

1. Is there a start date?
  - The City will award the contracts when City Council approves the North 2 Final Project on 8-2-17. Once awarded, we will hold a pre-construction meeting with the contractors and schedule start dates will be provided at that time. The scheduling information will be posted on the website once received and updated periodically.
    - Construction of Contracts 1,2,5,6,9,10 and 12 are expected to start shortly after Council approves the Final Resolutions, Funding, Construction Contracts and Construction Engineering and Inspection (CEI) Contract and all contracts/agreements are fully executed, August/September 2017.
    - Construction of Contract 13 is expected to start in October 2017.
    - Construction of Contract 4 is expected to start in November 2017.
    - Construction of Contract 3, 7, 8 and 11 are expected to start in February 2018.
2. I own a vacant lot in North 2 and want to build a new house but DO NOT want to install a well and septic system. Will I still be able to start building while the North 2 UEP is ongoing and what would be my timing to break ground on the new home?
  - The City can't tell you when you can start construction on your new home. We can tell you when we anticipate you being able to connect to our system and you would have to work with your contractor to determine the best time to start construction. Currently we anticipate residents will be able to connect in approximately September 2019.
3. I live at 326 sw 26th place. When the utilities are completed in my section will we be immediately hooked into the systems that are in place for Christian McCauliff elementary school or do we have to wait for other sections to be completed prior to our being hooked to the system?
  - Substantial Completion (i.e. City takes beneficial use of water, sewer and irrigation) is the stage at which property owners will be allowed to connect to the system. Substantial completion is achieved by lift station area, when all three utilities (water, sewer and irrigation) are operational. Once that occurs, the City will send out a "Notice of Availability" letter, which explains to property owners the next steps and how to connect.
4. Where does it start and end?
  - Please see response to Question #1.
5. Wondering about the hookup to the house. Will my landscaping be disturbed and if so, how can I minimize the damage?&
  - Unless self-performed by the property owner, the connection from the meter to the house is done by a licensed plumber contracted by the property owner. The property owner is responsible for working with the licensed plumber to address any landscaping concerns within the property.
6. We have received our package with coupons to pay our assessments. What are the special assessments referred to in the newspaper on 7/13?
  - The purpose of the referenced 7/13/17 newspaper display advertisement was to notify the public of the 8/2/17 final assessment resolution hearing. Please refer to the assessment notice you received in the mail for assessment amounts and payment methods.
7. They talk about a hearing to be held on 8/2. Is this an additional charge we will be assessed.
  - The Initial Assessment Resolution Hearing was held on 6/14/17. The hearing on 8/2 is the Final Assessment Resolution Hearing, at which City Council will consider approval of the Final Assessment Resolutions, SRF Loan Agreements, the 13 Construction Agreements and the Construction Engineering & Inspection (CEI) Services Agreement for the project. Please refer to the assessment notice you received in the mail for assessment amounts and payment methods.

8. What would the cost be to put commercial utility hook ups to Sirenia Vista Park ?
  - o The utility stub-outs (water, sewer and irrigation) for the park site are being provided as part of the North 2 Project. Internal utility mains and services within the park site are not included as part of this project and will be installed at a later time. Cost data is not available at this time.
9. Will the main feeder lines be on the side of the road with the telephone poles or the other side?
  - o Usually potable water lines are on the north or west sides of the street and irrigation lines are on the south or east side of the street. On looped streets the mains may not follow this pattern to minimize the need for street crossings.
10. Will contractor pave streets as he goes? Or will all paving be completed at the end?
  - o Streets will be paved in two lifts or stages. The first lift will immediately follow installation of underground utilities. Typically the timeframe between removal of the existing road (pulverize) and installation of the first lift of pavement will be approximately 5-6 months. The second and final lift of pavement will be installed a minimum of six months after the first pavement lift to provide time for the plumbers connections to occur.
11. Do I have to hook up all services to my home?
  - o The property owner is required to connect to the water and sewer once the Notice of Availability is issued by the City. You may keep your well for irrigation of the lawn, washing vehicles, filling pools, etc. New well permits will not be issued after the Notice of Availability letters are issued.
12. I have four royal palms in my front yard along the road. What happens with them? Will they be moved and replanted? Or will they not be affected?
  - o The City of Cape Coral Ordinance 83-93, approved on 12-6-93, indicates that all privately-owned improvements located in the City right-of-way, such as sprinkler heads, planters, trees, basketball hoops, wires, etc., shall be moved by the owner prior to construction. The contractors will send out a certified letter to all property owners who have any items in the right-of-way, to let the property owners know they have 60 days to remove such items. We will try to work around trees in the right-of-way, but there is no guarantee that it will not be damaged or get removed. It is not the contractor's responsibility to replant a tree that has been removed.
13. Why didn't the city council issue bonds to pay for the utilities installation vs putting the financial burden on homeowners?
  - o All previous UEP's have been financed by assessments imposed on the properties benefiting from the project. The City has arranged for low interest loans (currently under 2% per annum) to provide an affordable means for property owners to pay the assessments. The line extension assessment, if not prepaid, is amortized over a 20-year period. The CFEC assessment, if not prepaid, is amortized over 6 years.
14. I thought as people were add to the water system that the price for everyone would go down. That doesn't seem to be happening. Why not is the question.
  - o In addition to economic and environmental factors, one of the key drivers for the UEP is to expand the utility system customer base to provide rate stabilization for the monthly utility bills. Assessment amounts for each UEP are based on the overall cost of each project and vary from project to project. If the UEP stops, current users would likely experience a rate increase in the monthly utility bills.
15. What are the street boundaries of this expansion?
  - o The project is largely bounded by canals. Please see Attachment "A" for project boundary.
16. When will the work start North of Tropicana to the canal?
  - o Please see response to Question #1.
17. MY ORIGINAL city UEP North 2 map shows only 4 of the seven islands included , your maps shows all 7 islands and the gated community north across Tropicana . when did this happen ??

- The change occurred in response to the 7 Islands planning project, which was brought before City Council. Officially the Project area for North UEP was approved on June 14, 2017 at the Initial Assessment Resolution Hearing.
18. Is there any consideration being made to the fees to charge by lot frontage rather than total square footage? It doesn't seem fair to charge someone who has a lot that is pie shaped with one home (and one person in the household) almost twice as much because the back end of their lot is larger. Piping is only ran on frontage. Thank you.
- The Line Extension assessment methodology is based on an equivalent parcel (EP) unit of 10,000 sf. City Council has considered alternative methodologies and has determined the EP methodology is the most equitable approach for this project.
19. are the associated costs tax deductible?
- Please consult with your tax advisor.
20. We read something about charges for the UEP being added to the water bill but can't find that reference now and most of the messaging we've seen says the cost goes on our tax bill (assuming the costs are financed). What's the reality? Does the full \$20k go on annual taxes or is some portion of that charged monthly on the water bill?
- The assessments may be pre-paid or amortized and billed on the property owner's tax bill. The line extension assessment, if not prepaid, is amortized over a 20-year period. The CFEC assessment, if not prepaid, is amortized over 6 years. Assessment-related charges are not included on the monthly utility bills.
21. Will we need to pay to replace the end of our driveway or will it be included in the cost being charged to us
- The portion of the driveway that the Contractor removes to construct the water or irrigation mains will be replaced by the Contractor at no additional cost to the property owner.
22. We have been hearing about this for too many years now and it keeps getting put off or pushed back. We just want to know when it is really going to start and how long the construction will last.
- Please see response to Question #1.
23. How many "exemptions" are there and who pays for the exemptions?
- The number of exemptions varies by the utility being installed. The costs related to exemptions are funded by any legally available City funds, other than assessment proceeds. Please refer to the Initial Assessment Resolutions for the exemption list by utility.
24. Is it accurate that groundbreaking begins on NW 37th and proceeds west and North West?
- Please see response to Question #1.
25. Is there an actual illustrated map that corresponds to the projected work plan? Might the City put one together and publish same?
- Please see response to Question #1.
26. Is there any discount for disabled veterans?
- No. However, disabled veterans may qualify for the City's hardship program that assists individuals and families based on income qualifications. Please call (239) 242-3852 and ask to talk to a City staff member regarding the hardship program.
27. Are the payments in Option 1, 2 and 3 all tax deductible if you itemize deductions? Is there any difference in the tax consequences of the three options.
- Please see response to Question #19.
28. Do the persons who demolish septic system tanks pump them before demolishing them?
- The Health Department requires pump-out of the septic tank prior to demolition. Costs of the pump-out and septic tank demolition are typically included in the contract for the plumber's connections. See Attachment "B" - Septic System Abandonment Flyer.
29. Is there a charge for each, pumping and demolishing?
- Please see the response to Question #28.

30. Does the person who demolishes the septic tanks need to be a licensed plumber?
- o Yes, unless the property owner self-performs the work. See attached Septic System Abandonment Flyer.
31. What is the cost of having a septic tank pumped and demolished?
- o The costs to have all three utilities (water, sewer and irrigation) connected from the property line to the home is roughly \$1,500 (based on SW6&7 UEP), which should include the septic tank pump-out and abandonment.
  - o The Health Department also charges a \$75 septic tank abandonment fee.
32. Will west capes Estates be effected?
- o West Cape Estates is excluded from the assessment since it is a gated private subdivision with privately maintained roads. The City will charge appropriate fees (i.e. Contribution in Aid of Construction, CIAC and Utility Capital Expansion Fees, UCEF), should the West Cape Estates property owners request service in the future.
33. We have a 600 gallon propane tank that is underground on the left side of our driveway. The propane line runs under our driveway and connects to the outdoor generator on the right side of our home. Our concern is for our safety as well as the workers who will be installing the sewer and water lines.
- o The UEP construction contractors will not be performing work on private property. However, information in regards to the location of propane tanks, gas lines and the like is important to share with the contractor(s) that perform the plumber(s) connections.
34. What is the location of start date.
- o Please see response to Question #1.
35. Will there be adequate access to my vacant lot for construction vehicles such as concrete mixers, etc. if my home is being built during the North 2 UEP project work?
- o Access will be maintained along City streets throughout the construction process. Some delays may be experienced during active installation of underground utility mains, paving operations, etc.
36. When will construction start in my section?
- o Please see response to Question #1.
37. When does the 2nd faze start and end?
- o Please see response to Question #1.
38. Are they installing storm drains along NW 3rd Ter?
- o Four storms drain pipes that cross NW 3<sup>rd</sup> Terrace and associated storm drainage inlets will be removed and replaced. No other storm drainage work is contemplated at this time.
39. Start dates seem vague. When will we know exact dates so if we need to move trees we know when to do that.
- o Please see response to Questions #s 1 and 12.
40. I am a senior {78} and on fixed income, what happens if I cannot afford service and am happy with my current service.
- o Property owners are required to connect to the water and sewer system within 180 days of receiving the Notice of Availability. Connection to the irrigation system is not required. In regards to affordability concerns, please call (239) 242-3852 and ask to speak with a City staff member regarding the hardship program.

41. Why doesn't the city allow for a variance on empty lots that would require the owners to pay for the Utilities and Capital expenses once construction begins on the empty lot and owners will then begin to use the utilities.
- o UEP's are paid for by assessments imposed on the properties benefiting from the project. The City has arranged for low interest loans (currently under 2% per annum) to provide an affordable means for property owners to pay the assessments over a 6 year (CFEC) and 20 year (Line Extension) period. The assessment methodology proposed by the City provides a fair, equitable and predictable means for funding the proposed improvements.
42. So why is the city trying to force everyone onto the water system when it isn't lowering the cost for everyone?
- o Please see response to Question #14.
43. When will work start and completion date?
- o Please see response to Question #1.
44. How much of my driveway and lawn will be disrupted?
- o Private driveways and other improvements within the right-of-way, such as mailboxes, landscaping, etc. may be impacted from the edge of pavement to the right-of-way line. The driveway(s), mailbox, sod and swales will be replaced by the contractor to the condition it was before construction.
45. The 20 % discount would be nice, if it was at the time when we could tie in . To pay it complete 2 years be for is against everything i have learned. is this how it was done in the previous areas?
- o The 20% discount on the CFEC portion of the assessment is available until July 31, 2018. In regards to the line extension portion of the assessment, prepayment may also be made prior to the deadline of July 31, 2018, after which time annual payments will be placed on the property tax bill unless prepayment is made. A similar approach was utilized in Southwest 6/7 UEP. The primary difference is that the North 2 UEP is a larger project and the construction time is longer.
46. How are the exemptions determined and by whom?
- o Please see response to Question #23.
47. When the contractor tears up your driveway...exactly how do they fill it in to match...gee wouldn't this be a good time to add sidewalks...at least to the main streets such as Embers, Ceitus and Old Burnt Store Rd. (or is the City waiting for 7 Island Developer funds to add to that budget).
- o Driveway replacement varies in accordance with the type and thickness of the existing driveway. In general, replacement is as follows:
    - Concrete – The contractor will typically sawcut the existing driveway approximately 7 to 10 feet from the edge of pavement to provide adequate room to install utility mains approximately 5 feet from the pavement. The new driveway concrete will be replaced to match the new roadway edge of pavement. This will normally be in the same location of the existing roadway pavement unless widening is proposed.
    - Painted/decorative/stamped – the contractor may bore under the driveway or remove and replace the section to match the existing driveway.
48. Can I retain my well for watering my yard and garden and adding water to my pool.
- o Please see response to Question #11.
49. Does the person who attaches the potable water to my Pine Island Water piping need to be a licensed plumber?
- o In most cases, where the Greater Pine Island Water Association (GPIWA) main is located along the frontage for the home, the City contractor will perform the connection to switch the homeowner from GPIWA service to City service. We are aware of at least two locations where the service line from the GPIWA main was connected from the side or rear. In the latter case, the connection may be self-performed by the owner or by a licensed plumber.

50. What is the cost of having the potable water attached to my Pine Island piping?
- See response to Question #49. Should your home be one of the two that is connected from the side or rear of your home to the GPIWA line, please see response to Question #31.
51. What is the construction timeline for Northwest 3rd Terrace?
- The City will not award the contracts until City Council approves the North 2 Final Project on 8-2-17. Once awarded, we will hold a pre-construction meeting with the contractors and get a schedule from them on where they anticipate to start. The City hopes to have that information posted up on the website once received.
52. Will there be more vouchers for costs other than construction cost?
- Vouchers for prepaying the line extension assessments and CFEC assessments were provided in the assessment notice mailed to each property owner. Costs for the plumbers connections are the responsibility of the property owner.
53. Will the City of Cape Coral issue a building permit to build a new house in North 2 without installing a well and septic system if the home will be completed around the same time the North 2 UEP project is completed?
- Yes. The property owner must complete a "hold harmless" utility agreement indicating their intention of installing well/septic or connecting to municipal utility service. The North 2 UEP completion date is tentative and subject to change.
54. What are the costs to individual households?
- Costs for the line extension and CFEC assessments were mailed to each property owner. The costs for the line extension assessment vary depending on which systems are being provided to the property (water, sewer and/or irrigation), the quantity of equivalent parcels (land area minus any exemptions or exclusions), and the date when the assessments are paid. The cost of the CFEC assessment vary based on the size of the meter. For undeveloped properties, the CFEC assessment for a 5/8" meter is imputed.
55. How much disruption (digging) will be done on the side of the street with the telephone poles?
- Usually potable water lines are on the north and west sides of the street and irrigation lines are on the south and east side of the street. Utility poles vary in location and impact usually water and irrigation main alignments. Construction of utility mains will normally be within 7 to 10 feet of the roadway.
56. Why didn't the city council approve a 20% discount for both the Utilities installation and Capital expenses and have the final pay in full date July of 2018?
- A rate sufficiency analysis was performed to verify that the 20% CFEC discount would be financially feasible. A 20% discount on the line extension assessment is not financially feasible.
57. When is the first payment due?
- Please refer to the assessment notices mailed to each property owner. Prepayments may be made as soon as the final assessment resolutions are approved by City Council, currently scheduled for August 2, 2017. If prepaid prior to September 30, 2017, no interest will be charged. After that date, interest will be charged. If prepayment is not made on or prior to July 31, 2018, the assessment payments will be paid with the property tax bill. A 20% discount is available for the CFEC assessment until July 31, 2018.
58. We will be coming down to our home early September. Is there someone we can meet with at that time to put all the pieces together to our questions?
- Please refer to the FAQ section of the UEP website. If you still have questions, please contact 1-800-CAPEUEP, for assistance from a City representative.
59. Is there a place that i could view the complete ,stamped bid drawings for this project ?
- The drawings are available for viewing at the City UEP office, 815 Nicholas Parkway East.

60. What is the total cost for exemptions?
- The annual installment costs that will be paid by the City for non-City-owned property related to “exemptions” are as follows:
    - Water Annual Installment \$8,842.40
    - Wastewater Annual Installment \$336,689.37
    - Irrigation Annual Installment \$98,395.11
  - The annual installment costs (paid by the City) for City-owned property are as follows:
    - Water Annual Installment \$106,526.90
    - Wastewater Annual Installment \$272,276.64
    - Irrigation Annual Installment \$113,488.14
  - These payments will be made from any legally available City funds, other than assessment proceeds.
61. Given the low interest rates available, could the City continue to pursue and lock in a lower rate than 5%, after all, even the credit union will offer 4.5%!
- Current interest rates from FDEP SRF Loan program are under 2%. However, the segment caps limit the disbursements available on an annual basis to less than the anticipated cash flow required to fund the construction of the improvements. Accordingly, the City is anticipating the need to obtain short-term letter of credit bank funding to bridge the gap. Due to the annual limits from the SRF program and the number of years to complete the funding, the City has conservatively estimated a not-to exceed 5% interest rate over this period for the purpose of calculating a maximum annual installment for each utility.
62. Do I retain my well equipment like holding tank
- Well and septic systems are on private property are not impacted by UEP construction, which is conducted in the right-of-way. The property owner is responsible for the plumber’s connections. The property owner is responsible for disposing of any remaining equipment.
63. Does the person who attaches the irrigation water to my existing irrigation system need to be a licensed plumber?
- Yes, unless self-performed by the property owner.
64. What is the cost of having the irrigation water attached to an existing irrigation system?
- See response to Question #31.
65. Why isn't the city council approving use of directional boring under existing trees and drive ways versus have the trees removed at the owners expense and drive ways cut and patched?
- Please see the response to Question #12.
  - Horizontal directional boring (HDD) is an optional method of construction that is authorized to provide the most economical and least disruptive method for utility installation. However, the HDD method is not always feasible due to size of main, spacing interval of service laterals, etc.
66. Where will the construction start and what are the progression of streets
- Please see response to Question #1.
67. Can we continue to use our well for irrigation?
- Please see response to Question #11.
68. Where can i view all codes and requirements,complete. Pertaining to trying in all utilities and abandoning the old system ?
- Please see Chapter 19 of the City Code of Ordinances regarding requirements to connect. These are available on the City website or Municode. Section 19-2.5 pertains to connection to the water and sewer systems.
  - In reference to plumbing codes for service laterals, please see the 2017 Florida Building Code-Plumbing, available on the City website under Building Codes.

69. Whom has accountability for damage to vehicles such as rocks etc. that's incurred from the construction equipment used by contractors?
- The construction contractors will be responsible for repairing construction-related damage. You may report any damage through 311, the Citizens Action Center. A toll-free number will also be available during construction. A representative will contact you to assist in resolution of your claim.
70. Will the City offer a list of City approved/licensed plumbers and septic Contractors specifically for the UE2 project or will citizens have to research each contractor, before making a final choice?
- The City does not endorse or recommend contractors. The City will provide a list of licensed plumbers on the UEP website prior to release of the Notice of Availability.
71. What is the quality of the water that will be coming and where is it coming from
- Water quality information is published annually in the City's Consumer Confidence/Water Quality Report and is published on the City's website under Utilities/Water Quality Report.
72. Does the person who attaches the sewer system to my house's sewer line need to be a licensed plumber?
- Please see response to Question #30.
73. What is the cost to have the sewer system attached to my house's sewer line?
- Please see response to Question #31.
74. How are the assessments broken out for the Seven Islands projects? Including road widening, water sewer and irrigation. Home owners are based on a 10000 square foot lot. With Condo/Apartments being built plus commercial buildings are they paying their fair share?
- The Line Extension Assessment for all properties is based on the square footage of the property, excluding lakes and dedicated street rights-of-way. The CFEC portion of the assessment is based on meter size. Undeveloped sites are assumed to have 1.0 equivalent residential connection (ERC). At time of development, additional CFEC assessments will be charged based on the actual meter sizes that are required to service the proposed use.
  - Legally available City funds, other than assessment proceeds, will be used to pay the assessments for City-owned properties including the Seven Islands property.
75. List of plumbers to hookup to system
- Please see the response to Question #70.
76. Is there a projected fee for the water meter permit?
- Current fees for a 5/8" meter (typical for a single-family home) are a \$310 meter installation fee and a \$100 deposit. Deposits may be waived with a letter of credit. More information is available on the City website under Utilities/Customer Service.
77. If a citizen pays for the irrigation assessment but elects to continue to use one's well rather than waste water for irrigation, will that citizen be billed for monthly for NON-use? Is there a minimum fee monthly for NON-usage of the waste water, after the assessment has been paid?
- Connection to the irrigation system is not mandatory. The property owner is billed for irrigation if connected. If not connected, a monthly fee for irrigation is not charged.
  - Connection to the water and wastewater systems is mandatory within 180 days of the date of the Notice of Availability. Monthly water and wastewater base fees are charged beginning at time of connection or expiration of the 180 days, whichever occurs first.
  - Please see response to Question #11 regarding requirements to connect.
78. When a house's irrigation lines are damaged by the contractor, who is responsible for the repair to the system's lines?
- Please see response to Question #12 for information regarding private property located in the City right-of-way.



79. Is the City r/o plant producing hard or soft water?
- No, it is not. Based on the levels of calcium and magnesium ions constituents in our City water, it is considered (by industry standards) to be in the range of **soft to moderately hard**.
  - Water hardness is a measure of the soap or detergent consuming power of water. Hardness in water is caused by calcium and magnesium ions. The calcium hardness of city water ranges between 36-50 p.p.m. and the total hardness (which includes magnesium) ranges between 100-110 p.p.m. (or 4 to 6 grains per gallon of total hardness).
  - Being **soft to moderately hard** is the most desirable range from a consumer standpoint. Water that is too soft makes it very difficult to remove soap from your hands or detergent from your laundry. Extremely soft water also can lead to premature corrosion of metal piping. Water that is excessively hard is undesirable because it requires an increased use of soap or detergent to adequately clean. Extremely hard water also can lead to excessive scaling of pipes and water fixtures.
80. Will the City be paying for the UEP infrastructure for the 7 islands. Homeowners should not be charged.
- Please see response to Question #74.
81. Is there a listing of Cape Coral "approved" plumbers able to perform the connections and modifications?
- Please see response to Question #70.
82. Does the EPA over see safety of r/o plant?
- The City operates two RO plants, Southwest RO and North RO. Both are operated under the Florida Department of Environmental Protection (FDEP) permits.
83. How do I receive a copy of the EPA Safety Report?
- Please see response to Question #71.
84. I am about to start permitting for my personal residence that will be in Contract Area 1 off of Embers. Construction will be complete around March of next year. I am currently looking at a \$26,000 added cost of a well and HOOT ATU Septic system (required due to the lot/home size) which would be avoided if City Sewer and water were available. We have delayed our build for a year due to the utility concerns and are no longer able to delay. I hate the idea of putting in such an expensive system for such a short time. I would like to know what the estimated timeline is for our area to CONNECT.
- Please see response to Questions #1 & #2.