



Dear Contractor,

Our goal is to improve communications, help you and your subcontractors understand our new installation procedures and what the requirements are for the Utility Final Inspection.

In order for us to meet your desired installation dates, it is essential that lot lines be cleared of **ALL** obstructions on the date we schedule our work. Our definition of obstructions includes dumpsters, building materials, debris, portable toilets, temporary power poles, trees, natural vegetation, building permit boxes, subcontractor trailers or vehicles and fill dirt to name a few. It is also essential that surveyor lot pins be installed and easily located. When you make application for service it is imperative that you **provide us with a plot plan of the house on the lot to preclude the meter from being installed in a conflicting location**. In the event that a plot plan is not provided and the meter is installed in a conflicting location the contractor will bear the cost of relocation. Once the lot has been cleared the contractor will FAX or e-mail to the Utility Department Water Distribution Section (386) 986- 2392 or mhughes@ci.palm-coast.fl.us on the builders letterhead the address, lot, block and section stating that the lot is cleared. We request that the contractor provide a final grade stakes at both front property pins to aid the Utility Department in setting the meter pit at final grade level. The address will be scheduled for installation at the earliest possible date, depending on workload and weather conditions. It is the responsibility of the contractor and his subcontractors, suppliers, etc. to ensure that any damage to the City's utilities is reported immediately for repair.

You may now request your PEP tank via the City website by clicking on Utility then clicking on "Citizen Issue Tracking System" located on the right hand side of the screen. Under "Billing" located on the left side of the screen click on "PEP Tank Installation Request". Please make sure you follow the instructions at the top of the request to insure that we have all of the information needed to complete the request. The request will then be entered into the Customer Service database and a work order will be issued with a reference number. This reference number will be returned to the requester via e-mail giving confirmation that your request has been received and processed. This system is for requesting PEP tank installations only.

Please request the PEP Tank **after the sheet rock is delivered** and before the lot is graded and the driveway poured to avoid conflicts. We require that clean out caps be visible for elevation surveys by our PEP Tank installation crews to ensure correct tank installations. On houses with a brick exterior we ask that you call for a PEP Electric panel installation after the brick is installed. It is the responsibility of the contractor to have a licensed electrician repair any damage to the PEP Electrical line from the panel to the tank and call the Utility Department for a reinspection.

To connect a Gravity Sewer Service it is recommended that the tie in be done during the framing stage, **do not wait until the driveway has been poured and the lot is ready for sod**. This will help avoid conflicts if the Utility Department has any sewer lateral location problems. We recommend a tall visible cleanout stack be installed to be cut down at final grade this will help avoid damage during construction.

The Utility Final Inspection is now required to obtain a Certificate of Occupancy for all buildings in the City limits. This inspection is called into the City Building Departments A.I.R.S. (Automated Inspection Request System), the inspection number is 994. This inspection is called in **after the lot has the final grade**. The Utility Department is inspecting the condition of the water meter, meter pit, backflow preventor, PEP Tank, PEP Panel, PEP Service connection and the clean out. This is the only inspection that is required by the Utility Department we are no longer performing sewer tap inspections. The Utility Department can take up to three business days to complete the inspections due to emergencies, weather conditions, etc. Any damage or alteration of the location or condition of the City Utility Department Facilities will result in a backcharge, possible violation fee and or disapproval of the inspection. If a Utility Final Inspection fails due to the Utility being behind on it's installation's that address will be given a priority on the schedule, however poor scheduling on the contractors part will not be given the same priority.

We have started setting our new larger meter pits with a backflow prevention device inside the meter pit, as part of the installation we are also connecting the touch read sensor wire to the meter pit lid. The sensor wire has a six (6') leader, which is connected to the meter and should not be pulled because it can cause damage at the connection point. We are also setting the service line and meter pit on the next property line to aid the future installation. We ask that you and your subcontractors take care to preclude any damage or alteration to City facilities.

If you have any questions or are in need of further clarification please call the following people. Mike Hughes 986-2359 regarding meter installation or questions pertaining to water related concerns; Danny Spencer 986-2387 or David Mitchum 986-2372 regarding PEP or gravity sewer lines; Customer Service 986-2360 for questions regarding billing, emergencies, irrigation inspections or general utility related concerns. We ask that you make plans in advance to avoid problems or conflicts, poor planning on your part does not constitute an emergency on our part.

Sincerely,
City of Palm Coast Utility Staff