

Key Largo Wastewater Treatment District Board of Commissioners Meeting Agenda Item Summary

Meeting Date:
May 20, 2025

Agenda Item Number: H-2

Action Required:
Yes

Department: Customer Service
Sponsor: Alexis Irizarry

Subject:
Douglas Rudd Abatement Request - 552 Ocean Cay Dr, AK No. 1556777

Summary:
Douglas Rudd Abatement request for the Month of April 2025 due to underground leak. Staff recommends that the board considers Mr. Rudd's request for credit in the amount of \$797.79.

FCAA Account #617043-042597
Meter # 1834110305

<u>Reviewed / Approved</u>	<u>Financial Impact</u>	<u>Attachments</u>
Operations: _____	\$ 797.79	1. Customers Request
Administration: _____	Expense	2. Memo
Finance: _____	Funding Source:	3. Consumption Study
District Counsel: _____	District	4. FCAA Abatement Request
District Clerk: _____	Budgeted:	5. FCAA Bill
Engineering: _____	N/A	6. Plumbing Invoice for leak

Approved By: _____



General Manager

Date: _____

5-15-25



Water leak

From Doug Rudd
Date Tue 5/13/2025 11:37 AM
To Customer Service <CustomerService@klwtd.com>
 1 attachment (2 MB)
waterleak.pdf;

Caution: External (djrudd@aol.com)
First-Time Sender [Details](#)

[Report This Email](#) [FAQ](#) [Protection by EssentialNet Solutions](#)

Good morning,
I had a rather large underground water leak last month and because I had a leak last year FKAA would not consider an abatement for this one. I was inquiring to see if I could get a refund or credit for the wastewater charges that I did not use? Please see attached.

Thanks you,
Douglas Rudd



Key Largo Wastewater Treatment District

103355 Overseas Highway, Key Largo, FL 33037

Post Office Box 491, Key Largo, FL 33037

Phone (305) 451-4019 • www.klwtd.com

Memo

To: KLWTD Commissioners

From: Alexis Irizarry

Date: May 20, 2025

Re: Request for abatement of wastewater volumetric charges for FKAA billing in April 2025 –
552 Ocean Cay Dr – AK#1556777

The owner (and tenant), of 552 Ocean Kay Dr, Douglas Rudd, has requested an abatement from KLWTD on the wastewater portion of the FKAA bill due to an underground leak for the month of May. Mr. Rudd has made the request for abatement through FKAA, but was denied because of a previously approved abatement for May 2024.

FKAA abatement rules state that the customer is limited to one abatement in excess of \$75.00 within a two-year period. Mr. Rudd understands the policies but explained that the water leak was fixed by Townsend Plumbing as soon as he was notified by FKAA of unusually high readings, and the water did not return to the wastewater collection system.

Currently, Mr. Rudd is being charged for 191,068 gallons, totaling \$863.63 in wastewater volumetric charges for the consumed gallons. An 11-month consumption study determined that the average water usage for the property is 14,567 gallons. If calculated based on the average consumption, the wastewater volumetric charge would be \$65.84. This indicates that \$797.79 of this charge was due to the leak. KLWTD staff recommends that the board consider Mr. Rudd's request for credit in the amount of \$797.79.

Douglas Rudd FCAA wastewater billing

Customer's recent leak in April 2025 was not abated by FCAA since less than 24 months since last abatement request.

2024	
Dec-24	8,866
Nov-24	9,473
Oct-24	11,369
Sep-24	12,522
Aug-24	13,352
Jul-24	10,492
Jun-24	15,770
May-24	24,933
Mar-24	23,198
Feb-24	24,035
Jan-24	6,231

14,567 Average 11 months

**Avg of 11 months billing (removed May 2024,
the month of abatement leak)**

**If the customer was billed the average of 14,567 during
the month of the most recent leak in April 2025, the
volumetric flow charge would be: \$65.84**

**Customer's volumetric flow would be reduced from
\$863.63 to \$65.84; which is a reduction of \$797.79**



FLORIDA KEYS AQUEDUCT AUTHORITY

Providing Quality Water Services to the Keys

Leak Abatement

Contact Information

First Name

Douglas

Last Name or Company Name *

Rudd

Email *

Account Number *

617043-042597

Application for Courtesy Credit Adjustment for Excessive Consumption

Effective October 26, 2016, the FKA A offers a Courtesy Credit Adjustment for Excessive Consumption. The Authority shall abate a portion of a bill for Water and Wastewater Service under the following conditions:

POLICY 48-105.009

1. The excessive consumption occurred within the past 90 days.-The excessive consumption was due to a leak which was underground, within a foundation or inside a wall and was not cause by negligence.
2. The request must be in writing (via this form) or by email which includes these acknowledgements,
3. I am providing a plumbers bill or receipts for parts to evidence that the leak was repaired.
4. I will be responsible for payment of two times my consumption for the same period of the prior years and the Leak Adjustment will be calculated on the remaining balance.
5. If consumption history is unavailable, the FKA A will use 5,300 gallons as a monthly average for a residential user. For all other Users, the FKA A will use an average derived from similar Users in its Service Area.
6. Customer is limited to one (1) abatement in excess of \$75.00 within a two (2) year period.

*** All back up documentation is required upon submission of abatement application.**

*** A payment is required upon submission of abatement application**

Please contact our Customer Service Department at (305) 296-2454 if you have further questions. Policy updated 10/1/24

Contact Name*

80

Douglas Rudd

Phone Number*

828-779-0132

Service Address of the Property

Address

Include apartment number if applicable *552 Ocean Bay Dr.*

City/Key

Key Largo FL

Mailing Address of the Requester

Same as Service Address?*

☒ Yes ☐ No

As the customer for the above referenced Account and Location, I hereby request a "Courtesy Credit Adjustment for Excessive Consumption", FCAA Policy 48-105.009, which occurred at this property during the billing period of:

Start Date*

4-1-25

End Date*

4-20-25

Upload Supporting Documentation*

No file chosen

Acknowledgement & Sign

In requesting this adjustment, I acknowledge the following:

The excessive consumption occurred within the past 90 days.

The excessive consumption was due to a leak which was underground, within a foundation or inside a wall and was not cause by negligence.

The request must be in writing (via this form) or by email which includes these acknowledgements.

I am providing a plumbers bill or receipts for parts to evidence that the leak was repaired.

I will be responsible for payment of two times my consumption for the same period of the prior years and the Leak Adjustment will be calculated on the remaining balance.

If consumption history is unavailable, the FCAA will use 5,300 gallons as a monthly average for a residential user. For all other Users, the FCAA will use an average derived from similar Users in its Service Area.

undefined*

☒ I understand and agree to the terms and conditions stated above.

Full Name*

Douglas F. Reith

Today's Date*

5-6-25



FKAA.com



(305) 296-2454

To Pay by phone,
select option 1



FLORIDA KEYS AQUEDUCT AUTHORITY

Due Date

05/20/2025

To avoid late charges, mail payment at
least seven days prior to due date. See
back for additional payment options.

Amount Due

AutoPay

\$4,165.64

Account Summary

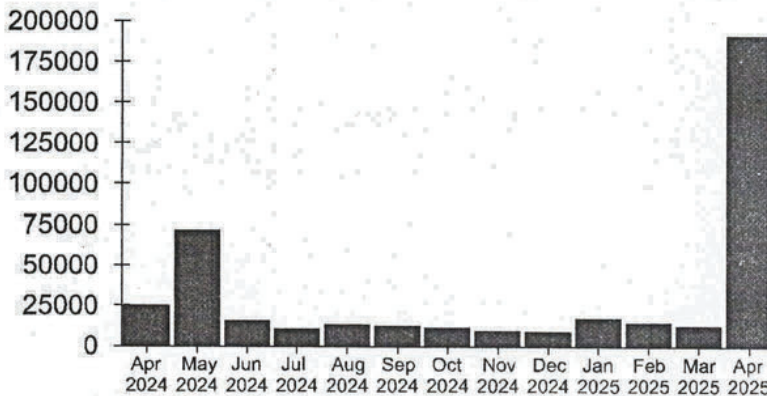
See back for charge details

Previous Balance	\$	264.35
Payment Received	\$	-264.35
Balance Forward	\$	0.00

Account Information

Account Number	617043-042597
Account Name	DOUGLAS J RUDD
Service Address	552 OCEAN CAY DR L5520
Service Dates	03/29/2025 - 04/30/2025
Bill Date	04/30/2025

Usage History (Gallons)



Current Charges



Florida Keys Aqueduct Authority \$ 3,273.20



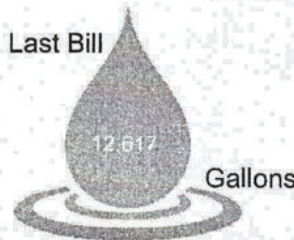
Key Largo Wastewater Charges \$ 892.44

Total Amount Due

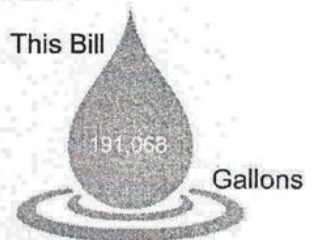
\$ 4,165.64

Usage Comparison

Last Bill



This Bill



Message Center

Senior Citizen and Disabled Veteran Discounts Available

Customers who are Senior Citizens or are 100% Permanently Disabled American Veterans who meet the maximum income allowance are eligible for an established lower rate on their primary residence water bill. For more information go to our website www.fkaa.com or call 305-296-2454.



Florida Keys Aqueduct Authority
1100 KENNEDY DR
KEY WEST FL 33040-4021

DOUGLAS J RUDD

Account Number

617043-042597

Bill Date

04/30/2025

Amount Due

AutoPay

Due Date

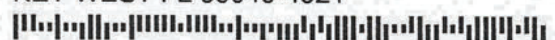
05/20/2025

Accounts not paid in full by due date will be assessed a late payment penalty of 10% of the amount past due, with a minimum of \$4.00.

Amount Enclosed \$ _____

DOUGLAS J RUDD
27 ANCHOR DR
NEBO NC 28761

Florida Keys Aqueduct Authority
1100 KENNEDY DR
KEY WEST FL 33040-4021



Service Address: 552 OCEAN CAY DR L5520**Meter Reading Information**

Meter Number	1834110305	Prior Read Date	03/19/2025	Current Read Date	04/24/2025	Consumption	191068 Gallons
Days Billed	36 Days	Prior Meter Read	2866655	Current Meter Read	3057723		

Bill Details**Florida Keys Aqueduct Authority Water Charges**

Customer Service and Automated Services:

(305) 296-2454

Customer Service Hours:

Mon-Fri 8:00 a.m. – 5:00 p.m.

FKAA.com

Water base facility charge

\$ 57.26

Water usage charge

\$ 3,215.94

Florida Keys Aqueduct Authority Water Charges

\$ 3,273.20

Key Largo Wastewater Charges

Customer Service:

305-451-4019

Hours of Operation:

Monday - Friday 8 AM - 5 PM

www.KLWTD.com

Wastewater base facility charge

\$ 28.81

Wastewater usage charge

\$ 863.63

Key Largo Wastewater Charges

\$ 892.44

Manage Your Account**For more information about your bill, visit MyFKAA.com****AUTOPAY**

Set it, forget it and never miss a payment. Sign up at MyFKAA.com

**eBILL**

Safe, secure and free - sign up at MyFKAA.com

**PAY ONLINE**

Pay online at MyFKAA.com

**PAY BY PHONE**

Pay by phone at (305) 296-2454

**PAY BY MAIL**1100 KENNEDY DR
KEY WEST FL 33040-4021**PAY IN PERSON**

Pay in person at our area offices located in Key West, Marathon and Tavernier

INVOICE

Heath Townsend Plumbing and
Septic Inc.
118 Iroquois St
Tavernier, FL 33070

townsendplumbing44@gmail.com
+1 (305) 783-5163
www.townsendplumbinginc.com

residential | commercial | service

TOWNSEND
PLUMBING
305-783-5163

license#: CFC1427099

Cell: 305-923-5389

Bill to

Douglas Rudd
552 Ocean Cay Dr
Key Largo, FL 33037

Ship to

Douglas Rudd
552 Ocean Cay Dr
Key Largo, FL 33037

Invoice details

Invoice no.: 8787
Terms: Due Upon Receipt
Invoice date: 04/25/2025
Due date: 04/25/2025

#	Product or service	Description	Qty	Rate	Amount
1.	14 Plumbing	Located Underground leak. Material used: installed two ball valves to repair	1	\$258.75	\$258.75

Ways to pay



Total **\$258.75**

Payment **-\$258.75**

Balance due **\$0.00**

Note to customer

Thank you for your business and have a great day!

Paid in Full