

*St Johns County Utility
Department Welcomes
North Beach Customers*



Presentation Outline

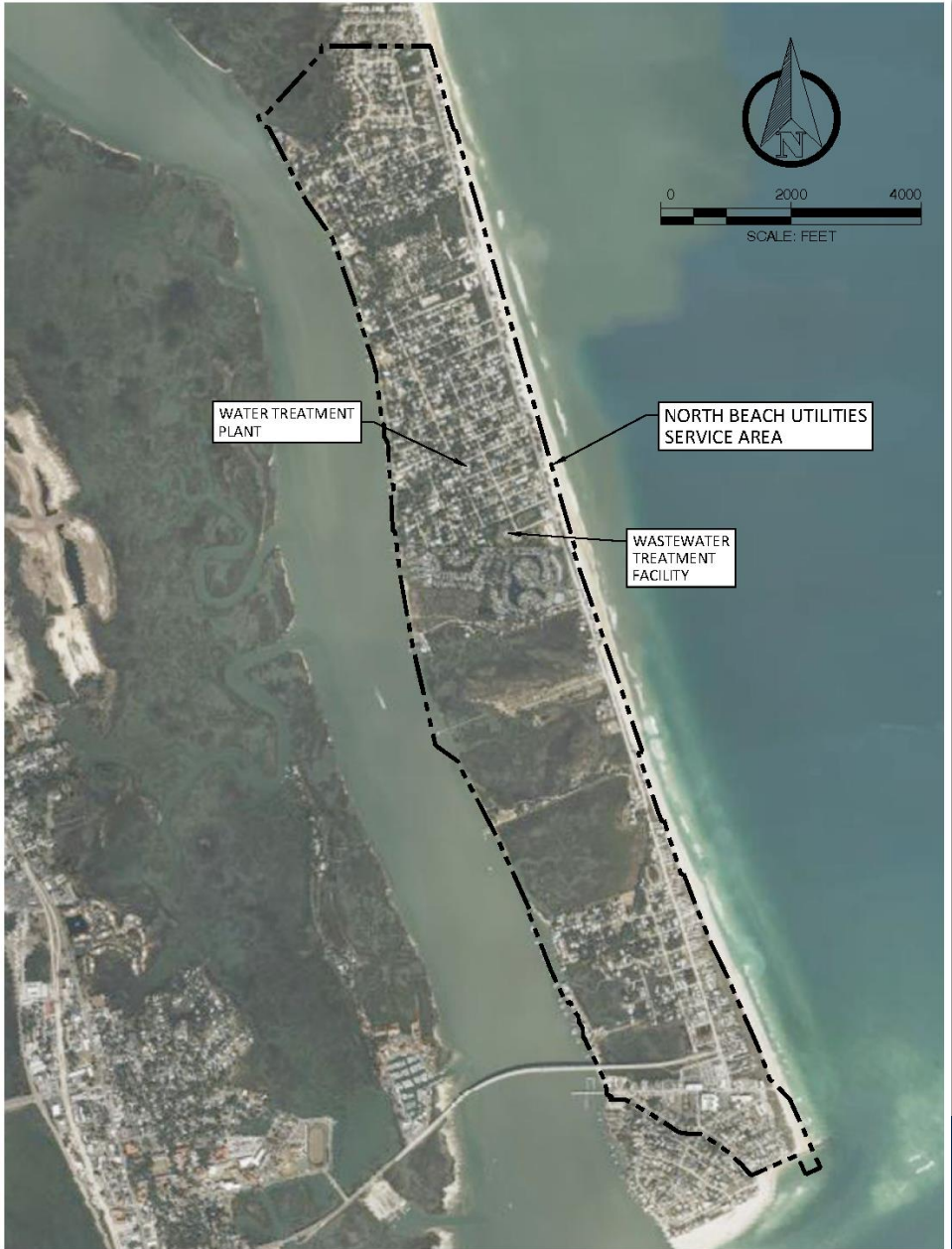
- ✓ County Acquisition of North Beach Utilities
- ✓ Positive Impacts to Customers
- ✓ Immediate Capital Projects
- ✓ Customer Service
- ✓ Rates



North Beach Utilities (NBU)

On May 7th 2024, the St. Johns County Board of County Commissioners voted unanimously to acquire the North Beach Utilities (NBU) franchise. Following a due diligence period from May to October, we are pleased to announce that the purchase of the NBU is now complete.

North Beach Utility Customer Profile	Number of Customers
Residential Water and Wastewater	971
Residential Water Only	424
Residential Wastewater Only	28
Residential Multi-Family	8
Commercial Water and Wastewater	30
Commercial Water Only	5
Total	1,466



NORTH BEACH UTILITIES SERVICE AREA

Positive Impacts to Customers



- ***Environmental Stewardship:*** Our mission statement signifies our commitment to water conservation. In 2025, SJCUD will adopt the County’s tiered rate structure for the newly acquired area, further promoting a message of water conservation throughout the region.
- ***SJCUD provides long-term Financial Stability:*** The State adopted SB64, near future legislative initiatives and environmental regulations are anticipated to require increased capital investment in its infrastructure, thereby putting rate pressure on existing utility customers. With its AAA S&P bond rating, financial position, rate stability and staff resources, the County Utility will be in a better position to absorb these near future capital investments.
- ***Immediate \$4 Million investment to Improve Level of Service:*** The acquisition includes immediate \$4 million investment into its infrastructure. This will provide short and long term benefit to the NBU community by strengthening the condition of existing utility infrastructure increasing its Level of Service to its customers.
- ***SJCUD Captures Economies of Scale:*** The acquisition will capture economies of scale in operations, position the area to manage expected growth, and develop partnerships with surrounding Utilities for a stronger, more reliable Utility system for the benefit of the community.

Capital Investments

	Planning Budget		
	FY 25	FY 26	FY 27
Wastewater Treatment Facility	\$ 287,500	\$ 60,000	\$ 140,000
Pump Stations	\$ 455,000	\$ 710,000	\$ 510,000
Water Meters	\$ 517,650	\$ 473,400	\$ 0
Water Treatment Plant	\$ 2,535,000	\$ 1,418,125	\$ 0
Totals	\$ 3,795,150	\$ 2,661,525	\$ 650,000



Wastewater Repairs & Projects

FY 25

- Aeration Basin Repairs
- Install emergency eyewash/shower station
- Remove vegetation from RIBS

FY 26

- Office/Lab Building Repairs

FY 27

- Influent PS (2) 10 hp pumps, panels, appurtenances
- Influent PS Liner and Top Slab



Pump Station Repairs & Projects

FY 25 to FY 27 Repairs

- Rehab 9-10 Pump Stations per FY



Water Meter Repairs & Projects

FY 25

- Repair Meters with \$517,650 Budget
- Prioritize Large Meters first

FY 26

- Repair Meters with \$473,400 Budget
- Prioritize Large Meters first

FY 27

- None



Water Treatment Repairs & Projects

FY 25

- Electrical Improvements
- RO Concentrate Permitting
- Replace the aerator screens and reinforce structure
- Construct 0.25 Gal. Ground Storage Tank
- Well Head Piping (onsite)
- Painting and Cleanup

FY 26

- Install new vertical turbine pump for redundancy
- RO Concentrate Piping to River Outfall
- Replace Roof, Doors, and Windows at Main Building

FY 27

- None



North Beach Utilities Acquisition

News & Announcements

Public Meetings

- October 29, 5:30-6:30 p.m.
North Shores Community Center
120 Meadow Ave, St. Augustine, FL 32084
- October 30, 10-11 a.m.
St. Johns County Auditorium
500 San Sebastian View, St. Augustine FL 32084



Dept. Contact

Email: utilbill@sjcfl.us

Main Phone:
[\(904\) 209-2700](tel:(904)209-2700)

Toll Free:
[1 \(877\) 837-2311](tel:1(877)837-2311)

After Hours Emergency:
[\(904\) 209-2745](tel:(904)209-2745)

HOURS

Monday - Friday: 7:30am-4:30pm



SJC Website Pay Your Water Bill

ST. JOHNS COUNTY
EST. 1821
FLORIDA AT FIRST SIGHT

REQUEST A SERVICE | STAY INFORMED | NEWS | AGENDAS/MINUTES | English

SERVICES & INFORMATION | DEPARTMENTS & DIVISIONS | YOUR GOVERNMENT | BUSINESS AND DEVELOPMENT | CONTACT US

SEARCH

St. Johns County

Florida at First Sight

Permit Status | Pay Water Bill | Jobs | Garbage & Recycling | Calendar

Latest News



June 07 SJC News

Pet Center Free Dog Adoptions Through June

June 05 SJC News

Annual Report on Volunteer Boards



SJC Website Pay Your Water Bill

ST. JOHNS COUNTY
EST. 1822
FLORIDA AT FIRST SIGHT

[Sign In](#) [Contact Us](#)

Pay or View Bills

Please select an item below to get started.

[St. Augustine](#) [Ponte Vedra](#)

The County of St. Johns is excited to offer residents an easy and convenient method to view and pay their utility use bills online. If you cannot locate your account number, please call our office at 904-209-2700, Option 4, Monday – Friday between 7:30 am and 4:30 pm, and we will be happy to assist you.

Please select above to make a one-time payment or [click here](#) to register or sign in to your account.

Now accepting PayPal products and Venmo!

Over the phone payments can be made by calling: 844-752-8845.

VISA **AMERICAN EXPRESS** **DISCOVER** **G Pay** **Apple Pay** **MasterCard** **PayPal** **PayPal CREDIT** **venmo**

Fast and Easy
No registration is required for "One Time Pay," the fastest way to pay online and confirm payment.

Safe and Secure
Your information is kept confidential, secure, and backed by the highest security standards.

Eco-Friendly
Paying online reduces paper use and is an easy way to help the environment.

Need Help?
You may reach us at (904) 209-2700.
You may email your questions to utilbill@sjcfli.us.
[Email Us](#)

If you cannot locate your account number, please call our office at 904-209-2700, Option 4, Monday - Friday between 7:30 am and 4:30 pm, and we will be happy to assist you.

PLEASE DO NOT USE ONLINE BILL PAY IF:

- You have been disconnected for non-payment
- You have received a door tag for a returned check

If either of these apply to you, please call our Customer Service Center at (904) 209-2700, Option 4. Our hours of operation are 7:30 a.m. - 4:30 p.m., Monday - Friday.

How does it work?
[PayPal](#)

Powered by [InvoiceCloud](#) | [Privacy Policy](#) | [Trustwave](#) Secure Site



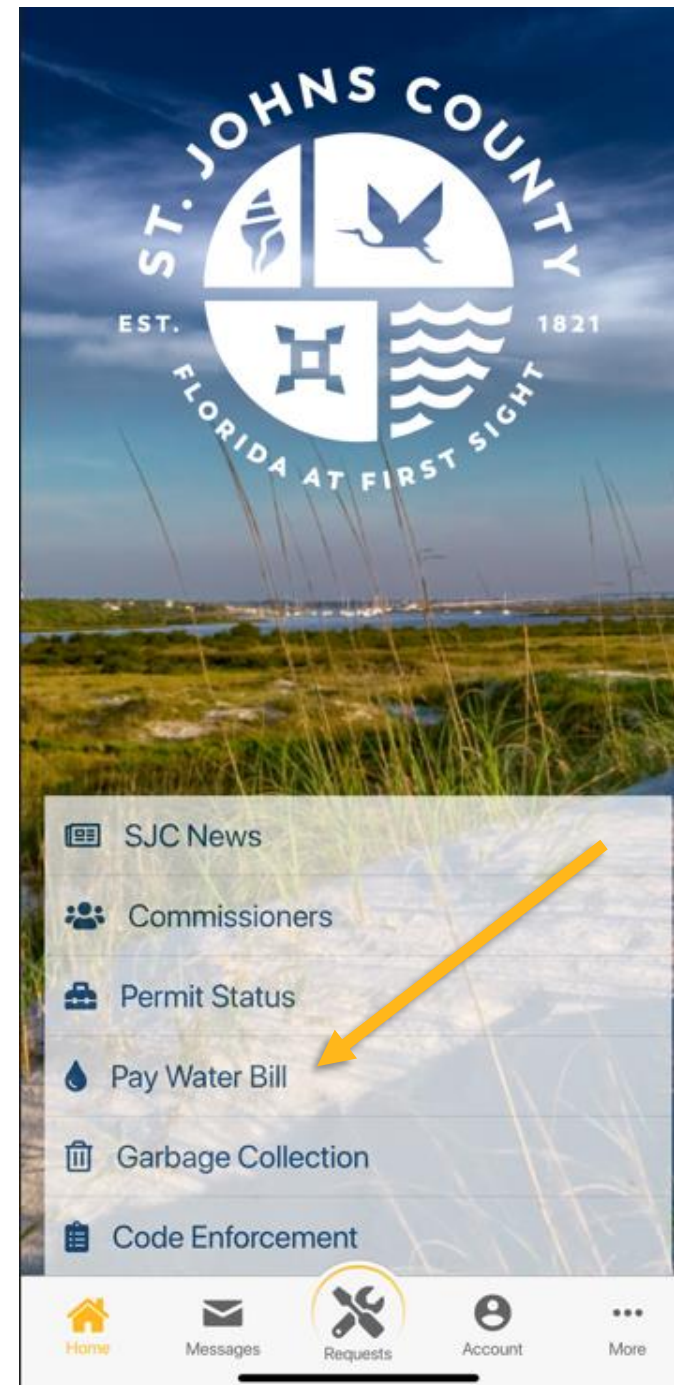
ADDITIONAL FEE FREE PAYMENT METHODS

Over the phone payments can be made by calling: **844-752-8845**, 24 hours per day. Please be sure to wait for the confirmation number before disconnecting the call.

Payments can be made by calling Customer Service at **904-209-2700**, Option 4, Monday through Friday between 7:30 am and 4:30 pm.

SJC Connect App

Pay Your Water Bill



Customer Portal Track Your Water Usage

The screenshot displays the St. Johns County Customer Portal interface. At the top left is the St. Johns County logo. The navigation bar includes links for 'REQUEST A SERVICE', 'STAY INFORMED', 'NEWS', 'AGENDAS/MINUTES', 'English', and social media icons. A search bar is located on the right. The main navigation menu has 'SERVICES' highlighted, with a dropdown menu open showing various departments: BUILDING DEPARTMENT, ANIMAL CONTROL, GOVTV, PLANNING AND ZONING, UTILITY DEPARTMENT, GIS, PARKS & REC, EMERGENCY MANAGEMENT, GROWTH MANAGEMENT, SOLID WASTE, SOCIAL SERVICES, and BEACHES. A yellow arrow points to the 'SERVICES' menu, and another points to the 'UTILITY DEPARTMENT' option. Below the navigation, the 'Services' section features a grid of buttons, with 'Track Your Water Usage' highlighted in yellow. Other services include 'Water / Sewer Service Forms', 'Utility Development', 'Water Quality Reports', 'Boil Water Notices', 'Utilities Engineering, Construction, and GIS', '2023 Utility Annual Report', 'Smoke Testing', and 'Utility Locating Service'. The 'Popular Forms' section includes buttons for 'Residential Application for Water and Sewer', 'Business Application for Water and Sewer', 'Commercial Account Application', 'Authorization for Credit Card Deposit', 'Disconnection of Service', 'New Tap Request', 'Leak Adjustment Request', and 'Water / Sewer Service Forms'. The 'FAQs' section is partially visible at the bottom. On the right side, there is a 'Contact Department' section for Neal Shinkre, Director, with contact information: Email: utilbill@sjcfl.us, Main Phone: (904) 209-2700, Toll Free: 1 (877) 837-2311, and After Hours Emergency: (904) 209-2745. Below this is a 'Featured Department News' section titled 'Utilities Lab Ribbon-Cutting Ceremony' with a brief description of the event. A yellow button labeled 'ALL DEPARTMENT NEWS' is located at the bottom right of the news section. A small accessibility icon is visible in the bottom right corner of the page.

<https://www.sjcfl.us/trackwaterusage/>



Customer Portal Track Your Water Usage

The St. Johns County Utility Department is pleased to present our Sensus Analytics Customer Portal.

The Customer Portal provides a simple web interface where customers can view usage statistics, compare their usage against temperature and rainfall, and receive custom usage alerts via email and text message.

Residents and businesses are encouraged to track their water usage through the portal where you can see your consumption on an hour-by-hour basis, set alerts for out of the ordinary consumption, and much more.

Getting Started is Easy

How-To

- 1 Get your account number**
You'll need the account number from your current water bill.
[Sample Bill](#)
- 2 Learn to Navigate the Customer Portal**
[Customer Portal Instructions](#)
- 3 Visit the Customer Portal**
[Customer Portal](#)





Water and Wastewater Utility Rates

Residential

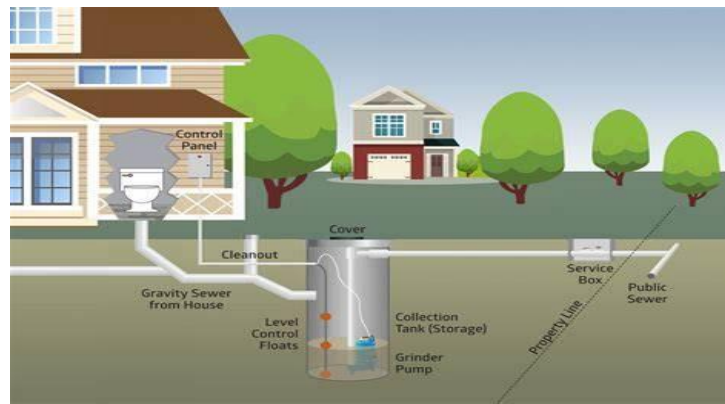
- North Beach Utility, Inc. has residential and commercial rates for water and wastewater customers.
- Residential wastewater customers are charged a flat fee for wastewater service.
- Commercial wastewater customers are charged a base rate and volume charges based on the actual water consumption for the month.

Rate Schedule	Water Service Rates
Applicability	For water service to all Customers.
Meter Sizes	Charges
Residential Base Rate	\$30.45
Charge per 1,000 Gallons	\$2.40

Rate Schedule	Wastewater Service Rates
Applicability	For wastewater service for all purposes in unmetered private residences and apartment units.
	Charges
Flat Rate	\$45.66

**Water rates for commercial are the same as residential.*

Individual Grinder Pump Maintenance



- The individual grinder pump ownership and maintenance responsibilities for single-family residential wastewater customers, along with a few duplex and small commercial customers will no longer be provided by North Beach Utilities or the County.
- Since 2009, new NBU wastewater connections utilizing single pump stations are privately owned and maintained by the customer/property owner.
- Electric service for affected pump stations is already provided from the customer's electric service.
- Some septic companies may be able to assist in repair and maintenance of your pump station when needed.



North Beach Utilities, Inc.
4125 Coastal Highway
St Augustine, FL 32084
904.824.1806
nbutilities@bellsouth.net

October 21, 2024

Dear Customer:

As you may be aware, North Beach Utilities, Inc. (NBU) has entered into an agreement for sale of its water and wastewater systems to St Johns County, Florida (SJC). Upon closing, expected to take place in late October, all NBU customers will become customers of St Johns County Utilities. While most of NBU's customers own and maintain the individual pump stations serving their homes, there are some customers whose individual pump stations are owned and maintained by NBU. In order to treat all customers equally, as a condition of sale, St Johns County requires effective with closing, that all NBU owned (and maintained) wastewater single pump stations be transferred to the customer/property owner which they serve, along with ongoing repair and maintenance responsibility for those pump stations. You are already providing the electric service to those pump stations. If you received this letter, you are among approximately 257 affected NBU customers.

Additional information on the next page may be helpful. If you have questions please call the NBU office at 904.824.1806 or St Johns County Utilities at 904.209.2700.

It has been a pleasure serving you. Thank you for being an NBU customer.

North Beach Utilities, Inc.

Frank D. Usina, President

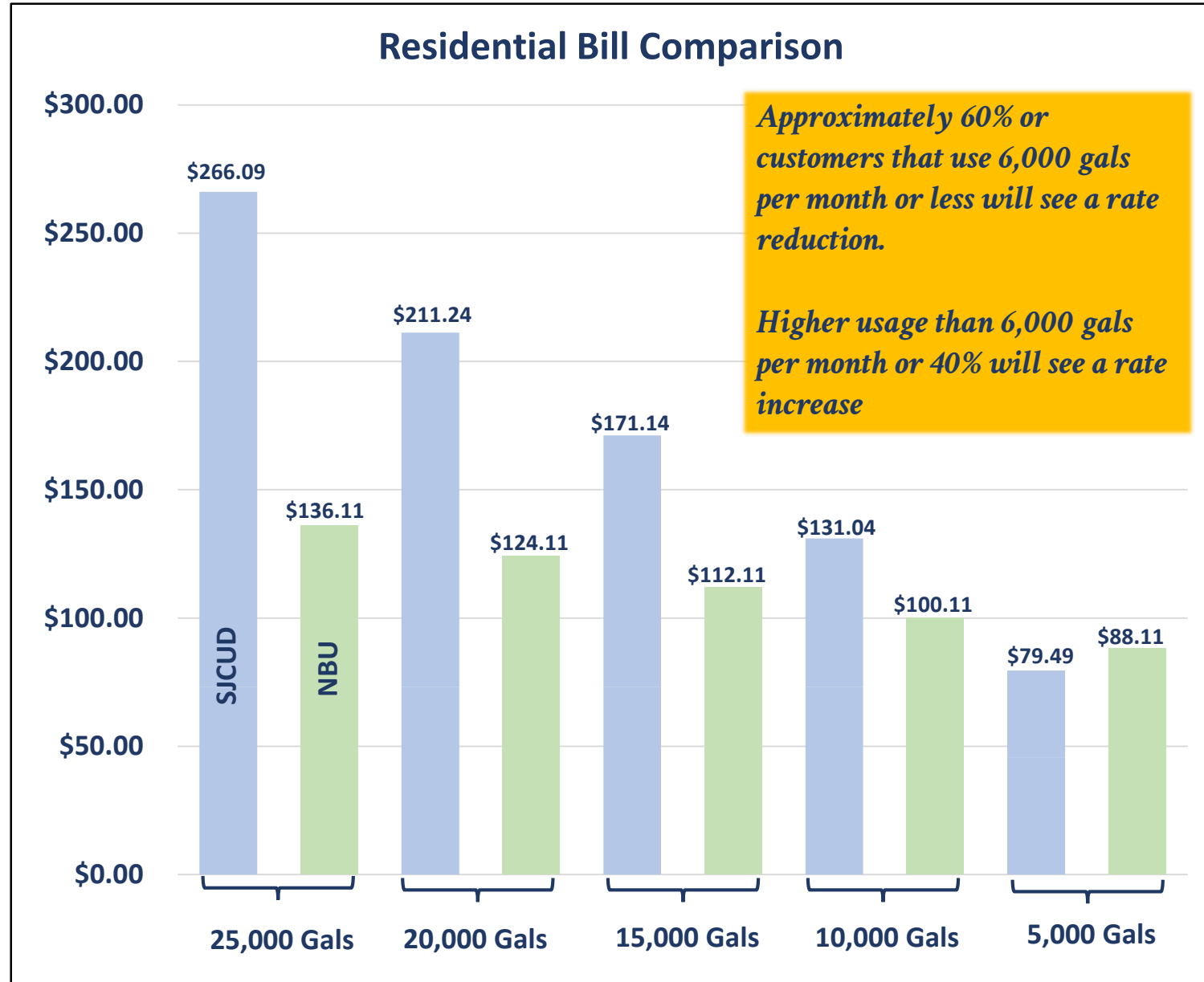
Consistent with the Department's Utility Maintenance practices, individual grinder pumps are maintained by the homeowner.

North Beach Utilities (NBU) sent notification to all Owners with an individual grinder pump station, the ownership and maintenance responsibilities will not be provided by NBU or the County.

Section 125.3401 Statutory Considerations

Residential Rate Impacts

- Approximately 1,400 residential customers will be impacted by a proposed change to St. Johns County rates.
- 60% of customers will receive a bill decrease between -1.0% to -27.0% using 6,000 gallons or less.
- Higher than anticipated water bills can be offset by a reduction in irrigation for water usage.
- ~ 28 Residential “Wastewater Only” customers will experience a rate increase.



Section 125.3401 Statutory Considerations

Commercial Rate Impacts

- Water and wastewater customers will be impacted by proposed change to a conservation rate structure.
- Commercial accounts represent less than 10% of total NBU customers. Less than 40 total.
- Typically higher charges for commercial customers due to tiered rate structures.
- SJCUD will reach out to each commercial account to ensure proper meter size and billing framework is representative of current usage.

