



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

## City of Minneola Water Application

Name: \_\_\_\_\_

Property Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

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

Rent: \_\_\_\_\_ Own: \_\_\_\_\_

If renting, please provide homeowners information:

Name: \_\_\_\_\_

Phone #: \_\_\_\_\_

E-Bill Consent: If you would like to receive your bills through email, please check the box below:

☐ Yes, I would like e-bills. Please send to email: \_\_\_\_\_

☐ No, I would like to receive paper bills.

A Photo ID, Settlement agreement and/or rental lease must be provided at the time you apply for service.

Application may be faxed to 352-394-7201 and non-refundable fee can be paid by credit card via telephone.

**PLEASE NOTE: REGULAR UTILITY PAYMENTS CANNOT BE PAID OVER THE PHONE.**

Damages to water meter/box are the applicant's responsibility and applicant may be charged for tampering, repairs, or replacement.

\_\_\_\_\_  
Signature

By signing this application, you agree that you have read the application in its entirety and have read the letter about excessive water use.

**OFFICE USE ONLY:**

\$50 Non-refundable Connection Fee Per Meter:

\_\_\_\_\_ Cash    \_\_\_\_\_ Check    \_\_\_\_\_ Debit/Credit

Date Paid: \_\_\_\_\_ Requested Turn on Date: \_\_\_\_\_



**City of Minneola  
Utility Billing Department**

**Rules and Regulations**

*In consideration of payment by the Customer of certain fees detailed in the SCHEDULE OF RATES AND CHARGES, The City agrees to furnish service to the service address listed herein, and the Customer agrees to purchase services from the City, subject to the terms and conditions herein set forth.*

1. Whenever an application is made for service and the City has knowledge of a dispute as to the ownership of the right of occupancy at the service address, and one or more of the claimants attempts to prevent such service being furnished, the City reserves the right to adopt either one of the following two courses:
  - A. Treat the applicant in actual possession of the premises at the service address as being entitled to such service, notwithstanding the rights of claims of other persons; or,
  - B. Withhold service pending a judicial settlement of the right of various claimants.
2. It is agreed that if the Customer sells, subdivides, or leases the property herein described, the Customer will notify the City in order that it may execute a new contract with the successor Customer. In the event the property is leased, the rental license fee must be paid prior to the utilities being turned on.
3. It is understood and agreed that every condition of this contract is of the essence of the contract, and if breached, the City may cut off one or all of its services to the service address and may not be reconnected except by the order of the City, after the payment of all rates and charges have been made by the Customer.
4. Services provided by the City shall be supplied only to the applicant at the address named in this contract. The Customer shall not connect any other dwelling or property to their service.
5. The meter and related appurtenances serving the Customer's service address shall remain the property of the City.
6. The City or its agents reserve the right to make inspections of the service installation within the Customer's premises upon reasonable notice and at reasonable times. The City assumes no liability for the operation or maintenance of the Customer's plumbing.
7. The Customer agrees to keep the property at the service address accessible and free from impediments to City access, maintenance, and meter reading. Upon notification from the City, the Customer agrees to remove any impediments to City access. If such impediments are not removed within such reasonable time as requested by the City, service will be disconnected. Service shall be reinstated after any impediments are removed and all bills, reconnection fees, and other such fees are paid by the Customer.
8. The City shall have the right to restrict, control, or discontinue service at any time during emergencies or repairs. The City shall not be liable for failure to furnish service for any reason beyond its control or for any loss, injury, or damage to person, plumbing, or property resulting from such service curtailment or discontinuance.
9. The City makes no guarantees, expressed or implied, as to service quality, quantity, consistency, or continuity.
10. The City shall, at its discretion, specify how and what uses may be made of service provided to Customer. If the Customer fails to comply with the uses so specified, service shall be disconnected.
11. All requests for disconnection of service should be made either in writing or in person if possible. The utility will accept email or facsimile requests for discontinuance if Customer can give adequate identification. The City will make very effort to respond within reasonable time.
12. The Customer agrees to begin using utilities immediately after the service line is installed or pay the usual minimum monthly charge once connection is made.
13. If the City discontinues service for non-payment or any other reason and the service is turned on without authority of the City, The City shall charge a reconnection fee and penalty charge according to its prevailing Rates and Fee Schedule.
14. The Customer agrees that in the event any city property is damaged, destroyed, or tampered with, it shall be repaired or replaced at the Customer's expense.
15. The City shall have the right to estimate or prorate should any conditions beyond the control of the City prevent the normal billing procedure.
16. If the Customer, after signing this contract, does not take the service for any reason, the Customer shall reimburse the City for any expenses incurred.
17. The receipt by the City of the application for service of the prospective Customer shall not obligate the City to render such service. If the service cannot be supplied in accordance with the City's policies, rules, regulations, and general practice or those of any state or federal agency with oversight regarding service, the liability of the City to the applicant for such service shall be limited to the return of any fees paid to the City by such application.
18. Customer agrees that this document is only an application for service and shall not be effective as a contract until approved by an official of the City. If the service is the opinion of the City cannot be supplied, the liability of the City to the Customer shall be limited to the return of any fees, less any project development costs as incurred by the City.
19. As a condition of service, the property owner shall provide at no cost, a suitable place for the installation of the meter and related equipment and give an easement to the City for the said location.
20. If the City damages any underground facilities the Customer cannot locate, the Customer will be responsible for all repairs.
21. The Customer agrees to abide by the city's rules and regulations governing the provision of utility services to its Customers. The Customer understands that the City has a right to amend its rules and regulations at any time.
22. The Customer agrees to pay the City for service at the rates set forth in the City's prevailing schedule of rates and charges.
23. The Customer understands and agrees that the City shall not be liable for any water leaks that occur from the meter to the point of use. The Customer is responsible for any loss, cost, damage, or expenses to any parties resulting from the use, presence or leaks of water or wastewater upon the Customer's premises. The City is prohibited from giving away treated water free of charge.
24. After the termination of service, the Customer agrees to pay all outstanding charges and costs under the City's rules and regulations including invoices, costs maximum legal rate, and court costs and reasonable attorney fees in the event the City shall employ the series of an attorney to collect such outstanding amount.
25. In case of marriage or divorce, the Customer must request a name change in person after satisfactory proof of the change has been provided to the City.
26. Bills are normally mailed a minimum of ten days before the due date. Cycle one bills are due by the tenth (10<sup>th</sup>) of the month without penalty. Cycle two bills are due by the twenty-fourth (24<sup>th</sup>) of the month without penalty. A penalty is added after the due date. Cutoff for non-payment will begin once the bills are past due by twenty (20) days. After City personnel makes a trip to collect or turn off meter for non-payment an additional fee will be applied. Regular Office hours are 8:00 a.m. to 5:00 p.m., Monday – Friday.
27. In case of water service, the Customer agrees to abide by the Florida Department of Environment and Conservation and the St. John's Water management District's rules on cross-connections. The City's service line will in no way be connected to any other water service (well, etc.). If a Customer is presently using well water, Customer agrees to notify the City within twenty-four (24) hours after service is connected and leave the hole open for inspection by the City.
28. Customers who are connected to the City Sewer System agree to pay sewer use fees according to the prevailing Rate and Fee Schedule as determined by the amount of water.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date



Dear New Resident and/or Business Owner:

We would like to take this opportunity to welcome you to the City of Minneola and inform you of some of the operating procedures of the City.

Minneola is governed by a Council-Manager form of government which includes five Council Members and a City Manager. City Council meetings are normally held on the first and third Tuesday of each month in the Minneola City Hall located at 800 North U.S. Highway 27 at 6:30 p.m. The public is encouraged to attend and participate in these meetings.

The primary city park (Trailhead Park) is located at 315 Madison Street and connects with the Minneola Scenic Trail. The park includes a paved walking area, playground area, outdoor basketball court, softball field, green space, restrooms, covered pavilion, and a dog park. There is also an athletic complex (Minneola Athletic Complex) or M.A.C. on Fosgate Road and a community organic garden located at East Chester Street.

Water service is provided by the City. Water bills are processed in two (2) cycles and mailed by the 1<sup>st</sup> and the 15<sup>th</sup> every month depending on where you live. Bills not paid by the 10<sup>th</sup> day after the bill date will be assessed an additional ten percent (10%) fee. There are night deposit boxes located in the front and rear of City Hall. Payments may also be made online via debit/credit card and electronic checks. There is a fee associated with this service to cover the costs charged by our vendor. Accounts not paid by the 20<sup>th</sup> day after the bill date will be subject to disconnection. There will be a \$25 charge to reconnect water services during normal business hours. The charge to reconnect services after normal business hours or on holidays is \$100. Please note: if you have an irrigation/sprinkler system, check the settings to avoid excessive use of water and a high water bill.

Sanitary solid waste services are provided to residents. The charge is included with the water bill. Services are provided at different times of the week depending on where you live in the City. Household garbage must be bagged and placed in containers. Recyclables are limited to newspaper, metal cans, plastic bottles and jugs, and clear glass jars. The labels and lids must be removed. Yard waste must be cut to lengths of four (4) feet or less and bundled in small manageable bundles tied with twine or string. Grass clippings must be bagged. Yard waste is picked up on the first day of pick up. Recycling is picked up on Wednesdays. Bulk waste items may be picked up for an additional fee and must be scheduled.

Minneola's law enforcement is provided by the Lake County Sheriff's Department through a contract. Twelve (12) full-time deputies are assigned to our City. Their office is located in City Hall. For non-emergencies, please call 352-343-2101. For emergencies, please call 911.

The Minneola Fire Department is proud to serve our community. We have thirteen (13) full time personnel. The first station is located at 811 South Galena Avenue. The firefighters would be happy to provide you with a tour of the station and equipment. You can stop by anytime during normal business hour for a tour. For non-emergencies, please call 352-394-3598 x 210. For emergencies, please call 911.

Residents of the City of Minneola are in Voting Precinct 22, located in the City Hall at 800 North U.S, Highway 27. Please contact the supervisor of elections at 352-343-9734 or at [www.elections.lakecountyfl.gov](http://www.elections.lakecountyfl.gov) to find out more information on registering to vote.

We are very happy you chose to make Minneola home for your family or business. We welcome your input to make this an even better community. Please feel free to call me anytime. We are here to serve you.

Thank you for choosing Minneola!

Warm regards,

Mark E. Johnson, City Manager  
City of Minneola, Florida



**City of Minneola**  
**"Choice of Families"**

Ordinance 2009-08 of Minneola, Florida providing for local implementation of the water conservation rule of landscape irrigation of the St. John's River Water Management District effective 04/29/09.

Everyone within the City of Minneola is urged to conserve water in every way possible, in homes and businesses. Everyone is urged to avoid unnecessary irrigation of landscaping.

The following irrigation rules apply effective 04/29/09:

1. Irrigation is not permitted between the hours of 10:00 a.m. and 4:00 p.m.
2. Irrigation days:  
  
Daylight Savings (2<sup>nd</sup> Sunday in March to the 1<sup>st</sup> Sunday in November)  
Odd Addresses (ending in 1, 3, 5, 7, and 9)                      Wednesday & Saturday  
Even Addresses (ending in 0, 2, 4, 6, and 8)                      Thursday & Sunday  
  
Eastern Standard Time (1<sup>st</sup> Sunday in November to 2<sup>nd</sup> Sunday in March)  
Odd Addresses                      Saturday  
Even Addresses                      Sunday
3. Irrigation shall be limited to the application of no more than  $\frac{3}{4}$  inch of water in irrigate area.
4. New landscaping may be irrigated on any day at any time during the first 30 days and every other day for the next 30 days, for the total of a 60-day period, providing that the irrigation is limited to the minimum amount necessary for such landscape establishment.
5. Low-volume irrigation is permitted anytime with a hand-held hose equipped with an automatic shutoff nozzle.

Violation of the above rules shall be subject to penalties.

If you have any questions or concerns, please contact the Utility Department at any time at 352-394-3598 x 141.