

Minneola City Hall Office

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The City of Minneola

Samuel R. Oppelaar Jr.
City Manager

6 August 2009

MEMORANDUM FOR MINNEOLA UTILITY CUSTOMERS

SUBJECT: Emergency and Off-Hour Utility Service Calls

Dear Customer,

On 4 Aug 09 the City Council approved Ordinance 2009-15, *Utility Service Recovery Fee*, that establishes a fee of \$50 (plus the cost of materials) whenever the Utility Department is called out to address problems with water or wastewater systems when the problem is determined to be within the resident's portion of the service. For example, if you or someone else damages water lines or fixtures on your property on the "property side" of the water meter and the city is called for assistance, there will be a \$50 call out charge. Our teams will make the needed temporary repairs to help restore your services for problems in the vicinity of the water meter. It is your responsibility to seek the services of a commercial plumber to make repairs for other utility problems beyond the vicinity of the water meter box.

The City of Minneola stands ready to assist you with problems with your utilities and will respond promptly when called. If the problem turns out to be part of the city's utility system or with the meter, there will be no charge for the call.

During normal business hours, we recommend that you first contact a commercial plumber or technician with any utility problems on your property. If you are not sure where the problem is though, please call us for assistance at 352-394-3598. Please listen to the recording as it will provide you with the appropriate emergency contact numbers depending on the problem at hand.

Respectfully,

SAMUEL R. OPPELAAR JR.
City Manager

"Excellence... Delivered"