any time within a billing period, the account is considered active for that billing period. Inactive accounts only pay the service line charge of $9.50 per month and do not pay any Equivalent Meter Units while the account is inactive.

Non-Payment of Inactive Accounts:

Bills are mailed ordinarily on the 1st of each month and become past due on the 26th of the month. If payment is not received at the Homosassa Special Water District office by the close of business on the 25th of the month, on the 26th the account is delinquent and a LATE PAYMENT FEE of $5.00 or 10% whichever is greater is assessed, at which time a late notice is mailed. After six (6) months of consecutive delinquent bills, the meter will be removed and the account will be closed. In order to restore service, past due amount including late fees must be paid in addition to all **New Installation, Deposit and Fees**.

Advance Payment:

Any Customer can prepay their account and any money that is applied to an account will show on the monthly bill as a credit. This way, if a customer knows they will be away for an extended period, they can pay in advance to avoid any late fees or penalties that may occur in their absence. The Homosassa Special Water District will not be responsible for reimbursing or crediting any interest earned on prepayments.

Meter Policy:

A meter shall serve one dwelling and water lines may not be extended from one lot to another. A meter may not be transferred to another lot. Only employees of the Homosassa Special Water District are allowed to turn curb stops on HSWD's side of the meter off and on. Customers will install a gate valve on the customer's side of the meter for turning water on and off. HSWD's responsibility ends at the meter. HSWD will not be held responsible for damages incurred through discontinued service or emergency situations. Damage to meters or meter boxes resulting from any other cause other than an act of the District will be repaired or replaced at the property owner's expense. Payment for materials and labor will be required for continuation of service. The employees of HSWD are to have access at all times to the meter and meter connection, including the right to remove or alter obstructions which may interfere with the reading, disconnection, operation or service of the District's meter and service lines.

Meter Testing:

In the event that a customer contests the accuracy of the meter serving the customer's property, HSWD will test the meter for accuracy and if the meter proves to be inaccurate an adjustment will be made using the average usage over the last 12 months. If the meter proves to be accurate the customer will be responsible for the in question usage. If the customer does not believe the accuracy of HSWD testing of the meter, HSWD will send the meter to an independent meter testing company for accuracy testing. If the meter proves to be accurate, the customer will be responsible for the usage in question, the cost of shipping and handling to send the meter to be tested, and the cost of the test. If the meter proves to be inaccurate an adjustment will be made using the average usage. HSWD will pay all costs of shipping, handling, and testing.

Regular Public Meetings:

The Board of Commissioners of the Homosassa Special Water District holds a regular public meeting, held on the third Monday of each month at 4:00 PM at the Homosassa Special Water District office located at 7922 W. Grover Cleveland Blvd., Homosassa, Florida. All persons requesting to have an item placed on the Agenda of the meeting must register with the office of the Water District no later than ten (10) days prior to the meeting date. Questions and comments not requiring an immediate Board action will be on the Agenda each month under Customer Input. No prior registration with the office is needed.

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Section Three Water Quality

The Homosassa Special Water District routinely monitors for contaminants in your drinking water according to Federal and State laws. We're proud that your drinking water meets or exceeds all Federal and State requirements.

Annually, the Homosassa Special Water District compiles a water quality report.

Our most recent water quality report can be view at our website at homosassawater.com/documents/Homosassa If you do not have internet access a copy of the report can be picked up at the office or sent through the mail.

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Section Four: Water Conservation

The Homosassa Special Water District has developed a strong water conservation commitment. The District has held water conservation meetings at area community centers, churches and schools. For each of our customers, water must always be a vital concern. Water is a limited and fragile resource. Leaks in household plumbing waste water and energy. A leak as small as an 1/8" hole will waste 3,600 gallons of water over a 24 hour period at 40 pounds of pressure. Many people consider the water used to irrigate landscapes a luxury use of water. Nonessential use of water implies a special responsibility to efficiently use the resource and to protect its quality. Adjust sprinkler heads so that they water the areas intended and not paved areas such as driveways and roads. Proper disposal of used oil and other hazardous chemicals help to ensure the quality of our ground water. As little as one gallon of gasoline can contaminate seven hundred and fifty thousand gallons of water.

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Current Water Restrictions

The Homosassa Special Water District water restrictions are concurrent with the Southwest Florida Water Management's water restrictions and can be viewed at the following link:

http://www.swfwmd.state.fl.us/conservation/restrictions/phase3.php

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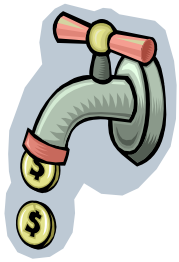
Conserving Water Outdoors

Water is one of our most precious resources. Because it flows so easily from our faucets, most of us don't appreciate its value. As a result, many of us become water wasters — especially when it comes to outdoor water use. Typically, at least 50 percent of water consumed by households is used outdoors. You can reduce your outdoor water consumption by taking a few simple steps. So tighten those taps, cease those sprinkles and use water wisely.

Seek the Leak



Did you know that a leak of one drop per second wastes 2,400 gallons of water per year? Check for the following leaks outdoors:

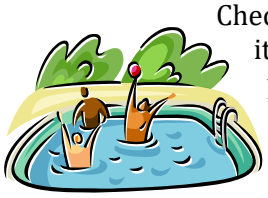
Water Faucets, Hoses and Connectors

Check all faucets, hoses and connectors periodically for leaks and to make sure they are in good working order. Make sure faucets are closed when not in use. If you do find a leaky faucet, change the washer — after turning off the shutoff valve.

Automatic Lawn and Sprinkling Systems

Soft, wet spots on your lawn around the in-ground sprinkler could indicate a leak that is being absorbed into the ground. Contact your plumber or landscape maintenance specialist if repairs are needed.

Swimming Pool



Check the pool system's shutoff valve, which works automatically, to see if it is malfunctioning and causing a continuous cycle of water to be pumped in and then drained out. If the water level stays higher than normal and it overflows when people are using it, call your plumber.

Service Connecting Line

If you find a soft, wet spot on your lawn or hear the sound of running water outside your house, you may have a leak in the service line to your house. Water soaks into the ground, causing the soft spots. Close the main shutoff valve. If the sound of running water continues, the outside service line could be leaking. Contact your plumber if you detect wet spots.

Irrigation

How often should I water?

Know and follow your local watering restrictions, **but don't water just because it's your day**. The basic principle of lawn and garden watering is not to over-water. The time to irrigate will vary depending on your soil type and your location in the state. However, as a general rule, Florida lawns need watering only every 3 to 5 days in the spring, every 5 to 7 days in the summer and every 10 to 14 days in the fall and winter. Irrigate your lawn when it shows signs of stress from lack of water. Pay attention to signs of stressed grass, such as a bluish-gray color, lingering tire tracks or footprints, and leaf blades that are folded in half lengthwise. Also, you can determine if your lawn needs water by measuring soil moisture. Sophisticated soil moisture sensors will turn on your automatic irrigation system when water is needed. The more basic soil moisture sensors turn off your system when water is adequate. Reliable soil moisture sensor technology is currently available in irrigation supply stores.

What time of day should I water?

Evaporation loss can be 60 percent higher during the day, so water during the cool, early morning hours to minimize water loss by evaporation and to discourage disease. Avoid watering on windy days.

How long should I water?

Apply moderate amounts of water to create a healthy, drought- and stress-tolerant lawn. For most Florida soils, an average of one half to three-quarters of an inch of water per application is enough to replenish the grass. Saturate the root zone and then let soil dry to encourage healthy, deep root growth. To determine how long you should run your sprinkler, place five to seven empty straight-edged cans (about the size of an average tuna can) at different distances away from the sprinkler. Run the sprinkler for 15 minutes and measure the amount of water collected in each can.

Calculate an average water depth and determine how long it will take to apply one-half to three quarters of an inch of water. If you have an automatic sprinkler system, be sure it is equipped with a working rain shutoff device, which overrides the system when enough rain has fallen. It automatically resets the system when the turf requires more water. Rain shutoff devices are required by Florida law on all automatic sprinkler systems installed since 1991. Check regularly to ensure the device is working properly and that the corresponding switch in the control box is set at “on.”

Irrigation Methods

Drip irrigation is the most efficient method of watering for non-turf areas such as bedded plants, trees or shrubs. Drip systems minimize or eliminate evaporation, impede weed growth, and may help prevent grass diseases caused by under-watering or over-watering. Soaker hoses are an inexpensive alternative to drip irrigation. Soil moisture should be monitored to determine when enough water has been applied.

If using a hose and sprinkler, place the sprinkler in the area that is driest. Allow the sprinkler to run the proper length of time to apply one-half to three-quarters of an inch of water. When that area is complete, move the sprinkler to another dry area. Place the sprinkler so that its water spray will overlap the area previously watered. Adjust the hose or sprinkler until it waters just the grass or shrubs, not paved areas.

In-ground irrigation systems can be automatic or manual, or a combination. The automatic system can provide an efficient method of irrigating lawns because controllers turn the system off after a predetermined amount of time, so a measured amount of water is applied. Learn how to operate your system. Check timing devices regularly to make sure they are operating properly.

Watch for broken or misdirected sprinklers. Use the appropriate sprinkler head for the irrigated area. Install sprinklers that are the most water-efficient for each use. Rotors or spray heads are good for turf areas, but shouldn't be used in the same zone. For even distribution, flow rates must be consistent throughout the zone.

Fertilization

Apply fertilizers sparingly; using those that contain slow-release, water-insoluble forms of nitrogen. Fertilizer applications depend on such factors as grass species, soil type and permeability, and your location in the state. To save water and to avoid thatch buildup, disease, and excessive growth, follow these University of Florida-recommended practices:

• Fertilize in moderation — Typically, a 50-pound bag of fertilizer will feed a half-acre lot for an entire growing season. This feeds the grass roots without allowing fertilizer to run off the lawn.

• For Bahia grass, apply 2 to 3 pounds of nitrogen per 1,000 square feet per year in the northern part of Florida, and 2 to 4 pounds per 1,000 square feet in the central and southern areas of Florida. For St. Augustine grass, annual nitrogen needs range from 2 to 4 pounds in the north, 2 to 5 pounds in the central area and 4 to 6 pounds in the south. For specifics in your area, contact your local county extension service.

• Fertilize only during the growing season. Allow a month between autumn application and the time of freeze, if possible, allowing new growth to harden off and become less vulnerable to frost.

• Feed in the spring with a complete micronutrient fertilizer.

• Use a 1:1 ratio of nitrogen to potassium (first and last numbers on the bag). Test for phosphorus; apply only if lacking. Florida soil is naturally high in phosphorus, so ideal fertilizer is 15-0-15; if not available, use 16-4-8.

• Do not apply fertilizer when more than 1 inch of rainfall is predicted in the next 48 hours. Leaching and runoff of nutrient-contaminated water may occur.

Mowing

Cut your grass at the highest recommended height for your turf species, or the highest setting on your lawn mower. Mow regularly, cutting no more than one-third of the grass length to encourage grass roots to grow deeper and grass blades to hold moisture. Keep mower blades sharp. Dull blades tear grass, opening it to disease, and cause it to appear tan and ragged. Leave short grass clippings where they fall, reducing the lawn's need for water and fertilizer. Remove thick patches of clippings so that the clippings will not kill the grass underneath. Plant drought-tolerant or Florida-friendly grasses, ground covers, shrubs and trees. Once established, they do not need to be watered as frequently and they usually will survive a dry period with little or no watering. To establish and maintain a healthy landscape that conserves water, consider using the following Xeriscape™ landscaping principles

Get a soil analysis — Collect soil samples from various areas of your yard and have them analyzed by your local county extension service. This analysis will tell you the level of acidity or alkalinity in your soil. This information will help you decide which plants will work best in your yard.

Plan your landscape — Evaluate the conditions in your yard, such as sunny and shady areas, how you will use sections of the yard and how large you want mature plants to be.

Choose the proper plants — Determine each plant's need for sun, shade, soil and water, and its tolerance for cold or salt. Match the plant's needs to the appropriate spot in your landscape.

Use grass wisely — Grass is often your yard's biggest water user. Save grass for areas where children or pets will play. In other areas, consider mulch or ground cover.

Irrigate effectively — Group landscape plants that have similar moisture needs together in areas separate from grass. Use sprinklers that are the most water-efficient for each use. Zones of in-ground irrigation systems should be separate for turf and non-turf areas. Use appropriate matching spray heads throughout the zone.

Mulch — Using mulch helps retain soil moisture and moderates temperature. Mulching also helps to control weeds that compete with plants for water. Spread several inches of mulch, such as wood chips, pine straw or leaves around shrubs, trees and flowerbeds.

Maintain your yard — Mow, weed, prune and irrigate as needed.

• Do not leave sprinklers unattended. Use a kitchen timer to remind yourself to turn sprinklers off.
• Water slowly to reduce runoff and to allow deep penetration.
• Observe the watering schedule for your address.
• Dig out water-loving weeds and cultivate soil often.
• Use a rain barrel to collect rainwater. Rainwater is free and is better for your plants because it doesn't contain hard minerals.
• Do not hose down your driveway or sidewalk. Use a broom to clean leaves and other debris from these areas.

• Use a shutoff nozzle on your hose that can be adjusted down to a fine spray so that water flows only as needed. When finished, turn it off at the spigot instead of at the nozzle to avoid leaks. A garden hose without a shutoff nozzle can pour out **600 gallons** of water in an hour.

•Avoid purchasing recreational water toys that require a constant stream of water.
• Consider using a commercial car wash that **recycles water**. If you wash your own car, park on the grass, use a bucket of soapy water and use a hose with a shutoff nozzle.
• Avoid the installation of ornamental water features (such as fountains) unless the water is recycled.
• If you have a swimming pool, consider a new water-saving pool filter.
• Cover your spa or pool to reduce evaporation.

For more information, call the Southwest Florida Water Management District at 1-800-423-1476, ext. 4757, or visit their Web site at *WaterMatters.org*

All of the above information on conserving water outdoors is from the Southwest Florida Water Management District.

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Conserving Water Indoors

We need to save water every way we can. If we don't conserve, we're pouring water — and money — down the drain. The average Floridian uses about 130 gallons of water each day. You can reduce your water consumption by taking just a few simple steps. So stop the leaks, slow the flow and use water wisely!

Seek the Leak

Leaks are the biggest water waster. A leak of one drop per second wastes 2,400 gallons of water per year! Take a few minutes to find out if you have a leak in your home.

Use Your Water Meter to Check for Leaks

1. Turn off all faucets and water-using appliances and make sure no one uses water during the testing period. Remember to wait for the hot water heater and ice cube makers to refill, and for regeneration of water softeners.
2. Go to your water meter and record the current reading. Wait 30 minutes. (Remember: no water should be used during this period.)
3. Read the meter again. If the reading has changed, you have a leak.
4. If you have a wells, listen for the pump to kick on and off while the water is not in use. If it does, you have a leak.
5. If you cannot find the leak using the tips in this brochure, you should consult a plumber.

Check for Leaks

Leaks inside your toilet can waste up to 200 gallons per day. Some leaks are silent, some produce a running water sound and others may be visible as a small trickle running from the rim to the water in the bowl. To detect silent leaks, remove toilet tank lid and any colored cleaning agents. Flush to clear water in the bowl. Add dye tablets, leak detector fluid or a few drops of food coloring to the tank. If the tank is leaking, color will appear in the bowl within 15 to 30 minutes. Flush as soon as the test is complete.

Fix Leaks

If your toilet is leaking, try the following procedures:

• Water level in the tank should be about one-half inch below the top of the overflow tube in the middle of the tank. To adjust the water level, use a screwdriver to adjust the screw on the

end of the ballcock float arm or bend the float arm up or down (very gently) until the correct water level is achieved.
• If you need to jiggle the handle to stop the water running after a flush, oil, tighten or replace the flush handle. To tighten, use an adjustable wrench to tighten the nut attached to the handle on the inside of the tank.
• Check for holes and cracks in the float ball. If the ball is filled with water or no longer appears to float, it needs to be replaced. Replace by unscrewing it from its tubing and screwing another on in its place.
• Adjust lift chain so it hangs straight from handle lever with about one-half inch slack.
• Check the rubber flapper or flush valve at the bottom of the tank. If it is worn or corroded, it needs to be cleaned or replaced.
• If the water won't shut off at all, replace both the flapper and the ballcock.
• If these simple procedures don't stop the leak, you should call your plumber.

Install Low-Flow

Since the mid-1990s, all new toilets have been redesigned to conserve water, using 1.6 gallons of water per flush. Older models use 3 gallons or more per flush. If your toilet is not a newer water-saving fixture, consider purchasing one.

Check for Leaks

The next place to check for leaks is your sink and bathtub faucets. Water losses caused by dripping faucets can range from several gallons to hundreds of gallons of water per day. Check faucets regularly for leaks at the faucet head and seepage at the base and its connections

Fix Leaks

Whether a two-handled model or a single-handled model faucet, leaks are repaired by replacing washers and by tightening or repacking the faucet stem. Do-it-yourselfers can find a variety of repair kits in local home improvement and hardware stores. Most kits contain detailed instructions and a listing of necessary tools. If preferred, a plumber can make repairs.

Install Low-Flow

If you don't already have low-flow fixtures, you will want to replace them. To find out if you have low-flow, check the amount of water flowing from each faucet. You can do this by opening the faucet and allowing the water to flow into a container for 10 seconds. Multiply the amount of water in the container by six to determine the per minute flow. If your existing faucet flows above 2.5 gallons per minute, install a low-flow faucet. For a bathroom faucet, a 1.5-gallons-per-minute flow will provide enough water for personal hygiene needs. For a kitchen faucet, you will want 1.5- to 2.5-gallons-per-minute flow to make sure the flow of water is enough to wash and rinse dishes. If installing low-flow faucets is not practical, install faucet aerators and flow restrictors on all faucets. Faucet aerators are circular screened disks, usually made of metal, that are screwed onto the head of the faucet to reduce flow. Aerators for kitchen faucets are available with a variety of spray patterns and flow control features. Faucet aerators require periodic cleaning of grit and scale buildup that may inhibit flow.

Check for Leaks

Dripping showerheads can waste 75 to several hundred gallons of water a week, depending on the size of the drip. If the showerhead is leaking, make sure it is screwed tightly. Also, remember to check the washer for wear. If you need a new washer, you can get one at your local hardware store or from your plumber.

Fix Leaks

To fix a leaky showerhead, you need an adjustable wrench or pliers and joint sealer or tape. Follow these steps:

- Turn off the water supply.
- Use the adjustable wrench to remove the old showerhead. (Use a cloth between the showerhead and the jaws of the wrench to avoid scratching the fixture.)
- Clean the threads to remove old joint sealer.
- Apply joint sealer or tape, using package instructions.
- Use the adjustable wrench to install the showerhead.
- Turn the water supply on and test the showerhead.

Install Low-Flow

By timing your shower to less than five minutes and installing low-flow showerheads, you can save water. The older the showerhead, the more water it uses. New showerheads deliver 2.5 gallons of water per minute. Older fixtures can deliver as much as 8 gallons per minute. Pressures have been adjusted to the low-flow fixtures to deliver as good a shower as the higher flow showerheads. To install a new showerhead, follow the directions above for fixing showerhead leaks. To determine if your showerheads and faucets flow at recommended rates, call the Southwest Florida Water Management District at (352) 796-7211 or 1-800-423-1476, ext. 4612, and request a free shower flow bag

Slow the Flow

Here are more tips for conserving water inside your home:

In the bathroom:

- Flush less — remember the toilet is not an ashtray or wastebasket.
- While brushing teeth, shaving, etc., turn off the water.
- When cold water will do, avoid using hot water.
- Take shorter showers — 5 minutes or less.
- In the shower, wet yourself down, turn the water off, lather up, then turn the water on to rinse off soap.
- Use less water for bathing — close the drain first and fill tub only one-third full. That initial burst of cold water will be warmed by the hot water as the tub fills.

In the kitchen:

- Operate the dishwasher only when you have a full load.
- Scrape, don't rinse, your dishes before loading in the dishwasher.
- When purchasing a dishwasher, consider a water-efficient model.

• Use your garbage disposal sparingly and start composting your kitchen waste.
• Thaw frozen food in the refrigerator or microwave, not under running water.
• Store drinking water in the refrigerator instead of letting the tap run while you wait for cool water to flow.
• When washing dishes by hand, fill one sink or basin with soapy water and fill the rinsing sink to one-third or one-half full — avoid letting the water run continuously in the rinsing sink

In the laundry:
• For washers with variable settings for water volume, select the minimum amount required per load.
• If load size cannot be set, operate the washer with full loads only.
• Use the shortest wash cycle for lightly soiled loads; normal and permanent press wash cycles use more water.
• Check hoses regularly for leaks.
• Pretreat stains to avoid rewashing.

Additional tips:

• Install instant water heaters in bathrooms and in the kitchen so you don't have to let the water run while it heats up.
• Insulate your water pipes — you'll get hot water faster plus avoid wasting water while it heats up.
• Avoid installing a water-to-air heat pump or air-conditioning system — newer air-to-air models are just as efficient and do not waste water.
• Install water-softening systems only when necessary; save water and salt by only running the minimum amount of regenerations necessary to maintain water softness; turn softeners off while on vacation.
• Never put water down the drain when there may be another use for it, such as watering a plant or cleaning.
• Replace leaky drain plugs in sinks and bathtubs.

For more information, call the Southwest Florida Water Management District at 1-800-423-1476, ext. 4757, or visit their Web site at *WaterMatters.org*

All of the above information on Conserving Water Indoors is from the Southwest Florida Water Management District.

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Sample Homosassa Special Water District Customer Contracts:

Date:_____ **Account #_____**

Contract for Water Services

with the Homosassa Special Water District

P O BOX 195
HOMOSASSA, FL 34487-0195
PH: (352) 628-3740
Email: hswd@tampabay.rr.com

Phone:_____ Business Phone #_____

Name:_____, ("Consumer"), Owner____ Renter _____

Service Address:_____, Lot _____ Block _____ and

Billing Address:_____

City, State, Zip Code:_____

SS#/Taxpayer ID #_____ D.O.B._____ Drivers License # _____

$_____ Water Deposit **$_____ Service Fee**

hereby makes application to the HOMOSASSA SPECIAL WATER DISTRICT, ("HSWD"), for Water Service on said property, and agrees to pay $_____ Dollars for Meter Installation, receipt whereof is hereby acknowledged. This meter installation charge is not returnable. Consumer further agrees to pay, in addition thereto, regular monthly bills based upon meter readings, at rates fixed by HSWD. In consideration of said payment and promises, HSWD, agrees to furnish water service to above described property.

RULES AND REGULATIONS OF HOMOSASSA SPECIAL WATER DISTRICT

1. **The Service Meter remains property of HSWD and is not to be tampered with or damaged by Consumer**. If District property is tampered with, tampering fees will be assessed to the account.

2. **Bills are mailed ordinarily on the 1st day of each month and are due upon receipt. If payment is not received at HSWD office by the close of business on the 25th day of the month, then on the 26th day of the month the account is delinquent a LATE PAYMENT FEE is assessed and a late notice is mailed. If payment is not received at HSWD office by the close of business on the 7th day of the following month, service will be discontinued on the 8th day without additional notice** and a NON-PAYMENT FEE will be assessed**. Thereafter, for restoration of service, Consumer must pay the delinquent water bill, the late fee and** the non-payment fee**. Each additional time a shut off for non-payment occurs in a 12 month period following the first shutoff, an additional deposit will be required. Deposits will be refunded after a 12 month period of no late charges. HSWD bills monthly and cannot be held responsible for bills lost in the mail. If Consumer has not received a bill by the 15th day of each month, consumer should call the HSWD office.**

3. **A deposit in the amount** of **Seventy-five Dollars ($75.00) guaranteeing payment of the bill will be required for each residential Consumer. A deposit of One Hundred-twenty-five Dollars ($125.00) or 2 times the average bill over the last 12 months, whichever Is greater, will be required for each commercial Consumer.**

4. **Consumer agrees to hold harmless HSWD for any failure of water service due to acts of God or breakdowns of a nature common to such operations and services, and to guard and protect installed meters against damage and destruction other than that caused by normal wear and usage.**

5. **The meter and service contracted for herein must begin and be installed within one (1) year of execution of this agreement. Consumer will be responsible for any meter charge increase.**

6. **Attorney's Fees: In any action to enforce the terms and conditions of this Agreement, the prevailing party shall be entitled to recover from the losing party all costs and expenses, including attorney's fees, incurred in the enforcement action, including appeals.**

I ACKNOWLEDGE THAT I HAVE READ THE HSWD RULES AND REGULATIONS AND UNDERSTAND SAME.

Accepted by HSWD:

_____ _____

HSWD **Signature of Consumer**

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Homosassa Special Water District
P.O. Box 195
Homosassa, FL 34487-0195
352-628-3740
352-628-4865 (Fax)
hswd@tampabay.rr.com

Electronic Fund Transfer Payment Authorization Form

This is my *(our)* authorization of my *(our)* bank, named below, to deduct from my *(our)* checking or savings account (as specified below) and pay to the Homosassa Special Water District the amount of my monthly water bills. This authorization shall continue until I *(we)* notify you IN WRITING **to cancel it in such time as to afford the financial institution a reasonable opportunity to act on it. I *(we)* can stop payment of any entry by notifying my financial institution and The Homosassa Special Water District** (In writing) **3 days prior to my account being charged.**

_____ _____
Bank Name Branch

_____ _____
Address City, State

Checking Account #:_____ or Savings Account #:_____

Bank Routing #:_____

_____ _____
Customer Name (Print) Customer Signature

_____ _____
H.S.W.D. Account Number Customer Address

_____ _____
Customer Phone Number Customer Social Security Number

IMPORTANT: PLEASE ENCLOSE A BLANK, VOIDED CHECK SO WE CAN OBTAIN THE NECESSARY ROUTING AND ACCOUNT NUMBERS!! ELECTRONIC FUND TRANSFERS CAN ONLY BE DONE WITH BANKS IN THE UNTIED STATES

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352-628-3740
352-628-4865 (Fax)
hswd@tampabay.rr.com

Authorization for Cancellation of Direct Payment

_____	_____
Bank name	**Address**
_____	_____
Print Name	**Signature**
_____	_____
Address	**City, State**
_____	_____
Checking/Savings Account #	**Routing Number**

H.S.W.D. Account #:_____

Effective Date of Cancellation:_____

H.S.W.D. Employee Signature:_____

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