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 FKAA’s Rules and Regulations located on the FKAA’s website at www.fkaa.com.

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

9162 Overseas Highway
Tavernier, FL 33070
(305) 853-1990

Please visit www.fkaa.com for the complete version of Rules and Regulations.

48-001.018 Maintenance by the Customer.
The property owner and the customer shall be responsible for the proper connection to and maintenance of any system 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 in 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 adjustments, provided, however, that such devices shall require the prior approval of the Director.

48-001.020 Discontinuing Service. By Authority.
(1) All new private reclaimed water service to any customer due to an Authority’s minimum design and construction standards and specifications for reclaimed water service. Service may be terminated by notifying the FKAA Customer Service Department.

48-001.022 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 minimum pressure demands on the system and to regulate usage during periods of limited reclaimed water availability.

48-001.023 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 the customer that delivery of reclaimed water will be continuous or uninterrupted due to circumstances beyond the Authority’s control.

48-001.026 Customer Responsibility.
(1) All new private reclaimed water systems constructed in areas where the Authority has determined to make reclaimed water available shall be conducted 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 installations or modifications.

(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 hose bibb connection must be isolated and attached as required by FKAA requirements. 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 FSC 610., must provide certification by the Florida Department of Environmental Protection that this usage is in compliance with the Florida Department of Environmental Protection Rules, Chapter 610, Reasons of Reclaimed Water and Land Application.

48-001.027 Meter Requirements.
(1) The Authority will require reclaimed water meters for all customers using reclaimed water service.

(2) Appropriately sized meters shall be required for all commercial, industrial, bulk and multi-unit dwelling units as determined by the Authority’s Engineering Department.

48-001.027 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 401.018. 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 for such service, be deemed to have given implied consent to such entry upon the premises.

Adopted 12/1992; Revised 1/01/17
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 FKAA’s customer service offices, or by completing a service request form available at www.fkaa.com.

Once the FKAA 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 preformed by an FKAA field representative. To coordinate an inspection, please contact Christine Malsheimer at 305-295-2146, or electronically at cmalsheimer@fkaa.com.

Please note, you will be required to provide a signed copy of this informational brochure, or an electronic acknowledgement, to the FKAA 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
Phone: 305-295-2219

Please see back of brochure for additional contact information.