

# Service Policies & CUSTOMER INFORMATION 2009 - 2010

Connecting you with the quality  
of a New Smyrna Beach life.



# Contact Us

## Mail

PO Box 100  
New Smyrna Beach, FL  
32170

### Overnight Mail:

200 Canal St.  
New Smyrna Beach, FL  
32168

## Phone

**Customer Service**  
(386) 427-1361  
Available 8 a.m.-5 p.m.

**After-Hours Electric**  
(386) 427-1366

**After-Hours Water  
& Wastewater**  
(386) 427-1368

**"Ask Curt" Water Hotline**  
(386) 424-3184

## Internet

**E-mail**  
CustomerService  
@ucnsb.org

**Website**  
[www.ucnsb.org](http://www.ucnsb.org)

## In Person

200 Canal St.  
New Smyrna Beach



## FOR OVER 40 YEARS,

the Utilities Commission (UC) has proudly provided the greater New Smyrna Beach area with quality utilities service. Today, the UC offers customers electric, water, wastewater, reuse water, and Internet service.

We are a municipal utility, one of just 33 in the state of Florida. As a municipal utility, the UC is exclusively committed to serving our 26,000 residential and commercial customers. The UC is funded solely through utility revenues and is not a taxing authority.

The UC 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: you can participate in the decision-making process. Utilities Commission meetings are held the third Monday of every month at 6 p.m. in the DeBerry Room (third floor of the UC building).

Located on historic Canal Street in downtown New Smyrna Beach, the UC office is here to help you with all your utility needs. Please stop by or call during normal business hours, 8 a.m.-5 p.m., Monday-Friday. The UC is closed on all major holidays, including New Year's Day, Martin Luther King Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Veterans' Day, Thanksgiving Day and the day after, and Christmas Day.

Please visit our website, [www.ucnsb.org](http://www.ucnsb.org), for more information and for important updates affecting your utilities service.

*Service fees and policies updated October 2009*

## Contents

**Billing & Payments**

**Service Fees**

**Conservation**

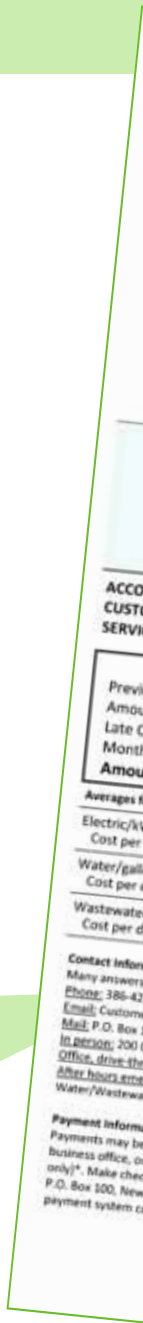
**Important Information  
about Your Service  
& Web Information**

# Reading Your Bill

## FRONT

- 1 Mailing address for payments**
- 2 Notation for automatic bank debit**, if applicable
- 3 Your UC account number**
- 4 Bill due date**
- 5 “We Care” fund donation designation** to help Volusia County residents
- 6 UC’s physical address**, and the address for sending overnight payments
- 7 Average daily utility cost** is your total water, electric, and wastewater charges divided by the number of service days for that bill.
- 8 Balance forward**, if applicable
- 9 Total amount due**

**NEED TO CONTACT US?**  
Use any of the ways listed on the lower left portion of your bill. We are always happy to assist you!

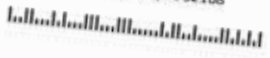


**1** Remit to:  
 Utilities Commission  
 P.O. Box 100  
 New Smyrna Beach, FL 32170

Please write account number on check and make payable to Utilities Commission in U.S. funds.

**2 BANK DEBIT - DO NOT PAY**

CUSTOMER NAME  
 CUSTOMER ADDRESS  
 NEW SMYRNA BEACH, FL 32168



Check box to change mailing address and enter new address on the back.

<b>3</b> Account Number	540127-162387
<b>4</b> Due Date	7/21/2009
Amount Due	\$238.84
<b>5</b> I wish to contribute to the We Care fund.* Amount of contribution:	
Amount Paid	

Return this portion with payment.



Utilities Commission, City of New Smyrna Beach  
 200 Canal St., New Smyrna Beach, FL 32168  
 Phone: (386) 427-1361 | www.ucnsb.org  
 "Connecting you with quality"

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ACCOUNT NUMBER 540127-162387  
 CUSTOMER NAME Customer Name  
 CUSTOMER ADDRESS Customer Address  
 ZONE New Smyrna Beach

STATEMENT DATE: 6/23/2009  
 BILLING PERIOD: 5/21/09 - 6/23/09  
 DUE DATE: 7/21/2009

Amount Due:  
 Amount of Payment applied to Budget: \$200.00  
 Charges: (\$200.00)  
 Monthly Budget Amount: \$7.00  
 Amount Due: \$200.00  
**\$207.00**

**Budget Billing - Information ONLY**

or Bill Period	Current Month	Last Month
Wh per day	33.73	46
ons per day	\$3.91	\$4.50
ay	133.33	600
ay	\$0.53	\$3.00
	\$1.04	\$6.00

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Information available at: www.ucnsb.org  
 7-1361  
 service@ucnsb.org  
 100, New Smyrna Beach, FL 32170  
 Canal St., New Smyrna Beach  
 hours: M-F, 8 a.m. to 5 p.m., excluding major holidays  
 emergency telephone numbers: Electric 386-427-1366;  
 386-427-1368  
 Information made by mail in the envelope provided, in person at our office, or over the phone or online by credit card (MasterCard or Visa) is payable to: Utilities Commission. Mail stub and check to: Utilities Commission, 200 Canal St., New Smyrna Beach, FL 32170. \*Note: updated phone and online information coming in October.

Previous Balance	
Payments Received	\$ 212.41
Penalties	(215.00) CR 5.00
Balance Forward	\$ 2.41
Current Charges	
Electric	\$ 117.22
Water	15.99
Sewer	31.14
Internet	12.95
Other	59.13
Total Current Charges	\$ 236.43
Amount Due	\$ 238.84

**8**

See back of statement for billing details.

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# Reading Your Bill

## BACK



- 10 Service information**, including your meter number, previous and current readings for your water and electric services, number of service days in this billing cycle, the date your meters were read, and total usage for this month.
- 11 Usage history**, including graphs of the past 12 months of electric and water usage history, and a comparison of this month's usage with last month and last year.
- 12 Total electric charges**, calculated by multiplying the number of kilowatt hours (kWh) used during the billing cycle by an energy charge and fuel charge, and includes a fixed monthly customer charge.
- 13 Total water charges**, calculated by multiplying the number of 1,000 gallons used by the water usage charge, and includes a fixed monthly customer charge. May include additional charges for reuse and irrigation services, if applicable.
- 14 Total wastewater charges**, with separate subtotals for usage and base rates.
- 15 Internet service**, if applicable
- 16 Misc. charges and fees**, if applicable
- 17 City or county services and taxes**, which may include charges for City or County Tax, garbage, storm water and State of Florida Gross Receipts Tax.
- 18 Special message** alerts you to important updates from the UC.



NAME: \_\_\_\_\_ NEW ADDRESS: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_  
 PHONE NUMBER: (\_\_\_\_) \_\_\_\_\_ Email Address: \_\_\_\_\_

\* Your We Care donation helps needy residents pay their utility bills. We Care is administered by Volusia County Human Services.  
 New Smyrna Beach Office: 107 E. Canal Street, (386) 254-4675

Address: Customer Address, New Smyrna Beach, FL 32168

Meter No.	Rate Code	Read Code	Usage Period		# Days	Meter Readings		Multiplier	Usage	Detail Charges	Total Charges		
			From	To		Prev	Current						
86405	ER99-RES-LM-EH	A	5/21/08	6/22/08	30	15363	16375	1	1012				
													
Electric Base Rate													
Energy Usage													
Fuel Adjustment										1012 kWh @ 0.07645	\$ 5.65		
Load Management Credit										1012 kWh @ 0.04170	\$ 77.37		
Total Charges (Taxable Portion: \$66.96)											\$ 42.20		
											\$ (7.50)		
											\$	117.22	
11046	WR01-RES	A	5/21/08	6/22/08	30	54	58	1	4				
													
Water Base Rate													
Water Usage											\$ 11.65		
											\$ 4.34		
											\$	15.99	
Wastewater Base Rate													
Wastewater Usage											\$ 16.62		
											\$ 14.52		
											\$	31.14	
Additional Charges and Fees													
Amount		Other - City Services and Taxes									\$ 12.95	\$	12.95
35.00		City Tax									Amount		
		City Garbage (424-2122)									6.70		
		City Storm Water (424-2122)									19.22		
		FL State Gross Receipts Tax									5.00		
											3.21		
											\$	59.13	
SPECIAL MESSAGE													
18													

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DESCRIPTIONS

Charge on every bill regardless of usage to cover the costs of metering, accounting, and meter reading.

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and purchased power costs are the largest single component of utility costs, and they can vary greatly on the basis of many other factors. Under utility regulations, these costs are passed on to customers at cost, through a charge on their bill known as a "fuel adjustment." Utilities do not profit from the sale of power costs.

# FAQ's about your bill

## What is the Fuel Adjustment Charge on my bill?

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 costs 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 and is a percentage of the electric charges.

The **City/County Tax** is 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. Currently, the City assesses tax of 9% of your electric charges, minus non-taxable fuel costs. The County assesses tax of 10% of your electric charges, minus non-taxable fuel costs. Any questions

about the City tax can be directed to (386) 424-2120. Any questions about the County tax can be directed to (386) 254-4610, or email: [revenue@co.volusia.fl.us](mailto:revenue@co.volusia.fl.us).

**Sales Tax** is assessed on General Service (commercial) meters only and is assessed by the State of Florida. It is 7.5% of your total electric charges plus gross receipts tax.

**Garbage fees** for customers living in 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.

**Storm water fees** for customers living in the city limits are assessed by the City of New Smyrna Beach. Storm water administration is managed by the City. Any questions can be directed to (386) 424-2122.

## 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** on your bill.

# Paying Your Bill

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

## Walk In

You can pay at the UC office, located at 200 Canal St. during business hours. Cash, check, and money orders accepted.

## Drive Up

Drive-up payment service is available during business hours and is located on the south side of the building, accessible from Magnolia St. Cash, check, and money orders accepted.

*Note: this service is reserved for payments only. Please limit the number of transactions to 5.*

## Night Drop

There is a night drop for payments after business hours, located in the drive-up window area. Payments will be posted the next business day. Check or money order only please.

## Mail

You can remit payment to: UCNSB,  
P.O. Box 100, New Smyrna Beach, FL 32170

For overnight payments, mail to:  
200 Canal St., New Smyrna Beach, FL 32168

## Automatic Fund Transfer

Provided by the UC to deduct utility bill payments directly from designated checking or savings accounts. Contact Customer Service to enroll or go to [www.ucnsb.org](http://www.ucnsb.org) to print out the enrollment form.

## Online

You can also pay your statement using the new online bill pay website. ►

Access your account on the UC website, [www.ucnsb.org](http://www.ucnsb.org).

To register, you will need the first 6 digits of your account number, which you can find on your monthly statement.



*Sample of the online bill pay registration page.*

## Budget Billing

Customers on this program enjoy the benefits of paying a monthly average of their bills to assist in budgeting purposes. The basic requirement for enrollment is participation in the automatic fund transfer debit banking, and a minimum of 9 months of UC service at location. Contact Customer Service to enroll or go to [www.ucnsb.org](http://www.ucnsb.org) to print out the enrollment form.

## 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.

# 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%, whichever is greater. Accounts with a past due balance of \$25 or less will not be assessed a late charge. Internet-only accounts with past due balances will be charged \$2.
2. The notice provides for one week 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 disconnect.
3. A utility employee will hang a notice of disconnect on the door of the premises, allowing the customer to bring their account up to date by noon the second day. A charge of \$35 will be assessed to your account for this additional notice.
4. After noon on the second day, if the account has not be brought current, the services will be disconnected.

## Disconnection for Non-Payment

Customer Service personnel will try to assist customers experiencing unforeseen and emergency situations to prevent disconnection of service. For assistance, please contact Customer Service in advance of the due date on your bill.

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.
- Payment of reconnection charge. The fee for reconnection varies depending on time of day.
- Update of deposit to 2x your average monthly bill.

## EXTENSIONS INFORMATION

- Each customer is allowed 3 extensions per calendar year. It allows 2 weeks past 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 contact 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.
- Extensions are for residential accounts only.

# 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:

## Turn On & Turn Off Fees

*Turn on/off 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. may be completed the following business day.*

Normal Business Hours— Monday-Friday, 8 a.m.-5 p.m.	\$35
After Hours—emergency only, as determined by the UC	\$150
Meter Lock Charge— Required for meter sets for construction or as determined by the UC.	\$35
Temporary Service, Weekdays Requires 24 hours notice. Services will be active from 11 a.m. the day of turn-on to 11 a.m. the next day.	\$75
Temporary Service, Weekends Requires 24 hours notice. Services will be active from 11 a.m. on Friday to 11 a.m. on Monday.	\$100
Reconnection Fee, After Non-Payment Disconnection	\$50
After Illegal Connection	\$150 minimum
Reconnection at Pole	\$150
Meter Reset Charge	\$150

## 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 will 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/illegal use fee,	
First offense	\$300
Repeat	\$500
Fire hydrant use/illegal use fee	\$300

### PLEASE REPORT UTILITY THEFT TO THE UC

Theft of water and electric services costs all UC customers.

## Research Fee

\$20

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

# Service Fees

## Trip Fee

1. UC representative hangs a secondary notice of outstanding bill at customer's premises.
2. Customer requests UC representative to visit their service location for any purpose not associated with routine utility operations, such as having a meter or load management device checked for accuracy.
3. If payment is made to UC representative in the field at time of cut-out for non-payment.

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 collections for non-payment. Fee is per account.

## 2" Temporary Construction Meter

*Note: the customer will pay the equipment fee upon receipt of the 2" 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	\$35
(refundable upon return of equipment)	

### **Wastewater Credit Request**      \$35

A customer may request a credit for the usage portion of their wastewater charges for filling or refilling a swimming pool, for installation of new landscaping or sod, or for a plumbing leak that caused excessive usage. The customer must request the credit in writing, via a UC form, within 30 days of occurrence and must provide acceptable documentation to substantiate request. There is a limit of one credit adjustment per location per type each calendar year, with the exception of plumbing leaks.

### **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.

# Deposits

It is the policy of the UC to require a deposit for electric, water, wastewater and reuse water service as follows:

## Electric Service

### **Residential Account**

For customers on residential service, the required deposit for electric service shall be determined by utility credit history. The minimum deposit for residential service shall be \$75 and the maximum shall be \$240.

### **General Service Account (Commercial)**

For customers on 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 service in accordance with the collection and disconnect policy.

# Deposit

## Deposit Payment

### 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 automatically be disconnected.

An applicant for electric, water, wastewater, reuse water, or Internet 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 existing accounts will be treated as new applicants.
- 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. 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 currently served 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 becomes subject to collections and disconnect procedures. Customers that are continuously delinquent are subject to an update of their deposit.

### **Commercial Accounts**

- i. The customer will need 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 promptly and automatically 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;
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.

# Deposits

## Interest on Customer Deposit

Interest rate to be 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.

## Records of Deposit

The UC will keep 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 and provide a means whereby a depositor may establish claim if the receipt is lost.

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

## INTEREST RATE UPDATE

Each April, the UC sets the interest rate paid on customer account deposits, based on interest earned. As of April 2009, the interest rate is .75%.

# Conservation Programs

The UC encourages electric and water conservation, and has several opportunities for you to save money on your utilities bill and help conserve our natural resources. For the most current program information, please visit the "Conservation" section of [www.ucnsb.org](http://www.ucnsb.org).

## Free Home Energy Audits

The UC offers free home energy audits to help you identify areas of your home where you can conserve electricity. Please contact Customer Service to schedule an audit or go to our website to download a request form.

## Load Management

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

## Green Pricing Program

The UC offers options for residential and commercial customers who want to participate in renewable energy in New Smyrna Beach. Customers may make voluntary contributions to assist in funding common photovoltaic solar installations throughout the city. Rates start at \$2 per month. Visit our website for more information and to sign up.

# Important Information About Your Utilities Service

## Use of Your Social Security Number

*Published in accordance with Florida Statute 119.071 (5)(2)(a) as modified through 7197 (2007)*

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. The UC must release Social Security numbers for other purposes as required by Florida law.

## UC Employee Identification Badge

All UC employees wear identification badges



similar to the one shown.

If someone comes to your property claiming to be a UC employee, please check the identification badge.

If you would like further verification, please call (386) 427-1361.

## 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 and usage 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.

## Disaster Preparedness Information for People with Special Needs

*Published in accordance with section 252.355, FL Statute (2007)*

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 Health Department at 866-600-9416.

## 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 unavoidable interruption 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](http://www.ucnsb.org) or by calling the Electric Department at (386) 424-3169.

# Important Information About Your Utilities Service

## 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 vegetation. 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 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. In addition, no interconnections with another water source are allowed, nor are connections to water-cooled air conditioners, or in-house plumbing systems. You cannot share it with a neighbor or put in 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**

UCNSB 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 through such tools as backflow preventers. For more information about cross connections and backflow preventions, please visit the Water Resources page of [www.ucnsb.org](http://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.

We have many suggestions for indoor and outdoor water conservation available on our website or at our Canal St. office.

# Important Information About Your Utilities Service

## Public Records

Because the UC is a municipal utility, we are bound by Florida's open records laws (FL State 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](http://www.ucnsb.org). You may also come to our Canal St. office to pick up a form.

Check out [www.leg.state.fl.us](http://www.leg.state.fl.us) for more information.

## DID YOU KNOW...?

- UCNSB processes approximately 4.635 million gallons per day (MGD) of water for drinking, and approximately 3.4 MGD of water for reuse on golf courses, medians, and new developments.
- We have over 10,000 poles and 4,570 transformers connecting you to our service.

## UC's Website, [www.ucnsb.org](http://www.ucnsb.org)

On [www.ucnsb.org](http://www.ucnsb.org), you'll find even more information about your utilities service. Coming November 2009, the new UC website will feature:



*Sample home page of [www.ucnsb.org](http://www.ucnsb.org).*

- Agendas and minutes for UC meetings,
- Information about our conservation programs,
- Monthly bill inserts,
- UC policies, rates, charges, and fees,
- Access to your online utility account where you can change services or report a problem,
- Updates on utility news,
- And much more!

# Important Information About Your City Services

## Garbage & Recycling Collection

### **Residential Customers**

If you reside within the New Smyrna Beach city limits, you will be billed for garbage, yard waste, and recycling collection on your monthly UC statement. However, the UC does not administer these services. This is handled by the City of New Smyrna Beach Public Works Department. For questions on these services, please contact them at (386) 424-2212.

### Garbage Collection Pick-up Days

**Residents must provide their own garbage cans no larger than 32 gallons.**

- Monday & Thursday: all residents living EAST of US-1
- Tuesday & Friday: all residents within the city limits WEST of US-1

### Yard Waste

Wednesday is yard waste collection for all NSB residents, and is collected by Waste Pro. Please call Waste Pro at (386) 424-1850 if you have a larger than normal amount. Yard trash must be in garbage cans or bags.

### Recycling

Please call Southard's Recycling at (386) 426-8858 for a recycling bin and to verify recycling pick up day. Recycle bins are to be used for recyclables only. Yard trash and garbage will not be collected in recycle bins. Please do not place your recyclables in plastic bags. The recycle collection routes start at 7 a.m.

The following are recyclable:

- **Newspaper, Magazines & Junk Mail:** Please separate newspaper.
- **Glass Bottles/Jars:** Rinse & remove lids/caps. No drinking glasses, light bulbs, mirrors, cookware or ceramics.
- **Plastic containers** that have the numbers 1, 2, 3, 4, or 5 on the bottom. No plastic bags, automotive products, flower pots, or Styrofoam can be recycled. Plastic bags can be taken to your local grocery store. If possible, crush the plastic container. Please remove lids from plastic bottles.
- **Tin Cans:** Rinse well. No pots/pans.
- **Aluminum Cans:** Rinse well. Crush cans if possible. No lawn chairs, gutters or windows.
- **Corrugated Cardboard:** Please flatten. If there is room at your container site.
- **Phone books and paper bags**
- **Cereal & soda boxes** are recyclable but they must be flattened when placed curbside.

### **Commercial Customers**

If your business is within the city limits and you are opening a new or re-opening an existing commercial account, you will need to contact the City of New Smyrna Beach Public Works Department at (386) 424-2212 to establish the type, size, and frequency of garbage service you will need to accommodate your business. If you are closing your account, you will also need to contact Public Works to stop your service and have the dumpster/toter removed, so the charge can be removed from your bill.



# Utilities Commission

CITY OF NEW SMYRNA BEACH

UCNSB

200 Canal St., NSB, FL 32168  
(386) 427-1361 | [www.ucnsb.org](http://www.ucnsb.org)