

FAQs: Potable Water



Charlotte County Utilities Department | Connecting to Water Service

JULY 2020

Q. What type of service will be provided?

A. Potable water is used for drinking, cooking and bathing. Approximately 95% of the potable water Charlotte County Utilities provides its customers is purchased from the Peace River/Manasota Regional Water Supply Authority (Authority) and comes from the Authority's treatment facility in DeSoto County. The other 5% of water provided to our customers is produced at the County-owned Burnt Store Reverse Osmosis Water Treatment Facility, located on Burnt Store Road near the Charlotte/Lee County line.

Q. What costs are associated with connecting to the potable water line?

A. The fees associated with connecting to the potable water system are defined in Rate Resolution 2016-017, totaling \$6,792 for the average home. Utility connection fees are subject to change based on the approved rate resolution at the time you enter into an agreement to activate service. Please call Engineering Services at 941.764.4300, Option #3 to confirm the costs for your property. If the water expansion project in your neighborhood is under an MSBU, the connection fee of \$6,792 is collected on the annual tax bill.

Q. What other initial costs are involved?

A. Once you have paid the utility connection fees, the Utilities Department will set the meter and provide a stub-out for your plumber to connect your home to the utility system. This service can take up to 90 days to complete. Your plumber must also convert any existing potable water wells to irrigation wells or plug and abandon existing water wells.

Q. What monthly costs will be charged to me for water service?

A. Once your home is connected to the potable water system you will be required to pay the monthly base facility charge and customer service charge. For an average customer using 4,000 gallons per month the cost is approximately \$48. These monthly rates are subject to change based on the approved rate resolution at the time of service.

Q. How will I know if it is mandatory that I connect to the water line?

A. If your property is considered a mandatory connection per Charlotte County Code Sec. 3-8-233, you will receive a letter once the line has been installed and certified for use. From that point you will have 180 days to pay the connection fees and complete the connection to the home. For residential, a mandatory connection means you have an estimated water usage of one thousand (1,000) gallons per day or less and a potable water line exists in an easement or right-of-way that abuts the property line. For non-residential, a mandatory connection means you have an estimated water usage of more than one thousand (1,000) gallons per day and a potable water line exists in an easement or right-of-way that abuts the property or is within two hundred (200) feet of the property line of the structure as accessed via existing right-of-way or easements.

Q. What if my property is a mandatory connection and I do not pay to connect to the water line?

A. You will be in violation of Charlotte County Code Chapter 3-8-233 if you do not connect to the County's potable water system within 180 days of receiving the letter. If you do not pay the connection fees to the Utilities Department, a lien will be placed on your property and filed in the Official Records with the Clerk of Court. After the initial 180 day period, the monthly base facility charge will also begin to accrue and will appear on your bill in the next billing period. Failure to pay such charges and connecting to the system will result in initiation of Charlotte County Utilities' delinquency process, including the Code Enforcement process, which may include penalties, fines, fees and discontinuation of existing utility services.

Q. Are payment arrangement options available for mandatory connections?

- A. Yes. We have loan payment options to help you pay these costs over a longer time period. Once the costs have been finalized through Engineering Services, please call 941.764.4300, Option #2 (Customer Service) to work out the payment details.

Q. There is no structure built on the property yet. Do I need to pay these utility connection fees or monthly base charges for an undeveloped lot?

- A. No, you do not need to pay the mandatory utility connection fees or monthly base charges until a residence or commercial structure is built on the property. Once you begin the construction process, please contact our Engineering Department at 941.764.4300, Option #3 to be informed of the cost of connecting.

Q. Will I be provided notice prior to the start of construction on my street?

- A. Yes, Utilities staff or a contractor will give notice to the property owner a few days before construction activity takes place.

Q. What can I expect when Utilities staff or contractors are working in my neighborhood?

- A. You can expect some inconvenience due to equipment movement, material transport and trench excavation. We appreciate your patience and understand during the construction and restoration process.

Contact Us For More Info:

941.764.4300, Option #3
(Initial Costs & Engineering Services)

Administrative.Assistants@CharlotteCountyFL.gov

941.764.4300, Option #2
(Payment Plans & Customer Service)

CCUSupport@CharlotteCountyFL.gov