

Bella Collina CDD

FREQUENTLY ASKED QUESTIONS (FAQs)

The purpose of this guide is to address some of the frequently asked questions you may have regarding water and wastewater services and related equipment within the Bella Collina Community Development District (the "District"). All homes have a grinder pump installed, and it is imperative they are properly maintained.

Q: Who is responsible for repairing leaks from the potable or irrigation water system?

A: The CDD is responsible for repairing leaks upstream of the water meter/point of connection (POC). Residences are responsible for repairing leaks downstream of the water meter/POC.

Q: How often do I need to test my backflow preventer?

A: In order to ensure the proper operation of a backflow prevention assembly, it must be tested and certified upon installation and at least once every two (2) years thereafter by a certified backflow tester. Backflow preventers are part of the resident's potable water system and testing is the responsibility of the homeowner.

Q: Do residences pay for servicing or replacement of the grinder pump station or components?

A: If the guidelines are followed below under "WHAT IS SAFE TO FLUSH" and no prohibited items are discovered, the CDD will repair or replace the necessary components to return the system to operation. If the guidelines are not followed, and prohibited materials are discovered, the resident could be charged for the labor and components to return the system to service.

Q: Does my residence require a backflow preventer?

A: ALL residential property owners with a 1" or larger potable water service line are required to install and maintain an approved backflow prevention device.

Q: Does the grinder pump station require a periodic inspection or servicing?

A: Systems that operate appropriately (see guidelines below) will work continuously for years without service. When not operated appropriately (placing items NOT recommended for disposal in your toilet or sink), operational disruption and repair or replacement is likely. A Preventative Maintenance program has been implemented for the CDD owned grinder stations.

If You Receive a Grinder Station Alarm

THIS IS CONSIDERED AN EMERGENCY!

Immediately call the CDD Office at 1-877-855-5251 and provide the service address, contact name, and number for technician. Access inside the home is NOT required.

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WATER AND WASTEWATER INFORMATION

Potable Water

Potable water is provided to each residence through operation of the Pine Island (Bella Collina East) and Hillcrest (Bella Collina West) Water Plants.

Waste Water Treatment

The CDD receives, processes/treats, and utilizes all wastewater discharged from each residence.

Water Restrictions/Consumptive Use Permit

Restrictions and requirements for Bella Collina East (Consumptive Use Permit 50115) and Bella Collina West (Consumptive Use Permit 2900) can be found in the Policy Manual for Water and Wastewater Utilities: <https://bellacollinacdd.com>, under the Water Utility Information Page.

Irrigation

The CDD is responsible for providing reliable water for the irrigation system. The irrigation system is currently fed potable water from Pine Island and Hillcrest Water Plants. In July 2026, the irrigation system will be disconnected from the potable water system and fed by a dedicated non-potable water supply. Residences will receive formal notice prior to switching over to non-potable water for the irrigation water supply.

Bella Collina East Maximum Water Usage (Potable + Irrigation Meter Readings)

Lots - 1 acre or greater: 456,300 gallons during any 12 consecutive month period. Lots $\frac{3}{4}$ - 1 acre: 438,400 gallons during any 12 consecutive month period. Lots - less than $\frac{3}{4}$ acre: 277,300 gallons during any 12 consecutive month period.

Bella Collina West Maximum Water Usage (Potable + Irrigation Meter Readings)

All Lots - 201,100 gallons during any 12 consecutive month period.

WHAT IS SAFE TO FLUSH?

DO flush:

- ✓ Toilet paper

DON'T flush:

- ✗ Diapers
- ✗ Cat litter
- ✗ Wood shavings
- ✗ Paper or cloth towels
- ✗ Menstrual sanitary products
- ✗ Napkins or "flushable" wipes
- ✗ Grease (Neither in the toilet OR sink)

If you have any issues or questions related to your water or wastewater service, please contact us Monday - Friday (excluding holidays) from 8:00am - 5:00pm:

- Administrative: 407-347-4093
- Billing/Payments: 407-347-4103
- Field Manager: 407-792-5869

For holidays and all other times, contact:

- 1-877-855-5251