
Water Service Agreement (Updated October 1, 2024)

Commodore Cove Improvement District is responsible for protecting the drinking water supply from contamination or pollution, which could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of the plumbing restrictions, which are in place to provide this protection. CCID enforces these restrictions to ensure public health and welfare. Each customer must read and sign this agreement before receiving water service.

Commodore Cove Improvement District requires water and sewer service to all homes in Hide-A-Way on the Gulf year round. Payment is required regardless of use, non use, vacation or any other reason that services are not being used. Any emergency exception to this must be approved by the Board of Directors. Commodore Cove Improvement District furnishes a trash can to every residence. Homeowners are responsible for securing the trash bins during any storm or high winds. Homeowners will be charged a replacement fee for replacement bins.

Fees (Updated October 1, 2024)

Water deposit ----- \$150.00 Balance required on water service account. (Refundable)
Transfer fee --- Whenever any property changes ownership --- \$100.00
Bulkhead Inspections --\$50.00 Completed prior to selling or purchasing home or property
Disconnect fee ---- \$50.00 (for non-payment or agreement enforcement)
Connect fee ----- \$50.00 (for non-payment or agreement enforcement)
Sewer tap fee ----- \$300.00 (New construction)
Water tap fee ----- \$350.00 (New construction)

Monthly Service Fees (Updated October 1, 2024)

Includes - Base Water Bill -- \$28.00 Water Usage 0 – 5,000 Gallons
5,001 – 10,000 Gallons - \$3.50 per thousand gallons
10,001 Gallons or more - \$5.00 per thousand gallons
\$57.50 Sewer and Garbage 0 – 5,000 Gallons
5,001 – 10,000 Gallons - \$3.50 per thousand gallons
10,001 Gallons or more - \$5.00 per thousand gallons
\$10.00 Dredging Fee per Lot per Month

Monthly Service Fees

- (a) All charges for water service shall be due and payable by the **15th day** of the month.
- b) Upon the failure of the customer to pay the charges for water service by the 15th day of the month, the bill will be delinquent and a late fee, as currently established by CCID, will be applied. The only exception would be, if arrangements have been approved by the CCID office prior to due date.
- c) In the event all charges, including but not limited to, late charges, are not paid by the 15th of the following month in which the water fee became delinquent, CCID shall have the right to cut off and discontinue water service to the premises. Such service shall not be reconnected and no additional water shall be furnished until all past due accounts and charges are paid in full, together with a reconnection fee as currently established by CCID.
- (d) Failure of any customer to receive a bill shall be no excuse for nonpayment and shall in no way extend the payment period provided. It is the customer's responsibility to make sure CCID has a current address that a bill can be sent to.

(e) Partial water payments will not be allowed. An exception to this rule may only be considered and/or granted if prior arrangements have been made before the 15th by calling the CCID office.

(f) The occupant of every building connected to the water system of CCID shall be liable to CCID for all fees for water service furnished to such building. The owner of any building shall be jointly and severally liable to CCID, with the occupant, for such fees.

Individual Metering Required

At the time any building is connected to the water system of CCID, such connections shall include a water meter designed to measure the amount of water being furnished to such building. The size and type of meter shall be specified by CCID, which shall keep all meters owned by it in repair without expense to the customer and any meters purchased by the customer and installed on the CCID line becomes the property of CCID.

Deposits for Water Service

(a) *Refundable deposits.* Every person that pays charges for water service in the CCID system shall, prior to being connected or reconnected to the water mains of CCID, pay a refundable deposit to CCID as currently established or as hereafter adopted by CCID. Refund is available when a customer transfers service to another.

(b) **Rental homes** with water will require the owner to pay and maintain a deposit at all times when not rented. When rented, the renter will also pay a deposit. When rented the owner may request a refund of his/her deposit, or maintain a deposit until the residence is no longer rented. Failure of the owner to immediately pay a deposit when the rental ends will result in termination of water with applicable fees applied.

(b) Application of deposit to delinquent bill; redeposit may be necessary. CCID may, at its option, apply such deposits to the bill of any customer who is delinquent. The customers whose deposits drop below the required amount shall redeposit such sums within 30 days after being billed for the same by CCID.

(c) Deposits do not have to be applied to delinquent bill *before disconnecting*. CCID does not have to apply any deposit to any delinquency before disconnecting service. Any interest earned on such deposits shall be the property of CCID.

Restrictions

1. All new or later added plumbing must meet State and/or County regulations.
2. Connecting water lines of one house to another is not permitted except in an emergency and with prior permission from CCID.
3. No connection which allows water to be returned to the public drinking water supply is permitted.
4. No direct connections between the public drinking water supply and a potential source of contamination are permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate backflow prevention device.
5. No water wells or sewer aerator systems are allowed.
6. RV connections to the sewer system over one day is not allowed. This one day rule requires that no chemical treatments are in or added to the RV holding tank. Chemicals added to the RV septic system react with CCID's sewer treatment plant. Any violation will result in the owner being responsible for any bill to bring the sewer plant back into proper working order. In an emergency CCID may grant an extension to the one day rule, with prior permission only.

Right of entry - Inspections

CCID reserves the full right and authority to enter upon the property of all of CCID customers which are served by CCID services for the purpose of inspecting any and all connections made by such customers to CCID water and sewer lines. Should CCID ascertain, or have reasonable grounds to believe that there exists any condition within the customer's property which might result in contamination of CCID's water supply, then CCID shall notify the customer and the customer shall immediately correct such condition, at their expense, but not later than 24 hours. In the event the customer fails to correct such condition with 24 hours, CCID reserves the right to cease delivery of water under until such condition is corrected to the satisfaction of CCID. In the event that CCID believes that the system is in fact being contaminated or damaged, CCID can cease delivery of water until the problem is corrected. Any expense associated with the enforcement of this agreement shall be billed to the customer.

Service Address Deposit

Customer Printed Name Customer Phone Number

Customer Signature

Email Address

Date

Customers Billing Address (if different from service address)

For our records, please provide CCID with a copy of your driver's license. Thank you.