



*Connecting you with the Quality of  
a New Smyrna Beach Life*

# **SERVICE POLICIES & CUSTOMER INFORMATION**

*2011-2012*

## 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.  
Monday-Friday

### ELECTRIC TROUBLE:

(386) 427-1366

### WATER & WASTEWATER TROUBLE:

(386) 427-1368

### “ASK CURT”

### WATER HOTLINE:

(386) 424-3184

### ONLINE:

#### Email:

CustomerService@ucnsb.org

#### Web:

www.ucnsb.org

### IN PERSON:

200 Canal St.  
New Smyrna Beach



## ABOUT US

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's customer service staff is here to help you with all of 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.

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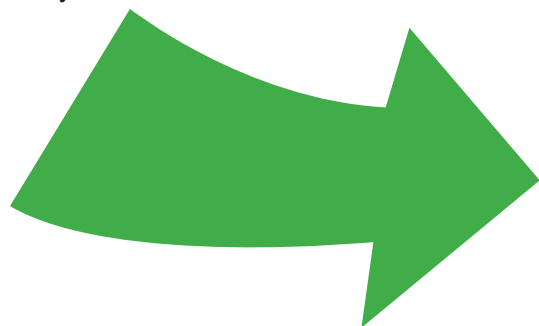
# READING YOUR BILL

## 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 needy residents in Volusia County
- 6 UC's physical address, and address for sending overnight payments
- 7 Consumption and cost averages for your electric, water and wastewater
- 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  
 Check box to change mailing address and enter new address on the back.

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

**3 Account Number** 500000-100000  
**4 Due Date** 9/13/10  
**5 Amount Due** \$ 280.00  
**6 I wish to contribute to the We Care fund.\***  
 Amount of contribution:  
 Amount Paid Auto Pay-Do Not Pay

**18** Current charges are past due after the due date.

**2** BANK DEBIT - DO NOT PAY

CUSTOMER NAME  
 CUSTOMER MAILING ADDRESS  
 NEW SMYRNA BEACH, FL 32168-0000

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"

ACCOUNT NUMBER 500000-100000 ZONE K STATEMENT DATE 08/23/10  
 CUSTOMER NAME SAMPLE BILL ROUTE 00081001 BILLING PERIOD 07/19/10\_08/19/10  
 SERVICE ADDRESS 123 CUSTOMER AVE NEW SMYRNA BEACH DUE DATE 9/13/10

Averages for Billing Period	Current	LastMonth
Electric /kWh per day	114.45	\$1.41
Cost Per Day	\$14.24	\$6.28
Water/gallons per day	0.16	0.09
Cost Per Day	\$0.94	\$0.46
Wastewater	0.16	0.09
Cost Per Day	\$1.75	\$0.86

Previous Balance \$344.10  
 Check Payment 08/11/10 (280.00) CR  
 Balance Forward \$64.10  
 Current Charges  
 Electric 223.82  
 Water 14.75  
 Wastewater 27.51  
 Other 19.22  
 Total Current Charges; \$285.30  
 Current Account Balance \$349.40  
 Amount Due (Budget Billing) \$280.00  
 Auto Pay-Do Not Pay  
 See back of statement for details

**UNIT OF MEASURE EXPLANATIONS**  
 Electricity 1 kWh (kilowatt hour), or 1,000 watt hours - how much power one 100 watt bulb uses in 10 hours  
 Water kg (kilogallons), or 1,000 gallons

**7**

Streetlights are not included in Electric average calculations

**Contact Information**  
 Many answers are available at: www.ucnsb.org  
**Phone:** 386-427-1361  
**Email:** Customerservice@ucnsb.org  
**Mail:** P.O. Box 100, New Smyrna Beach, FL 32170  
**In Person:** 200 Canal St., New Smyrna Beach  
**Office, drive-thru hours:** M-F, 8 a.m to 5 p.m., excluding major holidays  
**After hour emergency telephone numbers:** Electric 386-427-1366;  
 Water/Wastewater 386-427-1368

**Payment Information**  
 Payments may be made by mail in the envelope provided, in person at our business office. Make checks payable to: Utilities Commission. Mail stub and check to: P.O. Box 100, New Smyrna Beach, FL 32170.

**DESCRIPTIONS**  
**Base Rate:** a fixed charge on every bill regardless of usage to cover the costs of system readiness, billing, accounting, and meter reading  
**Fuel Adjustment Fee:** 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 the customer 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.

# READING YOUR BILL

## BACK

- 10** Service information, including address, your meter numbers, previous and current readings for your water and electric services, number of service days in this billing cycle, and total usage for this month
- 11** Graphical representation of usage history for past 12 months
- 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, includes a fixed monthly customer charge, and applicable taxes (see #17)
- 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** Total internet charges, if applicable
- 16** Misc. charges, fees and streetlights if applicable.
- 17** City or county services and taxes, which may include charges for city or county municipal tax, garbage fees\* (on behalf of city), State of Florida Gross Receipts Tax, and sales tax, if applicable
- 18** Special message alerts you to important updates from the UC

\*Collected on behalf of the City of New Smyrna Beach.  
For service questions, call 386-424-2212.

**NEW ADDRESS:**

NAME: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_  
 PHONE: (\_\_\_\_) \_\_\_\_\_ 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

**SERVICE ADDRESS** 123 Customer Avenue New Smyrna Beach

Service	Meter Number	Rate Code	Read Code	Usage Period From	Usage Period To	# Days	Meter Readings Previous	Meter Readings Current	Multiplier	Usage	Charge Details	Total Charges
<b>Electric</b>	12345678	E_RES1_M01_I	A	07/20/10	08/19/10	30	40050	41879	1	1,829		<b>12</b>
							LM Cr - Heat/Water/Air	500.00kWh @ \$0.01500CR	\$	-7.50CR		
							Residential 1 phase Base Charge		\$	5.65		
							Residential 1 phase Metered Charge kwh	1,829.00kWh @ \$0.07645	\$	139.83		
							Fuel Adjustment	1,829.00kWh @ \$0.03770	\$	68.95		
							Tax Gross Receipts Tax - 2.564%	\$-7.50 @ 2.56CR%	\$	-0.19CR		
							Tax Gross Receipts Tax - 2.564%	\$214.43 @ 2.56%	\$	5.50		
City Tax		\$	11.58									
<b>Water</b>	12345678	W_RE00.62_M21_I	A	07/20/10	08/19/10	30	484	487	1.00000	3.00		<b>13</b>
Water Service		\$	11.65									
Water Usage First	2.00kg @ \$0.93000	\$	1.86									
Water Usage Excess	1.00kg @ \$1.24000	\$	1.24									
<b>Wastewater</b>		Wastewater Service		\$	16.62	<b>14</b>						
	Wastewater Usage	\$	10.89									
<b>Other</b>		Item	Amount	Item	Amount	<b>16</b>						
		Garbage Collection, (Billed For City 424-2212)	19.22									

## 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 expenses 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. The tax is imposed on gross receipts from utility services delivered to any consumer in the state. The tax calculated is a percentage of the electric charges.

The **City/County Tax** is a municipal public service tax 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 a tax of 9% of your electric charges, minus non-taxable fuel costs. The County assesses a 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) 423-3325, 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 and county. Total electric charges plus gross receipts tax are assessed at 7% by the state and .5% by the county.

**Garbage fees** for customers living within 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.

## 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** in your billing cycle.

## 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, checks, credit cards (Visa & Mastercard) 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 Street. Cash, checks, credit cards (Visa & Mastercard) and money orders are 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

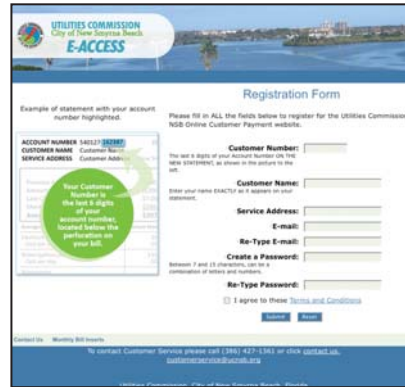
### Automatic Funds Transfer

Provided free to the customer 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 an 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 last six digits of your account number, which you can find on your monthly statement.



### Budget Billing

Customers on this program enjoy the benefits of paying a monthly average of their bills to assist in annual 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 the requested location. Contact Customer Service to enroll or go to [www.ucnsb.org](http://www.ucnsb.org) to print out the enrollment forms (AFT & Budget Bill).

### 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% of past due balance, whichever is greater. Internet-only accounts with past due balances will be charged \$2.
2. The courtesy notice provides for nine days 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 disconnection of services.

### Disconnection for Non-Payment

Customer Service personnel will assist customers, within Commission set policies, experiencing unforeseen and emergency situations to prevent disconnection of services. For assistance, please contact Customer Service in advance of the due date on your bill or notice.

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. Reconnect fee is \$50, payable on the next bill. After hours service fee is \$150.
- Update of deposit to 2x your average monthly bill.

### Extension Information

- Each customer is allowed up to 3 extensions per calendar year. It allows a 2 week grace period beyond 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 call 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:

### Cut In & Cut Out Fees

*Cut In/Out 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. will be completed no later than 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 min.
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 shall 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 offense	\$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. Please report suspected theft to us either online [www.ucnsb.org](http://www.ucnsb.org) or by calling (386) 427-1361.

### Research Fee

\$20

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

### What Constitutes a Trip Fee?

1. A UC representative visits a service location for any purpose not associated with routine utility operations.

Normal Business Hours (Monday-Friday, 8 a.m.-5 p.m.)	\$35
After Hours—emergency only, as determined by the UC	\$150

### Collections Processing Fee

\$35

Customer's utility account sent to a collection agency for non-payment. This fee is assessed on a per account basis.

### 2" Temporary Construction Meter

*Note: the customer will pay the equipment fee upon receipt of the 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
(both partially refundable upon return of equipment)	

### Wastewater Usage Charges Adjustments

\$35

Upon customer request, UCNSB may adjust wastewater usage charges if proof that one of the following events occurred: pool filling, installation of new landscaping, or a water leak (not including running toilets or leaking faucets as the water was processed through the wastewater system). UCNSB reserves the right to require additional documentation prior to consideration and is the final authority in the determination of adjustment requests. Usage pattern during the timeframe in which the incident occurred must be abnormally higher than average for an adjustment to be issued. Limit of one adjustment per location per incident type (pool filling and new landscape only) each calendar year. Adjustments must be requested within six (6) months of the incident. Only wastewater usage charges may be adjusted. No adjustment is made for new landscaping installation if customer has irrigation meter on premises.

### Potable Water and Irrigation Usage Charges Adjustments \$35

Upon customer request, UCNSB may adjust potable water and irrigation usage charges if there is appropriate proof that a system leak and subsequent repairs on the customer's side occurred. Documentation of the leak and repair from a plumber or other service provider is required. UCNSB reserves the right to require additional documentation prior to consideration and is the final authority in the determination of adjustment requests. Usage pattern during the timeframe in which the incident occurred must be abnormally higher than average for an adjustment to be issued. Limit of one adjustment per location per service type (potable water or irrigation) each calendar year. Adjustments must be requested within six (6) months of the incident. Only potable water and irrigation usage charges may be adjusted. No adjustment is made for service base rates.

### 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.
- Returned checks must be paid by credit card, money order, cash or cashier's check.
- Customer may have only two (2) returned checks on the account per calendar year before becoming a "cash only" account. The UC will resume accepting checks for payment for "cash only" accounts if they are in good standing for 24 months, in accordance with the policy for deposit refunds (see page 21).

## 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, should it be determined a deposit is necessary. The minimum deposit for residential service shall be \$75 and the maximum shall be \$240.

### General Service Account (Commercial)

For customers on a 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 services in accordance with policy.

## DEPOSIT PAYMENTS

### 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 be subject to disconnection. Installment arrangements may be made at the discretion of the Utilities Commission.

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 an existing account 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. The UC will perform one credit check for each new account opened. 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 active service 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 the current account becomes subject to collections and disconnect procedures. Customers that are continuously delinquent are subject to an update of their deposit requirements.

### Commercial Accounts

- i. The customer is required 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 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.

### **Interest on Customer Deposit**

The interest rate is 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.

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

### **Interest Rate Update**

The UC sets the interest rate paid on customer account deposits based on interest earned. The current annual interest rate is .1%.

## **CONSERVATION PROGRAMS**

The UC encourages electric and water conservation, and has several opportunities for customers to save money on their 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 identify areas of residences where conservation of electricity can be maximized. 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. Upon signing up for this program, the UC will install a load management receiver on the central air/heat unit and/or water heater. This radio controlled unit enables the UC to shut off your appliances for a few minutes during certain time intervals. Most people do not even notice when 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.

### **Free Low-Flow Showerhead**

Our showerhead exchange program offers UC water customers the opportunity to exchange their old 2.5 gpm showerhead for a water saving kit, which includes a 1.25 gpm massaging showerhead and other conservation tools. See 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

*In accordance with Florida Statute 119.071*

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. Please be aware there may be situations whereby the UC must release Social Security numbers for other purposes as required by Florida law.

Effective October 2008, the Utilities Commission is in full compliance with the Fair & Accurate Credit Transactions Act of 2003, which requires the Utilities Commission to have a formal Identity Theft Prevention Program “Red Flag”. This program has been designed and implemented to identify, detect, prevent and mitigate identity theft in connection with opening a utility account or an existing utility account.

### 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, usage and cut-in fee 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 and contact phone number. Regular cut in/cut out fees will apply.

## SPECIAL NEEDS CUSTOMERS

### Disaster Preparedness Information

*Published in accordance with FL Statute 252.355*

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 Office of Emergency Management. The registration form is available by calling (386) 423-3395.

### 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 un-avoidable interruptions 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 Operations Department at (386) 424-3169.

## **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 utilized 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, and watering a few certain edible vegetables and/or fruits. In addition, no interconnections with another water source are allowed, nor are connections to water-cooled air conditioners, or in-house plumbing systems. Reuse cannot be shared with a neighbor or used with 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**

The UC 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 with the use of 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.

On our website are many suggestions for indoor and outdoor water conservation tips or visit our Canal St. office.

## Public Records

Because the UC is a municipal utility, we are bound by Florida's open records laws (*FL 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...

- The UC processes approximately 4.59 million gallons per day (MGD) of water for drinking, and approximately 3.96 MGD of water for reuse on golf courses, medians, and new developments.
- We have over 12,000 poles and 4,570 transformers connecting you to our electric 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.



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,
- E-Access to view and/or pay your bill, change services or report a problem,
- Updates on utility news,
- And much more!



E-BILL / ONLINE PAYMENTS



EXCHANGE PROGRAM



200 CANAL STREET  
NEW SMYRNA BEACH, FL 32168  
(386) 427-1361  
[WWW.UCNSB.ORG](http://WWW.UCNSB.ORG)