

November 30, 2015

JEA Customer
123 Larsen Road
Jacksonville FL 32207

RE: 123 Larsen Road

Dear Customer,

The City of Jacksonville (COJ) working in cooperation with volunteer contractors from Northeast Florida Builder's Association Builders Care, have completed their work installing new potable water lines in the Larsen Acres neighborhood. If you are receiving this letter, the property noted above is now eligible for connection to the JEA water system.

Connection to the water system is considered voluntary at this time. Interested property owners will be responsible for paying all JEA connection fees, on-site plumbing costs and obtaining associated permits required to make the connection from your home to JEA's water line located in the right-of-way. Some homes may require that JEA install a new water tap, meter and meter box once connection fees have been paid to JEA as their installation was not included as part of the original project.

Here are the steps required to connect to the JEA water system:

- 1) Customer completes the JEA residential meter application (provided in this packet) depending on the size meter required to serve your home. Your plumber can assist you with determining what size meter your home will require. JEA commercial customers will be provided a different application.
- 2) Meter application is then submitted with payment to the JEA Water Counter located at 21 W. Church St in the Central Business Office. The application may be brought in or mailed to the address at the top of the application. We have provided a copy of the residential meter application in this packet.
- 3) Customer hires a private, licensed plumber, obtains COJ plumbing permit (currently \$64), and connects home to the JEA water system.

For your convenience we have provided a water connection "Question & Answer" sheet in this packet. **If you have any additional questions concerning the JEA meter application or fees, please contact JEA's Water & Sewer Counter directly at 665-5260, Monday through Friday 8am-5pm.**

The City of Jacksonville understands that not all homeowner occupied residents may be able to absorb the costs associated with connecting to the City water system. Federal and/or State affordable housing funds are available through the City's Housing and Community Development Division Utility Tap-In Program (UTIP). This financial assistance is for qualified owner-occupied homeowners in the form of a deferred payment loan which pays for all costs associated with the connection of your home to the JEA water system.

If you are an owner-occupied resident and would like more information on the program qualification requirements, please contact the Housing and Community Development Division at 255-8200. For your convenience, an informational brochure is included with this letter. The City of Jacksonville and JEA both encourage customers to apply for the UTIP program.

JEA does not recommend or endorse any one licensed plumber. However, we suggest contacting the Better Business Bureau (bbb.org) prior to hiring any licensed plumber and getting at least 3 estimates for the work. If you have any questions regarding a plumbing permit or plumbing code, please contact the City of Jacksonville's Plumbing Permit Office at 630-1100.

If you have any further questions or need additional information, please contact JEA Project Outreach directly at 665-7500 or by email at projectoutreach@jea.com. We look forward to being your reliable water service provider.

Sincerely,

Gregory S. Corcoran

Gregory S. Corcoran
Manager
Community Involvement & Project Outreach