

**UNIFORM POLICIES AND PROCEDURES
MANUAL TABLE OF CONTENTS**

CHAPTER 1 - OVERVIEW AND DEFINITIONS

	Page
1.1 Overview	
1.1.1 Purpose	1
1.1.2 Validity	1
1.1.3 Review of Policies and Procedures Manual	1
1.1.4 Ministerial Responsibilities Authorized	1
1.1.5 Application of Current Laws	2
1.1.6 Customer Focus	2
1.1.7 Emergency Authority to Waive Fees and Charges	2
1.1.8 Service Area	2
1.2 Definitions	2-18
1.3 Abbreviations	18-21

CHAPTER 1 - OVERVIEW AND DEFINITIONS

1.1 OVERVIEW

1.1.1 PURPOSE

The purpose of this Uniform Policies and Procedures (UPAP) manual is to establish uniform and non-discriminatory regulations, policies, standards, and utility fees for the proper administration of the Palm Beach County Water Utilities Department (Department). The Department will, at all times, conduct itself in accordance with the intent of this UPAP. Palm Beach County (County), through the Department provides Potable Water, Reclaimed Water, and Wastewater service on a uniform and non-discriminatory basis. The Department is a subordinate entity of the County, governed by and with policies established by the Board of County Commissioners.

1.1.2 VALIDITY

The policies and the procedures specified herein supersede and replace any prior policies, procedures, regulations, fees, etc., governing provision of utility service unless such prior specification is protected by valid agreement or otherwise protected by law or action of the Board of County Commissioners. In the event that a portion of this UPAP document is declared unconstitutional or void for any reason by any court of competent jurisdiction, such decision shall in no way affect the validity of the remaining portions of this UPAP.

1.1.3 REVIEW OF POLICIES AND PROCEDURES MANUAL

The Department shall periodically review this UPAP to evaluate the adequacy of its provisions. Revisions must be reviewed by the Water Utilities Advisory Board and approved by the Board of County Commissioners prior to implementation and dissemination, except as may be authorized as a ministerial responsibility.

1.1.4 MINISTERIAL RESPONSIBILITIES AUTHORIZED

The Board of County Commissioners hereby delegates and authorizes the Department Director or designee to perform those functions necessary to properly conduct the business of the Department in conformance with the policies, procedures, and regulations set forth in this UPAP, as well as under applicable law and regulation. Such functions include, but are not limited to, the ability to execute Standard Potable Water Development Agreements, Standard Wastewater Development Agreements, Standard Reclaimed Water Agreements, indemnity agreements, easements, deeds, liens, permits, renewal agreements, permit agreements, and such other documents as are necessary and ordinary for carrying out the day-to-day activities of the Department. Lien satisfactions may be executed by the Department Director or designee. In addition, the County Administrator with the concurrence of the County Attorney's Office may enter into regulatory resolution letter agreements with the Florida Department of Environmental Protection (FDEP) to settle outstanding regulatory matters. The value of agreements entered into pursuant to this delegation shall not exceed fifty thousand dollars (\$50,000) per agreement. The Department Director or designee may also include additional conditions in Standard Potable Water Development Agreements, Standard Wastewater Development Agreements, and Standard Reclaimed Water Development Agreements provided they are of a ministerial nature or are specifically authorized under the existing provisions of the UPAP. Authorized ministerial functions further include interpretation of applicability and the ability to implement corrections to the UPAP and accompanying documents when minor in nature and not otherwise legally requiring an action of the Board of County Commissioners for implementation. Consistent implementing procedures may also be adopted by the Department without further approval.

1.1.5 APPLICATION OF CURRENT LAWS

The Department will abide by and adhere to all current Federal, State and local laws, rules and regulations as applicable.

1.1.6 CUSTOMER FOCUS

The Department is committed to providing consistently superior services to its Customers, considering each Customer's needs on an individual basis. Customer concerns will be handled in a professional manner with due consideration being given to the individual circumstances, the Customer's previous billing/payment history, and the cost/benefit of the actions being proposed to resolve the Customer's concern. Nothing in this UPAP shall be construed to limit the Department Director's authority to settle Customer billing issues as authorized in Countywide PPM# CW-F-048.

1.1.7 EMERGENCY AUTHORITY TO WAIVE FEES AND CHARGES

The Department Director may waive base facility charges for up to three (3) years for homes and businesses that have been condemned by the Palm Beach County Health Department, the Palm Beach County Planning, Zoning, and Building Department, or any other governmental entity as the result of such emergency condition. In such cases, the Department shall remove the meter at no charge to the Customer, and no connection fees or re-installation fees will be charged by the Department when service is restored provided that the restored service is the same as that previously disconnected. The waiver of such base facility charges shall apply only to the originally affected property owner, and billing for base facility charges shall be resumed if the property is sold or transferred to another owner.

1.1.8 SERVICE AREA

The Department shall provide Potable Water, Reclaimed Water, and Wastewater service to all unincorporated areas of the County except those unincorporated areas where the Palm Beach County Board of Commissioners has entered or enters into a written agreement that provides utility service area rights to a public or privately owned Potable Water, Reclaimed Water, and/or Wastewater utility, or in areas where the Department is specifically excluded from providing utility service by Florida law. The Department's service area also includes and may include certain incorporated areas as provided by existing or future Interlocal agreements with the affected municipalities.

1.2 DEFINITIONS

The following definitions are used in or are useful in interpreting and understanding this UPAP. Technical terms used in this UPAP will be defined in accordance with standard references if not defined herein to the contrary. Such reference sources include, but are not limited to, the American Water Works Association, the Water Environment Federation, Palm Beach County Environmental Control Rules, and the Florida Department of Environmental Protection. This manual is gender neutral. Masculine gender shall include the feminine and vice versa. Shall is mandatory. May is permissive or discretionary. The use of the singular shall be construed to include the plural and the plural shall include the singular as indicated by the content of its use.

1.2.1 ACCOUNT ACTIVATION FEE

A fee designed to recover the expenses incurred by the Department in establishing an account for billing purposes and turning on the water meter.

1.2.2 ACCOUNT RE-ACTIVATION FEE

A fee designed to recover the expenses incurred by the Department in re-establishing a Customer account and turning on the water meter.

1.2.3 ADMINISTRATIVE HEARING BOARD (AHB)

A three (3) member board established to hear and review disputes relating to the correctness of utility bills, the imposition of utility fees, and challenges to termination of service.

1.2.4 AIR GAP SEPARATION

A physical separation between the free-flowing discharge end of a Potable Water supply pipeline and an open or non-pressure receiving vessel. An approved Air-Gap Separation shall be a distance of at least two times the diameter of the supply pipe measured vertically above the flood rim of the vessel with a minimum distance of one (1) inch.

1.2.5 ASSIGNMENT

The documentation furnished to the Department when a Property Owner sells all or a portion of their property to another entity. Said documentation shall include, but not be limited to, the names and addresses of the assignor and assignee, the property description, a copy of the recorded warranty deed, and signatures of both parties.

1.2.6 AT COST

The current applicable direct cost of all equipment, labor, fringe benefits, and materials used to perform a defined task plus a 25% general and administrative fee, with a minimum specified as appropriate.

1.2.7 AUXILIARY WATER SUPPLY

Any water supply on or available to the premises other than the Department approved public Potable Water supply. These auxiliary waters may include water from a public Reclaimed Water system, private non-Potable Water supply, or any natural source(s), including but not limited to wells, springs, rivers, streams, or canals.

1.2.8 BACKFLOW

The undesirable reversal of flow of water or mixtures of water and other liquids, gases or other substances into the distribution pipes of the Potable Water supply system from any source or sources.

1.2.9 BACKFLOW PREVENTION ASSEMBLY

Any effective assembly used to prevent backflow into a potable water system.

1.2.10 BACKPRESSURE

A form of backflow where the pressure on the delivery side exceeds the pressure in the supply, which can cause the reversal of normal water flow.

1.2.11 BACK-SIPHONAGE

A form of backflow where reduced pressure in the supply can “siphon” water in a reversal of the normal water flow.

1.2.12 BASE FACILITY FEE

A fee paid on a monthly basis by all Customers to recover the Customer’s share of the Utility’s fixed or non-variable costs.

1.2.13 BEST MANAGEMENT PRACTICES (BMPs)

The schedule of activities, prohibitions of practices, maintenance procedures, and other management practices to implement the prohibitions listed in Rule 62-625.400(1)(a) and (2) F.A.C. It shall also include the treatment requirements, operating procedures, and practices to control plant site runoff, spillage or leaks, industrial sludge or waste disposal, or drainage from raw materials storage.

1.2.14 BIOCHEMICAL OXYGEN DEMAND (BOD)

The quantity of oxygen used in the biochemical oxidation of organic matter at a specified time, at a specified temperature, and under specified conditions. It shall also mean a standard test for assessing Wastewater strength expressed in the demand for oxygen for a five-day period as specified in Rule 62-160, F.A.C.

1.2.15 BOARD OF COUNTY COMMISSIONERS (BCC)

Elected officials representing the residents of Palm Beach County.

1.2.16 BUSINESS HOURS

Administration, Finance & Accounting, Engineering and Environmental Health & Safety - 7:00 a.m. to 5:00 p.m.
Customer Service Lobby and Drive-thru - 8:00 a.m. to 5:00 p.m.
Customer Service Call Center – 7:30 a.m. to 6:00 p.m.
Operations & Maintenance - 7:00 a.m. to 3:30 p.m.

All hours shown are Monday through Friday, excluding County holidays.

1.2.17 BYPASS

The intentional diversion of Wastewater streams from any portion of an Industrial User’s treatment facility.

1.2.18 CATEGORICAL INDUSTRIAL USER

An industrial user subject to categorical pretreatment standards under Rule 62-625.410 F.A.C., including 40 CFR Chapter I, Subchapter N, Parts 405 through 471 which has been adopted by reference.

1.2.19 CERTIFIED BACKFLOW TECHNICIAN

A State licensed plumbing contractor, or an individual under his employment, who is also certified by the Florida Section of the American Water Works Association (AWWA) Testing and Certification Program or others approved by the Water Utilities Department.

1.2.20 CHEMICAL OXYGEN DEMAND (COD)

A measure of the oxygen equivalent to that portion of the organic matter of a water sample that is susceptible to oxidation by a strong chemical oxidant. It shall also mean a standard test for assessing Wastewater strength expressed in the demand for oxygen as specified in Rule 62-160, F.A.C.

1.2.21 CODE OF FEDERAL REGULATIONS (CFR)

A codification of the general and permanent rules published in the Federal Register by the executive departments and agencies of the Federal Government.

1.2.22 COMMODITY FEE

A fee paid on a monthly basis by all Customers with recorded actual or estimated consumption during the month. The Commodity Fee is intended to recover the Customer’s share of the Utility’s variable operating expenses.

1.2.23 CONCURRENCY

The requirement that the necessary public facilities and services to maintain the adopted level of service standards are available when the impacts of development occur.

1.2.24 CONGREGATE LIVING FACILITY

A designation given to certain residential dwelling units which have minimal impact on the Department's system capacity and an ERC value of 0.4 per congregate unit. These facilities have both cooking and laundry functions onsite.

1.2.25 CONGREGATE UNIT

A room of a designated Congregate Living Facility or Assisting Living Facility with no more than six (6) beds. For rooms with more than six (6) beds, there will be one (1) congregate unit for every six (6) beds or less. For example, a room with seven (7) beds will have two (2) congregate units.

1.2.26 CONNECTION FEE

The fee designed to recover the capital cost of system capacity which has been or will be constructed in anticipation of future service requests.

1.2.27 CONTAMINATION

Any impairment to the quality of Potable Water and/or Reclaimed Water.

1.2.28 CONVENTIONAL POLLUTANT

Any of five Wastewater Pollutants including B.O.D., suspended solids, fecal coliform, pH, and oil and grease.

1.2.29 CROSS-CONNECTION

Any actual or potential connection or structural arrangement between a public or a consumer's potable water system and any other source or system through which it is possible to introduce into any part of the potable system any used water, industrial fluid, gas, or substance other than the intended potable water with which the system is supplied. Bypass arrangements, jumper connections, removable sections, swivel or change-over devices and other temporary or permanent devices through which or because of which backflow can occur are considered to be cross-connections. A *direct cross-connection* is a cross-connection which is subject to both backsiphonage and backpressure. An *indirect cross-connection* is a cross-connection which is subject to backsiphonage only.

1.2.30 COUNTY

Palm Beach County, Florida, a political subdivision of the State of Florida.

1.2.31 CUSTOMER OR PERSON

Any person, Dwelling Unit, agent, property owner, developer, user, company, municipal corporation, political subdivision, homeowners' association, or other entity which accepts or receives Potable Water, Wastewater, or Reclaimed Water services or benefits directly from services rendered by this Department.

1.2.32 CUSTOMER ACCOUNT FEE (MULTI-FAMILY RESIDENTIAL)

A fee charged to all Multi-Family Residential Accounts, active or inactive, which recovers the cost of meter reading, postage, Customer service and the preparation, processing, and collection of Customer bills/payments.

1.2.33 DAILY MAXIMUM

The arithmetic average of all effluent samples for a pollutant collected during a calendar day.

1.2.34 DAILY MAXIMUM LIMIT

The maximum allowable discharge limit of a pollutant during a calendar day. Where Daily Maximum Limits are expressed in units of mass, the daily discharge is the total mass discharged over the course of the day. Where Daily Maximum Limits are expressed in terms of a concentration, the daily discharge is the arithmetic average measurement of the pollutant concentration derived from all measurements taken that day.

1.2.35 DEFERRED PAYMENT PLAN

A program allowing qualified Customers to pay certain fees on the installment method.

1.2.36 DEPARTMENT

The Palm Beach County Water Utilities Department.

1.2.37 DEPARTMENT OF ENVIRONMENTAL PROTECTION (DEP)

The State of Florida Department of Environmental Protection.

1.2.38 DEVELOPER

Has the meaning given to it in Section 380.031, Florida Statutes.

1.2.39 DEVELOPMENT

Has the meaning given it in Section 380.04, Florida Statutes.

1.2.40 DEVELOPMENT AGREEMENT

A contract between the BCC and a Developer providing for Utility Concurrency and conditions that the Developer must meet to obtain a commitment for utility service from the Department.

1.2.41 DILUTION

Any addition to a Wastewater discharge for the purpose of, but not limited to, making weaker, less potent, mixing, dispersing, or thinning, so as to alter the physical, chemical or biological properties, other than what is defined as Pretreatment.

1.2.42 DIRECTOR

The Director of the Palm Beach County Water Utilities Department or designee.

1.2.43 DISCHARGE

To dispose, deposit, place, emit, unload, release, or cause or allow to be disposed of, deposited, placed, emitted, unloaded or released into the PBCWUDWWS.

1.2.44 DISCHARGE LIMITS

The level of contaminants allowed to be discharged into the PBCWUDWWS as defined in Palm Beach County Ordinance 96-3, as amended.

1.2.45 DISCHARGER

A Wastewater Customer.

1.2.46 DISHONORED CHECK FEE

A fee established by the County in accordance with F.S. 125.0105 to be assessed for dishonored checks.

1.2.47 DOMESTIC OR RESIDENTIAL WASTE

Any superfluous solid, liquid, or gaseous material derived principally from the use of sanitary conveniences of Dwelling Units; Wastewater produced from a non-commercial or a non-industrial source.

1.2.48 DOUBLE CHECK DETECTOR ASSEMBLY (DCDA)

An assembly consisting of a main-line DC with a bypass arrangement around the main-line DC that shall contain a bypass water meter and a bypass DC.

1.2.49 DOUBLE CHECK VALVE ASSEMBLY (DC)

An assembly containing two internally loaded, independently operating, approved check valves; two resilient-seated shutoff valves; and four properly located test cocks.

1.2.50 DWELLING UNIT

A single residential unit designated or intended for one-family occupancy (a household of one or more persons), including, but not limited to, one single-family house, one-half of a duplex, one apartment, one condominium, or one mobile home.

1.2.51 ENFORCEMENT

Actions taken by PBCWUD in response to non-compliance with any provisions of this UPAP and/or any rules or regulations of the Department.

1.2.52 ENVIRONMENTAL CONTROL HEARING BOARD (ECHB)

A five-member panel appointed to hear appeals by persons aggrieved by actions or decisions of environmental agencies not already referred to the State Attorney for criminal prosecution. The panel may consider the facts material to such appeals and render decisions quickly, without litigation. The ECHB conducts due process hearings into the merits of alleged violations and issues injunctive orders including affirmative relief against persons found in violation of environmental regulations.

1.2.53 ENVIRONMENTAL CONTROL RULES (ECR)

Palm Beach County Ordinances which include specific water and Wastewater regulations.

1.2.54 ENVIRONMENTAL PROTECTION AGENCY (EPA)

The United States Environmental Protection Agency.

1.2.55 EQUIVALENT RESIDENTIAL CONNECTION (ERC)

A system capacity equivalency unit which corresponds to the peak design demand of the $\frac{5}{8} \times \frac{3}{4}$ inch meter sub-category of the "single-family" residential category of Customer usage. This system capacity equivalency unit is utilized to establish the system demand for various sized connections for the purpose of assessing fees and designing the capacity of capital facilities.

1.2.56 EQUIVALENT RESIDENTIAL IRRIGATION CONNECTION (ERIC)

A system capacity equivalency unit which corresponds to the peak Reclaimed Water design demand of the $\frac{5}{8} \times \frac{3}{4}$ inch meter sub-category of the "single-family" residential category of Customer usage. This system capacity equivalency unit is utilized to establish the system demand for various sized connections for the purpose of assessing fees and designing the capacity of capital facilities.

1.2.57 EXCESSIVE USAGE CREDIT

A monetary credit provided under certain circumstances to a Customer with abnormally high water usage

1.2.58 FIRE LINES

A dedicated Potable Water service line utilized to provide water for fire suppression systems:

(1) Residential Fire Lines:

(a) Single family home or duplex residential fire line as defined further in NFPA 13d. The Fire Marshall non-monitored system is connected to the Department's Potable Water System on the customer

side of the primary potable water meter serving a dwelling unit. Single family homes which would normally qualify for a 5/8" meter with a NFPA 13d fire sprinkler system shall require a 1" meter, but will charged connection fees and guaranteed revenue fees in accordance with the rates established for a 5/8" meter. However, installation fees at the rate for a 1" meter will be assessed.

(b) Multi-Family fire lines are defined further in NFPR 13r. The Fire Marshall monitored system serving multiple residential units is connected to the Department's Potable Water System through a separate tie-in and properly sized, approved, testable above ground backflow prevention device.

(2) Non-Residential Fire Lines:

Fire lines serving any other structures as defined further in NFPA 13. The Fire Marshall monitored system serving non-residential structures is connected to the Department's Potable Water System through a separate tie-in and properly sized, approved, testable, above ground backflow prevention device.

1.2.59 FLORIDA ADMINISTRATIVE CODE (F.A.C.)

A codification of the rules and regulations of the various regulatory agencies in the State of Florida.

1.2.60 FRANCHISE FEE

A percentage surcharge applied to all of the Department's fees for Customers within portions of the Department's utility Service Area with said fees collected by the Department and distributed to another governmental entity.

1.2.61 GRAB SAMPLE

An individual, discrete sample collected at a specified time. It shall include all sub samples or aliquots and all applicable field quality control samples collected at the same locations within a time not exceeding 15 minutes.

1.2.62 GREASE TRAP

A Department approved device designed and installed to separate and retain floatable, deleterious, hazardous, and/or undesirable matter generated by food processing facilities from Wastewater or liquid wastes, prior to discharges into the PBCWUDWWS.

1.2.63 GUARANTEED REVENUE FEES

Fees designed to recover the carrying costs of system capacity which has been or is being constructed in anticipation of future service requests. Carrying costs include fixed operating and renewal and replacement expenses necessary to maintain excess system capacity for future use. Guaranteed Revenue Fees do not recover variable operating expenses or capital improvement costs.

1.2.64 HEALTH HAZARD

An actual or potential threat of Contamination to Potable Water and/or Reclaimed Water.

1.2.65 HOLDING TANK WASTE

Waste from holding tanks including, but not limited to, vessels, chemical toilets, campers, trailers, septic tanks, and vacuum-pump tank trucks.

1.2.66 INDUSTRIAL DISCHARGE PERMIT

Written authorization from the Director of the PBCWUD to discharge industrial Wastewater into the PBCWUD Wastewater System setting certain conditions and/or restrictions on such discharge.

1.2.67 INDUSTRIAL MONITORING REPORT (IMR)

A report submitted by SIUs indicating the nature and concentration of Pollutants for which the industry is regulated. These reported Pollutants may include local discharge standards and/or Categorical Pretreatment Standards.

1.2.68 INDUSTRIAL USER (IU)

Any non-residential user discharging Industrial Wastewater into the PBCWUDWWS.

1.2.69 INDUSTRIAL WASTEWATER

Wastewater from industrial operations, trade or other activities as distinct from residential and commercial Wastewater.

1.2.70 INDUSTRIAL WASTEWATER DISCHARGE PERMIT (IWWDP)

A permit issued by the Department to Significant Industrial Users and certain Industrial Users requiring limitation or removal of Pollutants in the Wastewater prior to discharge to the PBCWUD Wastewater Collection System.

1.2.71 INDUSTRIAL WASTEWATER SURCHARGE

An additional monthly fee assessed to Industrial Users of the PBCWUDWWS whose Wastewater characteristics exceed established Surcharge Limits.

1.2.72 INSTANTANEOUS LIMIT

The maximum concentration of a pollutant allowed to be discharged at any time, determined from the analysis of any discrete or composited sample collected, independent of the industrial flow rate and the duration of the sampling event.

1.2.73 INTERFERENCE

A discharge which alone, or in conjunction with a discharge or discharges from other sources, both:

- (1) Inhibits or disrupts the PBCWUDWWS, its treatment processes or operations, or its sludge processed, use or disposal; and
- (2) Is a cause of a violation of any requirement of the PBCWUDWW's NPDES permit (including an increase in the magnitude of duration of a violation) or prevents use or disposal of domestic wastewater residuals in compliance with local regulations or rules of DEP and Chapter 403, Florida Statutes?

1.2.74 LOCAL LIMIT OR LOCAL DISCHARGE STANDARDS

Specific discharge limits developed and enforced by PBCWUD upon industrial or commercial facilities to implement the general and specific discharge prohibitions listed in 40 CFR 403.5(a)(1) and (b).

1.2.75 MANDATORY AGREEMENT PAYMENT (MAP) An amount equal to twelve months of Guaranteed Revenue Fees as further explained in Section 3.1.5 (b) of this UPAP.

1.2.76 MANDATORY RECLAIMED WASTEWATER SERVICE AREA

Part of PBCWUD service area defined through the Reuse Water Ordinance, subject to mandatory landscape irrigation using reclaimed water.

1.2.77 MAXIMUM ALLOWABLE INDUSTRIAL LOADING

The total mass of a pollutant that all industrial users and other controlled sources may discharge without causing pass through or interference.

1.2.78 MEDICAL WASTE

Isolation wastes, infectious agents, human blood and blood products, pathological wastes, sharps, body parts, contaminated bedding, surgical wastes, potentially contaminated laboratory wastes, and dialysis wastes.

1.2.79 METER DROP FEE

The fee for providing and installing a Potable/Reclaimed Water meter in an existing meter box.

1.2.80 METHOD DETECTION LIMIT (MDL)

An estimate of the minimum amount of a substance that an analyte process can reliably detect. It is analyte- and matrix-specific and is laboratory dependent.

1.2.81 MINOR USER

User whose discharge may not significantly impact the PBCWUDWWS, degrade receiving water quality and/or contaminate sludge. Although a Minor User is not a categorical industry, it has a potential to discharge a non-domestic or process waste stream.

1.2.82 NATIONAL POLLUTANT DISCHARGE ELIMINATION SYSTEM (NPDES) PERMIT

A permit issued pursuant to Section 402 of the Federal Clean Water Act.

1.2.83 NATIONAL CATEGORICAL PRETREATMENT STANDARDS

The categorical pretreatment standards found at 40 CFR, Chapter 1, Subchapter N, part 405-471 are hereby incorporated.

A. Where a categorical pretreatment standard is expressed either as concentration or mass limits, or only in terms of mass of pollutant per unit of production, the Director or his designee has the authority to and may develop equivalents to these standards in accordance with CFR 403.6(c) and 62-625.410(4) F.A.C., hereby adopted and incorporated by reference.

B. When wastewater subject to categorical pretreatment standard is mixed with wastewater not regulated by the same standard, the Director or his designee shall impose an alternate limit using the combined waste stream formula in 62-625.410(6) F.A.C.

C. A user may obtain a variance from a categorical pretreatment standard if the user can prove, pursuant to the procedural and substantive provisions in 62-625.700 F.A.C., that factors relating to its discharge are fundamentally different from their factors considered by the EPA when developing the categorical pretreatment standards.

D. A use may obtain a net gross adjustment to a categorical standard in accordance with 62-625.820, F.A.C.

1.2.84 NONCONTACT COOLING WATER

Water used for cooling that does not come into direct contact with any raw material, intermediate product, waste product, or finished product.

1.2.85 NONRESIDENTIAL CONNECTIONS

Non-residential connections include all utility connections that are not in the Residential Connection and any secondary service connections that are in addition to the service connection that serves as a Customer's primary source of Potable Water, Wastewater, or Reclaimed Water. Also included are motels, hotels, bed and breakfast facilities, campgrounds, hospitals, and incarceration facilities. The Non-Residential category is separated into subcategories by meter size with all fees determined by meter size.

1.2.86 NON-SERVICE ACCOUNT

A separate account established to record billings and collect fees for services other than those derived from the direct sale of Potable or Reclaimed Water or the collection and treatment of Wastewater. Examples include, but are not limited to, billings for damage to Department property, plan review fees, and charges for copies.

1.2.87 NON-STANDARD DEVELOPMENT AGREEMENT (NSDA)

A Development Agreement with special conditions requiring BCC approval.

1.2.88 NON-STANDARD DEVELOPMENT RENEWAL AGREEMENT (NSDRA)

Agreement with special conditions extending the capacity reservation for unused ERCs (ERICs) in a Non-Standard Development Agreement for an additional five (5) years.

1.2.89 NORTH AMERICAN INDUSTRIAL CLASSIFICATION SYSTEM (NAICS)

A classification pursuant to the NAICS Manual issued by the United States Office of Management and Budget.

1.2.90 OIL/GREASE INTERCEPTOR (OGI)

A Department approved device designed and installed to separate and retain floatable, deleterious, hazardous, and/or undesirable matter generated by food processing facilities from Wastewater or liquid wastes, prior to discharges into the PBCWUDWWS.

1.2.91 OGI USER (OGIU)

An establishment that uses an OGI.

1.2.92 OTHER WASTE

Waste including, but not limited to, refuse, decayed wood, sawdust, shavings, bark, lime, sand, ashes, offal, oil, tar, chemicals, and all other substances as distinguished from domestic waste, industrial Wastewater, holding tank waste or medical waste.

1.2.93 PALM BEACH COUNTY WATER UTILITIES DEPARTMENT WASTEWATER SYSTEM (PBCWUDWWS)

All facilities utilized for collecting, pumping, treating, and/or disposing of Wastewater and Wastewater sludge which are owned, operated or controlled by the Board of County Commissioners of Palm Beach County, Florida.

1.2.94 PASS-THROUGH

A discharge which exits the PBCWUDWWS treatment process into waters of the State or of the United States in quantities or concentrations which, alone or in conjunction with a discharge or discharges from other sources, is a cause of a violation of any requirement of the PBCWUDWWS's NPDES permit (including an increase in the magnitude or duration of a violation).

1.2.95 PBCWUD

The Palm Beach County Water Utilities Department.

1.2.96 pH

The logarithm of the reciprocal of the hydrogen ion concentration. The concentration is the weight of hydrogen ions, in grams, per liter of solution.

1.2.97 POINT OF SERVICE

The Department's responsibility for ownership operation and maintenance shall end at the following location:

- (1) Potable Water System: Discharge side of the dual check valve (Customer side) of the Department's Potable Water meter.
- (2) Fire Line (with direct connection to PBCWUD Potable Water system): the discharge side of the Department's underground gate valve within the right-of-way/utility easement and prior to the Customer's fire line backflow assembly device.
- (3) Wastewater Gravity System: the point where the Department's Wastewater service lateral intersects the right-of-way line or, in the event a utility easement exists, the point where the Department's Wastewater service lateral intersects the easement line furthest from the main.
- (4) Reclaimed Water System: the outlet side of the single check valve or the outlet side of the shut-off valve (Customer side of the Department's Reclaimed Water meter) as defined in the Construction Standards. For lake discharge service, the Point of Service is the point of discharge into the lake.
- (5) Private Lift Stations and Force Mains: The Point of Service shall be the inlet side of the underground valve located at the point where the private force main enters a public road right-of-way. If the private force main does not enter a public road right-of-way, the Point of Service shall be the inlet side of the underground valve located at the point where the Customer's force main is connected to the Department's force main.

1.2.98 POLLUTANT

Any dredged spoil, solid waste, incinerator residue, Wastewater garbage, Wastewater sludge, munitions, chemical wastes, biological materials, radioactive materials, heat, wrecked or discharged equipment, rock, sand, cellar dirt or industrial, municipal, or agricultural waste discharged into the Wastewater Collection System.

1.2.99 PORTABLE HYDRANT METERS

Meters utilized on a temporary basis for mobile users and various construction purposes.

1.2.100 POTABLE WATER

Water for human consumption which meets stringent Federal, State, and County standards.

1.2.101 PRESSURE VACUUM BREAKER (PVB)

An assembly consisting of an independently operating internally loaded check valve and an independently operating loaded air inlet valve located on the discharge side of the check valve, with properly located resilient-seated test cocks and tightly closing resilient-seated shutoff valves attached at each end of the assembly.

1.2.102 PRETREATMENT

Reduction of the amount of Pollutants, the elimination of Pollutants, or the alteration of the nature of Pollutant properties in Wastewater prior to or in lieu of discharging or otherwise introducing such Pollutants into the PBCWUDWWS. The reduction or alteration may be obtained by physical, chemical or biological processes, process changes or by other means, except as prohibited by Rule 62-625.410(5), F.A.C.

1.2.103 PRETREATMENT FACILITY

Any equipment, system and/or process intended to reduce or eliminate the amount of Pollutants or alter the nature of prohibited Pollutants prior to discharge into the PBCWUDWWS.

1.2.104 PRETREATMENT REQUIREMENTS

Any substantive or procedural requirements related to pretreatment, other than a pretreatment standard, imposed on an industrial user.

1.2.105 PRETREATMENT STANDARDS

PBCWUD's discharge standards as set forth in the Wastewater Facilities Use Ordinance, the State of Florida's pretreatment standards, or the Categorical Pretreatment Standards of the EPA, whichever is more stringent.

1.2.106 PRIORITY POLLUTANTS

Any toxic Pollutant regulated under Categorical Pretreatment standards.

1.2.107 PROHIBITIVE DISCHARGE STANDARDS OR PROHIBITED DISCHARGE

Absolute prohibitions against the discharge of certain substances; these prohibitions appear in Section 27-69 of the Wastewater Facilities Use Ordinance (No. 96-3).

1.2.108 PROPERTY OWNER

The person who is vested in the ownership, dominion, or title of real property as recorded in the Public Records of Palm Beach County.

1.2.109 RECLAIMED WATER

Water that has received at least secondary treatment and basic disinfection and is reused after flowing out of a Wastewater treatment facility (Florida Administrative Code Chapter 62-610). Reclaimed water may be used for irrigation of residential and non-residential lawns, golf courses, cemeteries, parks, landscaped areas, edible crops (as set forth in Chapter 62-610, Florida Administrative Code), highway medians, dust control on construction sites, mixing of concrete, and cleaning of roads and sidewalks. Reclaimed Water may be provided directly or via lake discharge.

1.2.110 RECLAIMED WATER IRRIGATION SYSTEM

A network of pipes, pumping facilities, storage facilities, sprinkler heads, and appurtenances on the Customer's side of the Point of Service designed to convey and apply Reclaimed Water.

1.2.111 RECLAIMED WATER DISTRIBUTION SYSTEM

A network of pipes, pumping facilities, and related appurtenances designed to convey and distribute Reclaimed Water from one or more Wastewater treatment facilities up to the Department's side of the Point of Service.

1.2.112 REDUCED PRESSURE PRINCIPLE BACKFLOW PREVENTION ASSEMBLY (RP)

An assembly that contains two loaded, independently acting check valves with a hydraulically operating, mechanically independent pressure-differential relief valve located between the check valves below the first check valve. The check valves and relief valve shall be located between two tightly closing, fully ported, resilient-seated shutoff valves. The RP shall have four properly located resilient-seated test cocks.

1.2.113 REDUCED PRESSURE PRINCIPLE BACKFLOW PREVENTION DETECTOR ASSEMBLY (RPDA)

An RP with an integral metered Bypass.

1.2.114 RESIDENTIAL CONNECTIONS

For the purposes herein, there shall be two classes of residential connections: Single-family and Multi-Family (these classes do not necessarily correspond to prevailing zoning designations).

(1) Multi-Family:

Individually or master-metered Dwelling Units which meet one or more of the following criteria:

- a. Apartment buildings, condominiums, duplexes, triplexes, quadruples, and any other Dwelling Units that share one or more common walls, roofs, and/or floors and having less than 1,800 square feet of living space per average unit.
- b. Multiple Dwelling Units that share a common parcel, but do not share one or more common walls, roofs, and/or floors and have less than 1,200 square feet of living space per unit.
- c. Grooms quarters having less than 1,200 square feet of living space per unit.
- d. Mobile homes smaller than 1,200 square feet of living space.
- e. Assisted Community Living Facilities (ACLF) with common kitchens that consume less than 100 gallons per day per unit (0.4) ERC/Unit.

(2) Single-Family:

Individually metered Dwelling Units which meet one or more of the following criteria:

- a. Mobile Homes greater than 1200 square feet of living space.
- b. All Residential Dwelling Units that do not qualify as Multi-Family.

1.2.115 RESIDENTIAL DUAL CHECK VALVE (RDC)

An ASSE approved device containing two single check valves within an integral housing that is on the Department’s approved material list. These devices cannot be tested without removing the device from the piping system.

1.2.116 RESIDENTIAL SERVICE vs. NON-RESIDENTIAL SERVICE

Residential Service is intended strictly for Dwelling Unit (household) use. All other service, including irrigation systems and separately serviced residential laundries and clubhouses shall be considered Non-Residential Service.

1.2.117 SAND AND OIL INTERCEPTOR (SOI)

A Department approved device used to prevent sand and oil from entering the Wastewater stream.

1.2.118 SERVICE ACTIVATION

The date the Department sets a meter for the requested potable, Wastewater, and/or Reclaimed Water service.

1.2.119 SERVICE INITIATION

The date applicable fees are paid for a Potable Water meter, Reclaimed Water meter, Wastewater connection, or Fire Sprinkler System. Service Initiation Fees shall include Guaranteed Revenue Fees, applicable Franchise Fees, Connection Fees, and Service Installation Fees as described in Chapter 6.

1.2.120 SERVICE INSTALLATION FEE WITH TAP

The fee for providing and installing the Potable/Reclaimed Water tap, curb stop, service line, control valve, yoke, fittings, meter, and meter box.

1.2.121 SERVICE INSTALLATION FEE WITHOUT TAP

The fee for providing and installing the Potable/Reclaimed Water service line from the control valve to the meter yoke and for providing and installing the, yoke, fittings, meter, and meter box.

1.2.122 SIGNIFICANT INDUSTRIAL USER (SIU)

(1) Categorical industrial user; and/or

(2) Any non-categorical Wastewater User that discharges 25,000 gallons per day or more of processed Wastewater into the PBCWUDWWS (excluding domestic wastewater, non-contact cooling and boiler blowdown Wastewater), or that contributes a process waste stream which makes up five (5) percent or more of the average dry weather hydraulic or organic capacity of the treatment plant, or is designated as such by PBCWUD on the basis that the industrial user has a reasonable potential for adversely affecting the treatment plant operation or for violating any pretreatment standard or requirement (in accordance with Rule 62-625.500(2)(e), F.A.C.; and/or

(3) PBCWUD may determine that an industrial user subject to categorical pretreatment standards under Rule 62-625.410 F.A.C., including 40 CFR Chapter I, Subchapter N, Parts 405 through 471, is a non-significant industrial user; and/or

(4) Upon finding that an Industrial Wastewater user meeting the criteria in sub-paragraph (2) above, has no reasonable potential for adversely affecting the PBCWUDWWS operation or for violating any pretreatment standard or requirement, the PBCWUD may at any time, on its own initiative or in response to a request received from an industrial user, and in accordance with Rule 62-625.500(2)(e), F.A.C., determine that such industrial user is not a Significant Industrial User

1.2.123 SIGNIFICANT NON-COMPLIANCE

Significant non-compliance may include one or all of the following:

(1) Violations of Wastewater discharge limits:

(a) Chronic violations. Sixty-six (66%) percent or more of the measurements exceed the same daily maximum limit or the same average limit, including instantaneous limits in a six (6) month period (any magnitude of exceedance).

(b) Technical Review Criteria (TRC) violations. Thirty-three (33%) percent or more of all of the measurements for each Pollutant parameter taken during a six-month period equal or exceeding the product of the daily maximum limit or the average limit, including instantaneous limits multiplied by the applicable TRC (TRC = 1.4 for BOD, TSS, fats, oil and grease, and 1.2 for all other Pollutants except pH).

(c) Any other violation(s) of an effluent limit (average, daily maximum, or instantaneous limits) that the Director believes has caused, alone or in combination with other discharges, interference or pass-through, or endangered the health, safety or welfare of the PBCWUDWWS personnel or the public.

(d) Any discharge of Pollutant that has caused imminent endangerment to human health, safety or welfare or to the environment and has resulted in PBCWUD exercising its emergency authority to halt or prevent such a discharge.

(2) Violations of compliance schedule milestones contained in a permit or enforcement order for starting construction, and attaining failure to attain final compliance by ninety (90) days or more after the compliance schedule date.

(3) Failure to provide reports for compliance schedules, self-monitoring data, or categorical standards (baseline monitoring reports, ninety (90) day compliance reports, and periodic reports) within forty-five (45) days from the date due.

(4) Failure to accurately report non-compliance.

(5) Any other non-compliance, which may include a violation of Best Management Practices (BMPs), that the Director considers to be significant.

1.2.124 SINGLE CHECK VALVE

A device which allows fluids to flow in only one direction and that is on the Department's approved material list.

1.2.125 SLUDGE

Any solid or semisolid waste generated from a county, municipal, commercial, or industrial Wastewater treatment plant, water supply treatment plant, or air pollution control facility exclusive of the treated effluent from a Wastewater treatment plant.

1.2.126 SLUG LOAD OR SLUG DISCHARGE

Any discharge of Wastewater or industrial Wastewater into the PBCWUD Wastewater Collection System in which the concentration of any given constituent or quantity of flow exceeds, for any period of duration longer than fifteen (15) minutes, five (5) times the average twenty-four (24) hour concentration or flow during normal operation. A Slug Discharge is any Discharge of a non-routine, episodic nature, including but not limited to an accidental spill or a non-customary batch Discharge, which has a reasonable potential to cause interference or pass through, or in any other way violate PBCWUD's regulations, local limits or permit conditions.

1.2.127 SPECIAL ASSESSMENT PROGRAM

A program permitting qualified property owner to pay for certain utility improvements by installment method.

1.2.128 STANDARD DEVELOPMENT AGREEMENT (SDA)

A Development Agreement with no special conditions requiring BCC approval.

1.2.129 STANDARD DEVELOPMENT RENEWAL AGREEMENT (SDRA)

Agreement with no special conditions extending the capacity reservation for unused ERCs (ERICs) in a Standard Development Agreement for an additional five (5) years.

1.2.130 SUCCESSOR DEVELOPER

A Developer who purchases UCRA property during the life of the UCRA.

1.2.131 SUSPENDED SOLIDS

Tiny particles of solids disbursed but undissolved in a solid, liquid or gas.

1.2.132 TOTAL ACCRUED AMOUNT (TAA)

An amount equal to sixty (60) months of Guaranteed Revenue Fees as further explained in Section 3.1.5 (c) of this UPAP.

1.2.133 TOXIC POLLUTANT

Any Pollutant or combination of Pollutants listed as toxic under the provisions of the Federal Clean Water Act.

1.2.134 UPSET

An incident in which there is unintentional and temporary noncompliance with Wastewater pretreatment standards because of factors beyond the reasonable control of the Industrial User.

1.2.135 USER

A Customer of the Palm Beach County Water Utilities Department.

1.2.136 UTILITY

The Palm Beach County Water Utilities Department.

1.2.137 UTILITY CONCURRENCY

The requirement that the necessary utility system capacity to maintain the adopted level of service standards is available when the impacts of development occur.

1.2.138 UTILITY CONCURRENCY FEE (UCF) An amount equal to twelve months of Guaranteed Revenue Fees that is due prior to approval of a UCRA.

1.2.139 UTILITY CONCURRENCY LETTER

A letter issued by the department to the Planning, Zoning and Building Department based on the Developer's representation that the development project requires neither an SDA or NSDA and requires no more than 10 ERCs.

1.2.140 WASTEWATER

Liquid and water-carried industrial, domestic, medical, food, superfluous solid, gaseous material, holding tank or other wastes from Dwelling Units, commercial establishments and/or manufacturing facilities, whether treated or untreated, which are discharged into the PBCWUDWWS.

1.2.141 WASTEWATER COLLECTION SYSTEM

System for carrying Wastewater including, but not limited to, domestic, industrial, commercial, medical, holding tank or other waste, to which storm, surface, and groundwater are not intentionally admitted.

1.2.142 WASTEWATER DISCHARGE PERMIT

A written authorization from the Director of PBCWUD which states the conditions, parameters, and/or circumstances whereby a User may discharge into the PBCWUDWWS.

1.2.143 WASTEWATER FACILITIES OR WASTEWATER SYSTEM

The structures, equipment, and processes required to collect, carry away, and treat domestic, industrial, commercial, medical, holding tank and other wastes and dispose of the effluent. Any facility which discharges waste into waters of the State or which can reasonably be expected to be a source of water pollution and includes any of the following: the collection any transmission system, the wastewater treatment works, the reuse or disposal system, and the residuals management facility.

1.2.144 WASTEWATER FACILITIES USE ORDINANCE

The authority by which the County shall set forth and enforce uniform requirements for users of the PBCWUDWWS.

1.2.145 WASTEWATER TREATMENT PLANT

A facility where Wastewater is treated.

1.2.146 WATER CONNECTION PERMIT

A permit obtained from Palm Beach County PZ&B/Building Department that allows a customer to disconnect from a well and connect to Palm Beach County Water Utilities.

1.3 ABBREVIATIONS

The following abbreviations are used in this manual:

AASHTO – American Association of State Highway and Transportation Officials

AC – Asbestos/Cement

ACI – American Concrete Institute

AHB – Administrative Hearing Board

ANSI – American National Standards Institute

ASSE – American Society of Sanitary Engineering

ASTM – American Society of Testing and Materials

AWWA – American Water Works Association

BCC – Board of County Commissioners

BOD – Biochemical Oxygen Demand

CFR – Code of Federal Regulations

DA – Development Agreement

DC – Double Check

DCDA – Double Check Detector Assembly

DFT – Dry Film Thickness

DIP – Ductile Iron Pipe

DOT – Department of Transportation

DU – Dwelling Unit

ECHB – Environmental Control Hearing Board

ECR – Environmental Control Rules

EMS – Environmental Monitoring Systems

EPA – Environmental Protection Agency

ERC – Equivalent Residential Connection

ERIC – Equivalent Residential Irrigation Connection

FAC – Florida Administrative Code

FDEP – Florida Department of Environmental Protection

FM – Force Main

FP&L – Florida Power & Light

FPS – Feet Per Second

FST – Fiberglass Structures & Tank

GMC – Good Month Calculation

GPM – Gallons Per Minute

GT – Grease Trap (less than 750 gal)

HDD – Horizontal Directional Drilling

HDPE – High Density Polyethylene

ICRI – International Concrete Repair Institute

ID – Interior Diameter

IMR – Industrial Monitoring Report

ISO – International Organization for Standardization

IU – Industrial User

IWS – Industrial Wastewater Surcharge

IWWDP – Industrial Wastewater Discharge Permit

LF – Linear Feet

MAP – Mandatory Agreement Payment

MDFT – Minimum Dry Film Thickness

mg/L – milligrams per liter

MJ – Mechanical Joint

MOT – Maintenance of Traffic

MUPD – Multiple Use Planned Developments

NAICS – North American Industrial Classification System

NFPA – National Fire Protection Association

NPDES – National Pollutant Discharge System

NSDA – Non-Standard Development Agreement

NSDRA - Non-Standard Development Renewal Agreement

NSF – National Science Foundation

OGI – Oil and Grease Interceptor

OGI/GT – Oil/Grease Interceptor and/or Grease Trap

OGIU – Oil and Grease Interceptor User

OSHA – Occupational Safety and Health Administration

PBCWUD – Palm Beach County Water Utilities Department

PBCWUDWWS – Palm Beach County Water Utilities Department Wastewater System

PCCP – Restressed Concrete Pipe

PDI – Plumbing and Drainage Institute

PEC – Product Evaluation Committee

PFS – Primary Flow Signal

PP-R – Polypropylene Random Copolymer

PVB – Pressure Vacuum Breaker

PVC – Polyvinyl Chloride

PZ&B – Planning, Zoning and Building

RAS – Return Activated Sludge

RDC – Residential Dual Check Valve

ROW – Right of Way

RPDA – Reduced Pressure Principle Backflow Prevention Detector Assembly

RPZ – Reduced Pressure Zone

RPZDA – Reduced Pressure Zone Detector Assembly

SDA – Standard Development Agreement

SDRA – Standard Development Renewal Agreement

SDR – Standard Dimension Ratio

SIC – Standard Industrial Classification

SIU – Significant Industrial User

SOI – Sand and Oil Interceptor

TAA – Total Accrued Amount

TSS – Total Suspended Solids

UCF – Utility Concurrency Fee

UPAP – Uniform Policies and Procedures Manual

USC – United States Code

WFT – Wet Film Thickness

WWTP – Wastewater Treatment Plant