



**Water Rates and Service Charges**

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### **Basis for Water Rates**

The Commission has adopted the principle of “cost-of-service” as a basis for water rates. Cost of service components are operating expense, depreciation, taxes, and return. In the cost-of-service study, OUC allocates plant investment and operation and maintenance expenses to the different class and size meters. Sound allocation methods and guidelines for reasonableness of return have been established in a cost-of-service study conducted in 2000 by Hartman & Associates, Inc., a nationally known consultant in this field.

In these studies, the American Water Works Association Manual —1 and the Water Utility Accounting Manual were used as guidelines in establishing cost-of-service allocation.

A continuing program has been implemented to monitor cost-of-service components and insure their proper allocation into the rate structure.



### Water Rate Schedule for Inside City Customers

**Availability:** For all water customers dwelling within the city limits of Orlando.

**Monthly Rate:**

SERVICE CHARGE:

<u>Meter Size</u> (inches)	<u>Single Family</u>	
	<u>Regular Service</u> Amount	<u>Irrigation Service</u> Amount
5/8	<b>\$10.00</b>	<b>\$8.00</b>
1	<b>14.00</b>	<b>12.00</b>
1 1/2	<b>20.75</b>	<b>18.75</b>
2	<b>29.25</b>	<b>27.25</b>
3	<b>54.50</b>	
4	<b>91.75</b>	
6	<b>193.00</b>	
8	<b>328.00</b>	
Larger Sizes	<b>513.50</b>	

VOLUME CHARGE (per 1,000 gallons)

*All individual residential dwelling units and all other 5/8" Meters:*

<u>Potable Water</u>		<u>Irrigation Water</u>	
First 3,000 gallons	<b>\$0.69</b>		
Next 4,000 gallons	<b>1.17</b>		
Next 12,000 gallons	<b>1.85</b>	First 19,000 gallons	<b>\$1.85</b>
Next 11,000 gallons	<b>5.75</b>	Next 11,000 gallons	<b>5.75</b>
All consumption over 30,000 gallons	<b>9.50</b>	All consumption over 30,000 gallons	<b>9.50</b>

*Commercial potable water meters 1" and greater and non-individually metered residential dwellings with meters 1" and greater:*

All Consumption **\$1.85**

*Commercial irrigation meters 1" and greater:*

<u>Block Sizes (000)</u>	<u>Commercial Irrigation Blocks (Acres)</u>									<u>Volume Charge</u>
	Up to 0.50	0.50 to 1	1 to 1.49	1.5 to 1.99	2 to 3.99	4 to 12.99	13 to 24.99	25 to 43.99	44 & Over	
Block 1 First	34	67	101	135	269	874	1,681	2,959	4,690	<b>\$1.85</b>
Block 2 Next	34	67	101	135	269	874	1,681	2,959	4,690	<b>5.75</b>
Block 3 Over	68	134	202	270	538	1,748	3,362	5,918	9,380	<b>9.50</b>

**Minimum Bill:** Service Charge

**Municipal Tax:** The monthly rate is subject to the Municipal Utility tax for those customers within the city limits of Orlando.

### Water Rate Schedule for Outside City Customers

**Availability:** For all water customers dwelling outside the city limits of Orlando and within OUC's water service territory.

**Monthly Rate:**

SERVICE CHARGE:

<u>Meter Size</u> (inches)	<u>Single Family</u>	
	<u>Regular Service</u> Amount	<u>Irrigation Service</u> Amount
5/8	<b>\$11.00</b>	<b>\$8.80</b>
1	<b>15.40</b>	<b>13.20</b>
1 1/2	<b>22.83</b>	<b>20.63</b>
2	<b>32.18</b>	<b>29.98</b>
3	<b>59.95</b>	
4	<b>100.93</b>	
6	<b>212.30</b>	
8	<b>360.80</b>	
Larger Sizes	<b>564.85</b>	

VOLUME CHARGE (per 1,000 gallons)

*All individual residential dwelling units and all other 5/8" Meters:*

<u>Potable Water</u>		<u>Irrigation Water</u>	
First 3,000 gallons	<b>\$0.76</b>		
Next 4,000 gallons	<b>1.29</b>		
Next 12,000 gallons	<b>2.04</b>	First 19,000 gallons	<b>\$2.04</b>
Next 11,000 gallons	<b>6.33</b>	Next 11,000 gallons	<b>6.33</b>
All consumption over 30,000 gallons	<b>10.45</b>	All consumption over 30,000 gallons	<b>10.45</b>

*Commercial potable water meters 1" and greater and non-individually metered residential dwellings with meters 1" and greater:*

All Consumption **\$2.04**

*Commercial irrigation meters 1" and greater:*

<u>Block Sizes (000)</u>	<u>Commercial Irrigation Blocks (Acres)</u>									
	Up to 0.49	0.49 to 0.99	0.99 to 1.49	1.49 to 1.99	1.99 to 2.49	2.49 to 3.99	3.99 to 12.99	12.99 to 24.99	24.99 to 43.99	43.99 to 250 & Over
Block 1 First	34	67	101	135	269	874	1,681	2,959	4,690	<b>\$2.04</b>
Block 2 Next	34	67	101	135	269	874	1,681	2,959	4,690	<b>6.33</b>
Block 3 Over	68	134	202	270	538	1,748	3,362	5,918	9,380	<b>10.45</b>

**Minimum Bill:** Service Charge

**Orange County Public Service Tax:** The monthly rate is subject to the Orange County Public Service Tax.



### Private Fire Protection Rates

Private fire protection will be billed at a monthly rate based on the size of the service. Each tap off of a distribution main owned by Orlando Utilities Commission, on either private or public land, will be billed as an individual fire service. This includes fire hydrants located on private property.

#### Monthly Rate:

<u>Service Size</u> (inches)	<u>Inside City</u>	<u>Outside City</u>
Less than 2	\$10.26	\$11.29
2	10.26	11.29
3	10.26	11.29
4	<b>12.35</b>	<b>13.59</b>
6	<b>26.22</b>	<b>28.84</b>
8	<b>50.15</b>	<b>55.17</b>
10	<b>86.14</b>	<b>94.75</b>
12	<b>136.02</b>	<b>149.62</b>
16	<b>284.14</b>	<b>312.55</b>
20	<b>506.93</b>	<b>557.62</b>

#### Municipal Tax:

The monthly rate is subject to the Municipal Utility tax for those customers within the city limits of Orlando ("Inside City")

#### Orange County Public Service Tax:

The monthly rate is subject to the Orange County Public Service Tax for those customers outside the city limits of Orlando ("Outside City") and within OUC's water service territory.



### Water Contributions in Aid of Construction

**Standard Metered Service Connection Charge:**

Installation charges for standard metered services are listed below and are further defined in the "Water Service Policies", Section B.

- A. Charge if OUC installs complete service (Connection, service line, curb stop, meter, meter box, and, where applicable, backflow prevention device ("BF")):
- |  |         |
|--|---------|
| 5/8" potable meter   | \$3,900 |
| 5/8" potable meter and BF  | 4,240   |
| 5/8" potable meter, 5/8" irrigation meter and BF   | 4,970   |
|  |         |
| 1" potable meter   | 3,985   |
| 1" potable meter and BF  | 4,330   |
| 1" potable meter, 1" irrigation meter and BF   | 5,190   |
|  |         |
| B. Charge if customer installs connection, service line and curb stop, OUC installs meter, meter box, and, where applicable, BF: |         |
| 5/8" potable meter   | \$385   |
| 5/8" potable meter and BF  | 680     |
| 5/8" potable meter, 5/8" irrigation meter and BF   | 1,305   |
| 5/8" reclaim meter   | 400     |
|  |         |
| 1" potable meter   | \$460   |
| 1" potable meter and BF  | 760     |
| 1" potable meter, 1" irrigation meter and BF   | 1,490   |
| 1" reclaim meter   | 475     |

**Special Irrigation Metered Service Connection Charge:**

Installation charges for special irrigation services are listed below and are further defined in the "Water Service Policies", Section B.

- A. Residential
- |                                      |         |
|--------------------------------------|---------|
| 5/8" special irrigation meter and BF | \$1,140 |
| 1" special irrigation meter and BF   | 1,255   |
- B. Commercial (customer installed BF)
- |                               |     |
|-------------------------------|-----|
| 5/8" special irrigation meter | 730 |
| 1" special irrigation meter   | 845 |

**Backflow Prevention Device Installation Charge:**

Installation charges for backflow prevention devices are listed below and are further defined in the "Water Service Policies", Section B.

Residential 5/8-inch or 1-inch service \$420

**Standard Fire Hydrants:**

Installation charges for standard fire hydrants are listed below:

Class "A" (Installed in conjunction with a new main)	\$2,500
Class "B" (Installed on existing main/wet tap)	4,300

**Main Extensions:**

See narrative under policies related to service and main extensions, Section B, Subsection 5.

OUC reserves the right to use a cost other than the standards listed above for **permits and / or for** unusual circumstances.

### Water System Development Charge (“SDC”)

This charge is defined in the “Water Service Policies”, Section B. This charge is applied to all new metered services, except special irrigation services and is applied to any existing meter connections that have a significant increase in flow as determined by OUC. Exceptions to this policy can be approved by the Vice President of the Electric and Water Delivery Business Unit for metered services determined to have significant strategic importance to the future of OUC.

**SDC for Permanent Potable Water Service:**

	<u>ERC Factor</u>	<u>SDC</u>
Single-family residential (includes duplex and triplex, SDC on a per dwelling unit basis)		
5/8” meter at premises without reclaim	1.00	\$1,637
5/8” meter at premises with reclaim	0.60	982
1” and greater meter at premises without reclaim	1.99	3,258
1” and greater meter at premises with reclaim	0.65	1,064
Multifamily		
Efficiency (less than 500 ft <sup>2</sup> )	0.30	491
1 bedroom unit	0.35	573
2 bedroom units	0.50	819
3 or more bedroom units	0.60	982
Hotel (per room)	0.50	819
Commercial		
5/8” potable meter	0.90	1,473
5/8” irrigation meter	1.81	2,963
1” potable meter	2.32	3,798
1” irrigation meter	4.27	6,990
1 ½” and greater meters	ERCs determined by a site specific analysis	

**SDC for Temporary Potable Water Service:**

This charge is applied to all new commercial irrigation services 2-inch and greater that will temporarily be served by OUC’s potable water system prior to being served by reclaimed water. This charge will only apply in cases where there is not reclaimed water available at the present time but is anticipated to be available in the future. The charge per ERC is \$409. Water Engineering determines the number of ERC’s charged.

Equivalent residential connection (“ERC”)



**Miscellaneous Water Service Charges**

**Initial / Transfer Connection Charge:**

There will be a service charge of \$25.00 for activation of water service at a new location and for each subsequent re-establishment of service at a location. This service will be provided during the hours of 8 a.m. to 5 p.m. Monday thru Friday. This will be a minimum charge for any one service location (includes any combination of electric, water and chilled water services).

**Multiple Meter Sets:**

For new multiple meters being set, the first meter will be the regular initial connection charge of \$25.00 and each additional meter being set will be \$15.00. Eligibility requirements for two or more meters being set are:

1. Set at one location
2. On the same service order
3. All meters are in one customer's name
4. All sets are performed during one site visit

**Non-pay Disconnect / Reconnection Charge:**

- A. Charges for reconnect due to a non-pay disconnect are summarized below. Same day reconnects will be provided on weekdays & will be suspended at 8:00 PM
  1. Reconnect at meter:
 

For request before 6:00 pm on weekdays	\$45.00
For requests after 6:00 pm on weekdays	\$65.00
  2. Reconnect after necessary removal of water meter due to theft or tampering will only be performed during normal business hours at a charge of \$85.00
- B. Effective June 27, 1977, private fire services will be discontinued for nonpayment as follows:
  1. The procedure required to discontinue a fire service is to inform the customer in writing that the service is to be cut off, with a copy of the letter sent to the appropriate fire district.
  2. If the bill has not been paid within 60 days of the date of the letter, the service will be cut off. When it is cut off, the fire district will be informed immediately by telephone and a written notice confirming the cut-off will be sent as soon as possible.
  3. Reconnection after cut-off at valve - \$ 45.00
  4. Reconnection costs after cutting the line will be estimated and paid prior to the work being done.
  5. Any service discontinued for nonpayment will be considered a new service and be reviewed by Cross Connection Control, with their requirements met prior to the service being reconnected.

**Returned Check Service Charge:**

There will be a service charge of \$25 on any payment that is returned by the financial institution on which it is drawn.

**Damaged Water Meters, Boxes, and Lids Charge:**

Charge for wrongful damage to OUC water meters (domestic, irrigation and reclaimed), meter boxes, meter lids, **communication modules, curb stops**, and backflow devices **shall be \$145 for labor plus the following for materials, as applicable:**

<b>Water meter</b>	<b>\$105 (5/8" meter)</b>	<b>\$180 (1" meter)</b>
<b>Meter box</b>	<b>50 (small meter box)</b>	<b>80 (large meter box)</b>
<b>Meter lid</b>	<b>40 (small meter lid)</b>	<b>55 (large meter lid)</b>
<b>Communication module</b>	<b>115</b>	
<b>Curb stop</b>	<b>85</b>	
<b>Backflow device</b>	<b>115</b>	

**Water Parcel Second Measurement Charge:**

Commercial irrigation water customers who dispute the usage block their property is assigned to for billing purposes, may request a second measurement of their property. The charge for the second measurement is \$145.00 if the property is two acres or fewer. If the property is more than two acres, the charge is \$190.00.

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**Portable Metered Services:**

Portable Metered Services is defined in the "Water Service Policies", Section B.

Refundable Security Deposit	\$ 2,000.00
Non-refundable Connection Charge	90.00
Damage Charge (Per Occurrence)	130.00 Minimum
Penalty Charge: (Per Occurrence)	140.00

- Failure to report a monthly reading by e-mail or fax between 27th and 2nd of each month
- Failure to submit meter for an annual inspection

The Outside City water rate will apply and the minimum monthly charge will be no less than the customer charge for a 4" water meter.

**Out of Cycle Billing:**

Upon the request of a customer and with prior approval from the Vice President of Customer Experience, OUC will read the customers meter on a set date each month as determined by the customer. The customer requesting will pay OUC as described below:

1. Setup Charge  
A fee of \$10.00 per meter with a minimum charge of \$255.00 per customer account will be assessed for the expenses to set-up the out of cycle read date.
2. Monthly Out of Cycle Billing Charge  
A monthly charge of \$5.00 per meter with a minimum charge of \$25.00 per account will be assessed each month for providing this service.

**Waste Water By-Pass Metering:**

OUC provides water to customers such as bottling plants and buildings with cooling towers that consume significantly more water than the amount of wastewater they return. The City of Orlando's Wastewater Division allows customers to install OUC-approved automated metering equipment to measure the water that bypasses the wastewater treatment process. OUC in turn reads the customer's meter, bills the net wastewater charges, and provides customer service for a monthly charge of **\$7.30** per meter.

**Water Meter Rereads:**

Upon customer request, OUC will reread the water meters serving that customer. The customer, or a representative, may be present when the meter is reread. A report of the results of the reread shall be made to the customer within a reasonable time after the completion of the reread, and a record of the report, shall be kept on file at the office of OUC. The requested reread will be at no charge provided:

1. Such reread need not be made more frequently than once in 12 months
2. Upon rereading, the meter is found to have been previously read incorrectly.

A \$35.00 service charge will be imposed if:

1. There should be a second request, or more, within 12 months or
2. The request is to verify and/or correct an estimated billing caused by lack of "Access to Customer Premises" as defined in Section D.

Continued on Sheet No. E-7.2



Continued from Sheet No. E-7.1

**Water Meter Tests:**

Upon customer request, OUC will test the water meters serving that customer. The customer, or a representative, may be present when the meter is tested. A report of the results of the test shall be made to the customer within a reasonable time after the completion of the test, and a record of the report, together with a complete record of each test, shall be kept on file at the office of OUC. The requested test will be at no charge. However, if upon testing, the meter is found to be registering accurately a service fee will be assessed **as follows:**

- |                          |       |
|--------------------------|-------|
| 1. 2" meters and smaller | \$180 |
| 2. Meters larger than 2" | \$430 |

**Testing Fees for Backflow Prevention Devices:**

Service charges for testing of backflow prevention devices are as follows:

- |                                     |                           |
|-------------------------------------|---------------------------|
| 1. Backflow devices 4" or less      | \$48.00 or \$4.00 / month |
| 2. Backflow devices greater than 4" | \$110.00                  |

**Standard Fire Hydrant Flow Testing:**

Upon customer request, OUC will perform fire hydrant flow testing. The charge for such testing is \$175.00 per hydrant.

**Service Order Field Operations Trip Charge:**

There are times when a Field Service Technician or other field employee is either required or requested to make a trip to a customer's location to perform work that does not have a specific service fee associated with it. Examples of these types of trips include but are not limited to: unlocking meter bases, verifying that power or water is either on or off, disconnection of service where the power or water is left on for customer convenience, and second trips to turn on service when the service had to be left off on the first trip for safety reasons.

In each of these instances a \$35.00 trip charge will be applied to the customer's account to recover costs.

**Water Service Truck Trip Charge:**

There are times when a Water Service Truck is either required or requested to make a trip to a customer's location, which, upon arrival of the Water Service Truck, is not ready. The Water Service Truck then has to make a second trip. One example of this is a contractor requests a meter set, but when the Water Service Truck arrives, the service line has not been run.

In each of these instances, an \$80.00 trip charge will be applied to the customer's account to recover costs.

**Terms of Payment:**

(See Electric Tariff Sheet No. 5.600)