

**RECLAIMED WATER GUIDE  
ACKNOWLEDGEMENT  
OF RECEIPT & REQUEST FOR  
SERVICE**

The applicant acknowledges receipt of the Reclaimed Water Guide and agrees to abide by the reclaimed requirements summarized in the Guide, as well as those fully described in the FCAA's Rules and Regulations located on the FCAA's website at [www.fkaa.com](http://www.fkaa.com).

FKAA Account Number \_\_\_\_\_ Applicant's Phone Number \_\_\_\_\_

Applicant's Name (Printed) \_\_\_\_\_

Applicant's Signature \_\_\_\_\_ Date \_\_\_\_\_

Service Address \_\_\_\_\_

\_\_\_\_\_

**Florida Keys Aqueduct Authority  
Customer Service Offices**

1100 Kennedy Drive  
Key West, Florida 33040  
(305) 296-2454

3200 Overseas Highway  
Marathon, FL 33050  
(305) 289-6161

91620 Overseas Highway  
Tavernier, FL 33070  
(305) 853-1999

**RECLAIMED WATER  
RULES AND REGULATIONS**

Please visit [www.fkaa.com](http://www.fkaa.com) for the complete version of Rules and Regulations.

48-401.018 Maintenance by the Customer.  
The property owner and the customer shall be responsible for the proper connection to and maintenance of all private reclaimed water systems or appurtenances downstream of the Authority's point of delivery on property served by the Authority. The Authority reserves the right to disconnect service to any property on which an irrigation system or other user system of reclaimed water is not properly maintained. In addition, should the customer require reclaimed water at different pressures, or different quality, or in any way different from that normally supplied by the Authority, the customer shall be responsible for the necessary devices to make these adjustments; provided, however, that such devices shall require the prior approval of the Director

48-401.020 Discontinuing Service - By Authority.  
(1)The Authority may discontinue reclaimed water service to any customer due to an infraction of these procedures and regulations, nonpayment of bills, for tampering with any service, for plumbing cross-connections with another water source, or for any reason that may be detrimental to the system. The Authority has the right to cease service until the condition is corrected and all costs due the Authority are paid. These costs may include delinquent billings, connection charges, and payment for any damage caused to the system. Should discontinued service be turned on without authorization, the Authority shall remove the service and make an additional charge as provided by Section 48-203.011(2). The provisions of Section 48-203.011 relating to notices, appeals, fees, and penalties shall apply to the discontinuation of reclaimed water service by the Authority.

48-401.021 Discontinuing Service - By Customer.  
There shall be no fee for discontinuing reclaimed water service. Service may be terminated by notifying the FCAA Customer Service Department.

48-401.022 Service interruption.  
(1) The Authority reserves the right to discontinue service to any portion of, or the entire, reclaimed water system as deemed necessary by the Director.  
(2) The Authority has the right to establish schedules which restrict the use of the reclaimed water system at certain times in order to reduce maximum pressure demands on the system and to regulate usage during periods of limited reclaimed water availability.

48-401.023 Authority Responsibility.  
The Authority will reasonably attempt to deliver an adequate supply of reclaimed water of good quality at all times. However, no assurances or guarantees shall be provided to customers or to others regarding the quantity or quality of the water due to circumstances beyond the Authority's control.

48-401.026 Customer Responsibility.  
(1) All new private reclaimed [water] systems constructed in areas where the Authority has determined to make reclaimed water available shall be constructed in accordance with the Authority's Minimum Design and Construction Standards and Specifications – Reclaimed Water. The owner shall provide the Authority with a schematic drawing of the system, when required. All applicable permits shall be required prior to installation or modification.  
(2) Reclaimed water service lines to single family customers may include a special hose bibb connection downstream of the master valve and below ground in a lockable meter box. The aboveground hose bibb must be locked and labeled as required by FDEP requirement 62-610. The customer shall assure that any consumption from the hose bibb is used for non-potable purposes. Any customers proposing to use reclaimed water in industrial applications for any reason not listed in FAC 62-610, must provide certification by the Florida Department of Environmental Protection that this usage is in compliance with Florida Department of Environmental Protection Rules, Chapter 62-610, Reuse of Reclaimed Water and Land Application.

48-401.027 Meter Requirements.  
(1) The Authority will require reclaimed water meters for all customers using reclaimed water.  
(2) Appropriately sized meters shall be required for all commercial, industrial, bulk and multi-family dwelling unit uses as determined by the Authority's Engineering Department.

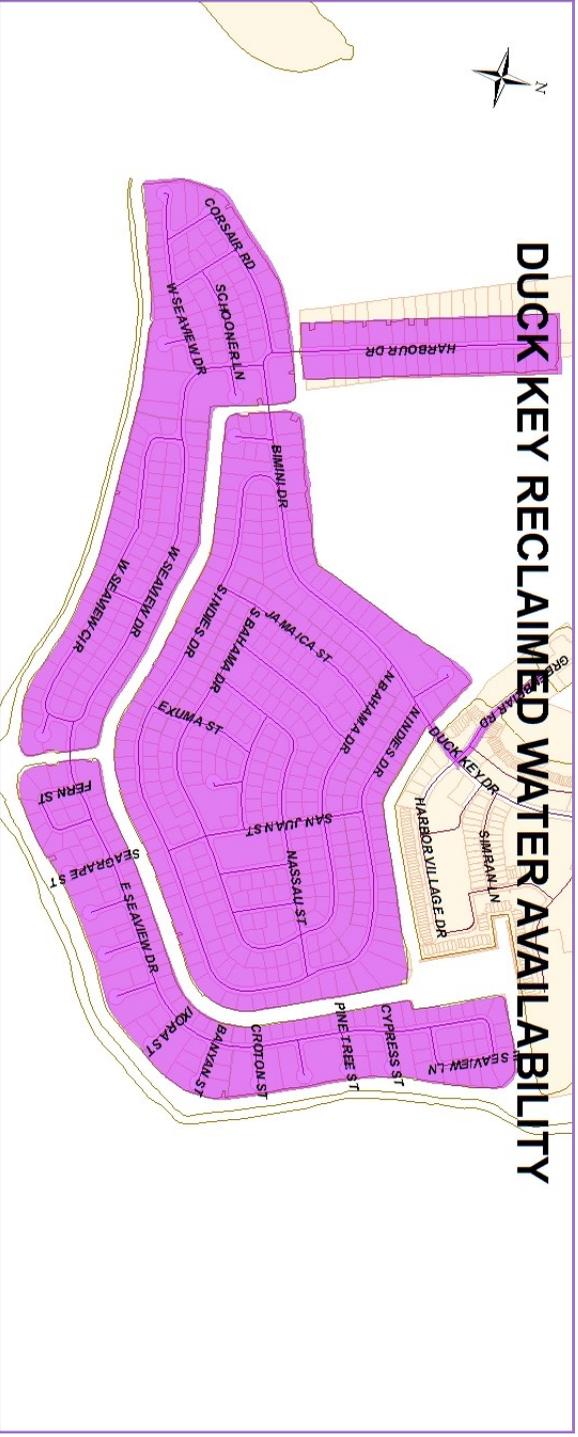
48-401.027 Cross-connection Control.  
(1) In all premises where reclaimed water service is provided, the public potable water supply shall be protected from actual or potential cross connections by a backflow prevention device. All such devices shall be installed, tested, and maintained in accordance with section 48-104.013. Where any cross-connection is found, it shall be disconnected.  
(2) To determine the presence of any potential hazards to the public potable water system, the Authority shall have the right to enter upon the premises of any customer receiving reclaimed water. Each customer of reclaimed water service shall, by application or by use of service, be deemed to have given implied consent to such entry upon the premises.

Adopted 12/19/02; Revised: 10/01/17

**FLORIDA KEYS  
AQUEDUCT AUTHORITY**



**CONNECTING TO  
RECLAIMED  
WATER**



## INTRODUCTION TO RECLAIMED WATER



Reclaimed water, sometimes called recycled water, is former wastewater that has been highly treated and disinfected so that it can be safely used for non-potable (non-drinking) uses, such as irrigation, vehicle washing and aesthetic fountains. Reclaimed water is delivered through a completely separate system of piping than potable (drinking) water, and can be easily distinguished by the required purple pipe. Meeting the strictest guidelines set forth by the Florida Department of Environmental Protection, reclaimed water is a safe and cost-efficient alternative for conserving our valuable freshwater supply.

## CUSTOMER RESPONSIBILITIES

To better identify reclaimed water from potable water, and to aid in the prevention of cross connections, Pantone Purple is the recommended color for reclaimed water infrastructure.



In accordance with the Florida Department of Environmental Protection, residential customers must use either special lockable hose bibs or lockable vaults, service boxes or compartments for reclaimed water.

All bibs or vaults, service boxes and compartments must be clearly labeled using the words “Do Not Drink”, in English and Spanish, together with the equivalent standard international symbol.

Cross connection must be prevented and a back flow preventer installed on the potable water supply. No indoor plumbing of reclaimed water is allowable in residential homes.



## AVAILABILITY OF RECLAIMED WATER



At times the availability of reclaimed water may be limited, due to a limited or reduced production rate. Otherwise, customers may irrigate anytime between the hours of 4 p.m. and 10 a.m.

## CONNECTING TO RECLAIMED WATER

If reclaimed water service is available in your area, residential customers may request service by contacting any of the FCAA’s customer service offices, or by completing a service request form available at [www.fkaa.com](http://www.fkaa.com).

Once the FCAA has processed your request, a field representative will install a meter at the property line.

From the newly installed meter, property owners may choose to simply install a locking hose bib dedicated to reclaimed water, or to plumb a new or existing irrigation system.

After installation, you will need to have a cross-connection inspection performed by an FCAA field representative. To coordinate an inspection, please contact Christine Malsheimer at 305-295-2146, or electronically at [cmalsheimer@fkaa.com](mailto:cmalsheimer@fkaa.com)

Please note, you will be required to provide a signed copy of this informational brochure, or an electronic acknowledgement, to the FCAA before reclaimed water can be provided to the property.

## FREQUENTLY ASKED QUESTIONS

### Q. What is reclaimed water?

A. Reclaimed water is highly treated wastewater produced through an advanced wastewater treatment process. This process eliminates any harmful byproducts while retaining beneficial elements of an alternative water supply, for irrigating landscapes, washing vehicles, or filling aesthetic fountains.

### Q. What are the benefits of using reclaimed water?

A. Using reclaimed water can reduce your monthly water bill, extend the life of our drinking water supply, and provide a source of water for irrigation during drought conditions. Additionally, the use of reclaimed water will postpone the need for funding of future potable water infrastructure.

### Q. What can I use reclaimed water for?

A. Reclaimed water can be safely used for non-potable uses, such as irrigation, vehicle washing and aesthetic fountains or ponds. Reclaimed water may NOT be used for activities like laundry, filling swimming pools, wading pools, hot tubs, water slides, etc.

### Q. Is reclaimed water safe?

A. Yes. Extensive treatment and disinfecting ensure that public health and environmental quality are protected. Reclaimed water must meet strict standards of quality established by the Florida Department of Environmental Protection. Physical contact with reclaimed water is not known to have any negative effects. However, reclaimed water should never be used for prolonged contact, consumption or sanitary purposes.

### Q. Does reclaimed water smell bad?

A. No, reclaimed water is disinfected, so the only thing you will notice is a slight chlorine odor.

### Q. What is the cost of reclaimed water service?

A. The proposed cost of reclaimed water has been set at 50% the cost of potable water, with no charge for meter installation and no base facility charges.

### Q. Who can I call for additional information?

A.



Shelli Johnson  
Water Quality &  
Environmental Manager  
Email: [sjohnson@fkaa.com](mailto:sjohnson@fkaa.com)  
Phone: 305-295-2219

Please see back of brochure for additional contact information.

