



# DEVELOPMENT SERVICES GUIDE

[WWW.OUC.COM](http://WWW.OUC.COM)

2025-08

**OUC**   
*The Reliable One*

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The procedures and information described in this guide are requirements for OUC—The *Reliable One* as of the date of publication and are subject to change. OUC personnel should be contacted for the latest requirements in effect.

# Introduction

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OUC—The *Reliable One* and its Development Services Department have produced this guide to provide you with the most complete and current information available to help you plan the connection of your new construction project with our utility services.

We realize that any successful development – commercial or residential – requires cooperation and scheduling among many entities, including owners, developers, consultants and contractors. To make that process as smooth as possible, this guide provides step-by-step procedures for ensuring your project's success from the design and construction stages through the delivery of utilities.

To further assist you, OUC's Development Services Department will assign a Project Coordinator who will serve as your initial point of contact with OUC's engineering staff. Your Project Coordinator will help answer any questions you might have about OUC's involvement in your project.

You can also obtain design guidelines for OUC electric and water services by visiting the OUC website at [www.ouc.com](http://www.ouc.com) in the Development Services section.

If your development project is a high-density, multi-use, condo high-rise or downtown development, OUC requests that you please schedule a meeting with our department to go over your preliminary design prior to your submittal of final application for permits with the respective government agency. This will help ensure your design will meet OUC's electric and water infrastructure requirements prior to completing the permitting process.

Our goal is to provide you with all the information you need to establish OUC services in a prompt and timely manner. At OUC, we are happy to assist you and look forward to working with you on your new development project.

Helpful contact numbers are provided on the last section of this guide.

# OUC Services

OUC provides the following services within the City of Orlando:

- Electric
- Potable water
- Reclaimed water meter installation
- Outdoor lighting services
- Chilled water services and metering
- Indoor lighting services

OUC provides the following services in parts of unincorporated Orange County:

- Electric
- Potable water
- Outdoor lighting services
- Chilled water services and metering
- Indoor lighting services

OUC provides the following services in the St. Cloud area:

- Electric
- Outdoor lighting services
- Chilled water services and metering
- Indoor lighting services

OUC provides the following services in parts of unincorporated Osceola County:

- Electric
- Outdoor lighting services
- Chilled water services and metering

<b><i>Project Phase</i></b>	<b><i>Developer Activities</i></b>	<b><i>OUC Responsibilities</i></b>
Project Planning and Initiation	<ul style="list-style-type: none"> <li>• Land Acquisition</li> <li>• Financing</li> <li>• Zoning/Permitting</li> <li>• Hire engineers /contractors</li> </ul>	<ul style="list-style-type: none"> <li>• Provide letter of service ability</li> </ul>
Engineering, Design & Estimating	<ul style="list-style-type: none"> <li>• Review design guidelines at <a href="http://www.ouc.com">www.ouc.com</a></li> <li>• Plan development</li> <li>• Permit applications</li> <li>• Initial review by permitting authority</li> <li>• Send plans to OUC Development Services</li> <li>• Approve easement agreement</li> <li>• Pay OUC for temporary power and water services</li> <li>• Pay OUC for infrastructure additions and inspections</li> <li>• Submit address sheet</li> </ul>	<ul style="list-style-type: none"> <li>• Review preliminary plans when applicable</li> <li>• Receive final plans</li> <li>• OUC team assigned to project 30 working days of receipt of plans</li> <li>• Initiate project tracking</li> <li>• Engineer contacts customer within 6 to 8 weeks from receipt of plans</li> <li>• Generate easement agreement</li> <li>• Generate infrastructure design cost, send out cost letter and process payment</li> <li>• Inspect for OUC specification compliance</li> </ul>
Construction	<ul style="list-style-type: none"> <li>• Water pipe and electric conduit system installation</li> <li>• Comply with OUC specifications</li> <li>• Obtain DEP approval</li> <li>• Request inspections by permitting agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Project tracking</li> <li>• Support project schedule</li> <li>• Provide temporary power and water (if available)</li> <li>• Inspect for OUC Specification and Standards Compliance</li> <li>• Install permanent electric equipment</li> </ul>
Service Initiation	<ul style="list-style-type: none"> <li>• Provide official address sheets/service address</li> <li>• Pass inspection by permitting agencies</li> <li>• Pass OUC inspections</li> <li>• Request service activation</li> </ul>	<ul style="list-style-type: none"> <li>• Set meters</li> <li>• Turn on service</li> <li>• Initiate billing</li> </ul>

# OUC Critical Dates

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*Date needed or completion expected. Dates obtained during pre-construction meetings.*

## ELECTRIC:

Dates	Temporary Construction Power
-------	------------------------------

- |       |   |
|-------|---|
| _____ | 1. Request for temporary electric service (Customer)        |
| _____ | 2. Installation of temporary metering facilities (Customer) |
| _____ | 3. Installation of temporary electric service (OUC)         |
| _____ | 4. Electrical inspection clearance (Customer)               |
| _____ | 5. Temporary meter set (OUC)                                |

### Permanent Power

- |       |   |
|-------|---|
| _____ | 1. Request for permanent electric service (Customer)            |
| _____ | 2. Electric conduit system design layout (OUC)                  |
| _____ | 3. Conduit system installation start (Customer)                 |
| _____ | 4. Conduit system installation complete (Customer)              |
| _____ | 5. Conduit system accepted (OUC)                                |
| _____ | 6. Construction schedule (8-week process) (OUC)<br>(see Note 1) |
| _____ | 7. Construction start (OUC)                                     |
| _____ | 8. Construction complete (OUC)                                  |
| _____ | 9. Electrician’s work complete (Customer)                       |
| _____ | 10. Inspection clearance by city/county (Customer)              |
| _____ | 11. Request OUC account setup (Customer)                        |
| _____ | 12. Permanent power need date (Customer)                        |

## **WATER:**

### **Dates      Temporary Water Service for Construction**

- \_\_\_\_\_ 1. Request for temporary water service (Customer)  
(See Note 2)
- \_\_\_\_\_ 2. Plan showing service location and meter size (Customer)
- \_\_\_\_\_ 3. Water services installation and meter set (OUC)

### **Permanent Water Service**

- \_\_\_\_\_ 1. Final approved engineering plans submitted (Customer)
- \_\_\_\_\_ 2. FDEP application submission completed (Customer)
- \_\_\_\_\_ 3. Water services and inspection cost letters submitted (OUC)
- \_\_\_\_\_ 4. Submit payment for inspection and water services (Customer)
- \_\_\_\_\_ 5. Water pre-construction meeting (OUC)
- \_\_\_\_\_ 6. Construction start (Customer)
- \_\_\_\_\_ 7. FDEP clearance (Customer)
- \_\_\_\_\_ 8. Water services (domestic/irrigation/reclaimed/fire) (OUC)

## **LIGHTING:**

### **Dates**

- \_\_\_\_\_ 1. Conduit layout for OUC lighting needed (OUC)
- \_\_\_\_\_ 2. Lighting conduit system installed (Customer)
- \_\_\_\_\_ 3. Lighting conduit system inspected (OUC)
- \_\_\_\_\_ 4. Schedule installation of cable, poles, etc. (OUC)
- \_\_\_\_\_ 5. Start installation of cable, poles, etc. (OUC)
- \_\_\_\_\_ 6. Energize lighting services (OUC)

**Note 1:** After the conduit system is installed and accepted by OUC, allow 3 weeks for OUC to start construction. Customer must allow OUC sufficient time to install the required cables and transformers. This will enable OUC to provide electric service in a matter of days after OUC receives the final electrical inspection, assuming the customer has contacted OUC commercial services to order the meter installation. Access OUC's Electric Service and Digital Metering Installation Retirements online, by visiting the [Development Services page on OUC.com](#). The latest version can be downloaded from the Forms & Documents section.

**Note 2:** Permanent water service can be provided prior to construction; however, metered water service can be temporarily provided from a public fire hydrant (portable hydrant meter) in the vicinity of your project. Construction projects and other activities that need water service for a limited time period can benefit from this service.

# Demolition Service

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## General Information

Demolition is the first step necessary to prepare a site for construction. Site preparation includes the removal of existing buildings and the utilities connected to them. All requests for demolition will be through Development Services Department.

It is the responsibility of the customer to obtain all required approvals from the local government agency before a demolition takes place. A demolition process cannot proceed until the party responsible for the OUC utilities accounts has contacted Commercial Services to turn off all services. The customer needs to request removal of OUC services at least twenty (20) working days prior to the demolition process. OUC is not responsible for injuries and/or damages to persons and structures as a result of the demolition project.

## Disconnection of Services

*The customer is responsible for:*

- Submitting a complete demolition permit application from the local government agency.
- Ensuring that the responsible party contact OUC to turn services off.
- Providing addresses of dwellings to be demolished.
- Providing all electric and water meter numbers.
- Providing type of dwelling to be demolished:
  - a. Single Family
  - b. Duplex
  - c. Apartment complex
  - d. Condominium
  - e. Commercial property
- The word 'demo' must be marked/painted on the structure and be visible from the street.
- Indicating the removal of the following services:
  - a. Water meters
  - b. Water fire protection
  - c. Pad-mounted transformers
  - d. Public and/or private streetlights
- Physical disconnection of underground secondary cables at the pad mounted transformer. Customer must contact OUC's Standby Services at **(407) 434-4111** to have access to transformer (48-hour advance notice).



## **House Moving**

A House/Building move entails the relocation of such dwelling from one location to another. The customer must obtain a House Move permit from the required local government agency. If the building is located within OUC's Service Territory, the customer is required to contact OUC Development Services for coordination.

A Route Sheet with information such as loaded height, width, move time and details of the route must be provided. OUC engineers will determine if there is any OUC equipment along the route that may have to be temporarily relocated in order to accomplish this move. OUC will notify you in writing of any charges for relocating equipment and/or providing an OUC escort during the move. OUC cannot sign off any moving permit until these charges are paid. After payment is received, OUC will require a minimum of 48 hour advance notice before the move.

# How to Obtain Potable Water Service

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## **General**

All applications for new water service will be through the Development Services Department. The developer, coordinating with OUC, will design the water facilities, including mains, domestic and irrigation services, and fire protection services as necessary. The design will take into account main sizes necessary to maintain the integrity of OUC's distribution system.

For developer installed projects, all mains and facilities to be deeded to OUC to own and maintain shall be installed within the public Right-of-Ways or on appropriate easements. OUC will consider owning and maintaining water facilities on private property with appropriate easements when they are advantageous to the integrity of OUC's system.

Before a new service can be provided by OUC, the developer must provide to OUC appropriate approvals from the Fire Department, Department of Environmental Protection (FDEP), local government agencies or any other authority whose approval is required by law. Please refer to the design guidelines for water service prior to submitting final application for permits. The Design Guidelines are located at:

[ouc.com/solutions-programs/business/development-services/](https://ouc.com/solutions-programs/business/development-services/)

## **Water Infrastructure Installation Options**

OUC will choose whether the developer or OUC installs water facilities. The developer must coordinate with OUC Water Distribution Engineering as to which alternative to choose.

Typically, the developer is responsible for installing the water distribution system, standard metered and non-metered services. All material and installation must meet the specifications of OUC. All construction must be performed under the inspection of OUC and in compliance with OUC's approval plan.

## **Developer Installs Option**

- The developer installs the water distribution system, connects to an existing water main and installs service lines and curb stop, all per OUC standards, specifications and under OUC inspection.
- Only OUC approved tapping contractors are permitted to tap OUC water mains. Access OUC's Approved Tapping Contractors online, by visiting the [Development Services page on OUC.com](#). The latest version can be downloaded from the Forms & Documents section.
- New water facilities will be deeded to OUC.
- OUC installs meter and meter box.
- Access OUC's OUC Water Distribution Standard Specifications online, by visiting the [Development Services page on OUC.com](#). The latest version can be downloaded from the Forms & Documents section.

## **OUC Installs Option**

- OUC installs complete service which includes the connection to the water main, service line, curb stop, the meter and meter box.

## **Water Infrastructure Installation Cost**

The developer is required to pay 100% in advance for the installation cost for new water facilities as designed. Such costs include:

- The costs to connect to the existing distribution system. These costs include all labor, equipment and materials necessary to provide a suitable tap. If installation is done through the "Developer Installs" option, this cost must be paid to an OUC approved tapping contractor.
- Inspection fees required by OUC
- All design and permitting cost
- All costs associated with bacteriological testing and clearance by DEP as determined by OUC
- Other related fees if applicable

## **Standard Metered Service Cost**

Metered service cost includes a connection charge, meter charge, and a System Development charge (SDC). The developer is required to pay this fee in advance.

## **Connection Charge**

OUC will provide a service line capable of serving the size of the meter installed. The connection charge is the cost to furnish and install all appurtenances from the distribution main to and including the meter and meter box ("OUC Installs" option). If the developer installs the service line and curb stop to OUC specifications, and at OUC's request, only the applicable portions of this charge are collected.

## **System Development Charges (SDC)**

The SDC is designed to recover a portion of the amount of investment required for water system facilities caused by growth. This charge is assessed on all new metered connections that create additional demands on the system, and any existing meter connections that have a significant increase in flow as determined by OUC. This charge is applied based on the associated customer capacity requirements, which is measured in Equivalent Residential Connections (ERCs). The ERC concept defines all other uses as either a percentage or multiple of the estimated single-family water use.

Any inquiries regarding the most current fees should be directed to Development Services **(407) 236-9651**.

## **Residential Water Meters**

Residential water metered service cost includes the connection charge, the meter cost and the residential SDC fee. The developer is responsible for the required backflow device.

If reclaimed water facilities are installed in the development, then OUC is responsible for installing the required backflow device at an additional cost.

## **Commercial Water Meters**

Commercial water metered service cost includes a connection charge, a meter and the respective commercial SDC fee. The developer is responsible for the required backflow prevention device.

## **New Water Infrastructure Acceptance**

Water facilities installed by the developer will be deeded to OUC after installation. OUC will own and maintain the water facilities up to and including the meters and/or OUC's fire service control valve. All portions of the installed water system will be fully guaranteed against material defects or improper workmanship for one year from written acceptance by OUC. Any repairs made by OUC during this warranty period will be charged to the developer. The warranty will be extended for one year on all repairs.

## **Portable Metered Service (Fire Hydrant Meter)**

Please visit the Portable Water Meters page on [ouc.com](http://ouc.com) for the latest instructions on how to request a portable water meter: [ouc.com/solutions-programs/business/portable-water-meters/](http://ouc.com/solutions-programs/business/portable-water-meters/)

## **Fire Flow Test**

If a customer needs to obtain a fire flow test and pressure information from any OUC-owned hydrant, the customer is required to contact OUC at [OUChydrantflowtest@ouc.com](mailto:OUChydrantflowtest@ouc.com). There is a nominal fee for performing the test.

The customer must know the address for which the pressure information is needed or the location with respect to a cross-street if there is no known address.

# Process For Obtaining New Water Services: General Checklist

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## **The Customer is responsible for:**

1. \_\_\_\_\_ Design of on-site water facilities in compliance with OUC \_\_\_\_\_  
(Refer to the Design Guidelines at [www.ouc.com](http://www.ouc.com))
2. \_\_\_\_\_ Material specifications \_\_\_\_\_  
(Refer to the Design Guidelines at [www.ouc.com](http://www.ouc.com))
3. \_\_\_\_\_ Breakdown of total flow requirements in GPM \_\_\_\_\_
4. \_\_\_\_\_ Provide OUC with approved plans showing fire protection, domestic and irrigation services \_\_\_\_\_
5. \_\_\_\_\_ For residential multi-family dwellings, submit number of units and number of bedrooms per unit \_\_\_\_\_
6. \_\_\_\_\_ For irrigation service provide acreage to be irrigated \_\_\_\_\_
7. \_\_\_\_\_ Installation and testing of back flow prevention devices \_\_\_\_\_
8. \_\_\_\_\_ Easement for mains, services and fire hydrants \_\_\_\_\_
9. \_\_\_\_\_ Payment of inspection fees to OUC Development Service \_\_\_\_\_
10. \_\_\_\_\_ Approved pipeline contractor  
("Developer Installs" option) \_\_\_\_\_
11. \_\_\_\_\_ Schedule pre-construction meeting  
("Developer Installs" option) \_\_\_\_\_
12. \_\_\_\_\_ Provide OUC a guaranty of performance  
(Developer installed facilities) \_\_\_\_\_
13. \_\_\_\_\_ Approval from appropriate fire department \_\_\_\_\_
14. \_\_\_\_\_ Approval from appropriate local permitting authority \_\_\_\_\_
15. \_\_\_\_\_ Provide development layout and address sheet to OUC Development Services \_\_\_\_\_

**Prior to Setting Water Meters, Developer Must Provide the Following to OUC Water Engineering and Technical Services.**

- 16. \_\_\_\_\_ DEP clearance letter \_\_\_\_\_
- 17. \_\_\_\_\_ Project "As-Built" drawings and C \_\_\_\_\_
- 18. \_\_\_\_\_ Executed easement and deeded improvements \_\_\_\_\_

**Prior to Setting Water Meters, Customer Must Provide the Following to OUC Development Services**

For Commercial Applications:

- 19. \_\_\_\_\_ Provide addresses, suite or unit numbers \_\_\_\_\_
- 20. \_\_\_\_\_ Submit payments and completed billing form \_\_\_\_\_

For Residential Applications:

- 21. \_\_\_\_\_ Submit address sheet of residential subdivision with lot numbers and street addresses \_\_\_\_\_

***Please refer to Section 13 for additional information on Residential and Commercial Meter Set Requests.***

# How to Obtain Reclaimed Water Service

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All applications for installing new reclaimed water infrastructure will be through the City of Orlando Wastewater Department. The customer is responsible for coordinating with the City of Orlando Wastewater Department the design and installation of the reclaimed water facilities, including mains and reclaimed services. The City of Orlando owns, operates and maintains all reclaimed water facilities.

All applications for installing and providing reclaimed water meters will be through OUC Development Services. OUC installs and provides reclaimed water meters and meter boxes within the City of Orlando limits.

OUC installs up to a two (2) inch reclaimed meters. For reclaimed meter installation greater than two (2) inch services, the customer shall coordinate its installation with the City of Orlando. OUC still shall provide the reclaimed meter.

For reclaimed water availability, and reclaimed water design and construction specifications inside the City of Orlando limits, the customer should contact the City of Orlando's Wastewater Department at **(407) 246-2213**.

For reclaimed water availability and reclaimed water design and construction specifications outside the City of Orlando limits, the customer should contact Orange County Utilities at **(407) 254-9680**.

## **New Reclaimed Water Infrastructure Acceptance**

Reclaimed water facilities installed by the customer must be inspected and accepted by the City of Orlando before customer requests reclaimed meters from OUC.

## **Reclaimed Metered Service Cost**

The customer is required to pay the metered service costs fee in advanced to OUC. All other costs pertaining to installation of reclaimed facilities and inspection should be arranged with the City of Orlando Wastewater Department.

## **Residential and Commercial Reclaimed Meters**

Metered service cost includes a connection charge, the meter and the meter box.



# Process for Obtaining Reclaimed Water Services - General Checklist

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**The Customer is responsible for:**

- 1. \_\_\_\_\_ Design of on-site reclaimed water facilities compliance with the City of Orlando \_\_\_\_\_
- 2. \_\_\_\_\_ Provide OUC with approved plans showing Reclaimed water services with location and size of reclaimed meters \_\_\_\_\_
- 3. \_\_\_\_\_ Approval and acceptance of reclaimed water facilities by the City of Orlando \_\_\_\_\_

**Prior to setting/providing reclaimed water meters, customer must provide the following to OUC Development Services**

**For Commercial Applications**

- 4. \_\_\_\_\_ Submit payment and completed billing form \_\_\_\_\_

**For Residential Applications**

- 5. \_\_\_\_\_ Submit address sheet of residential subdivision with lot numbers and street addresses \_\_\_\_\_

***Please refer to Section 13 for additional information on Residential and Commercial Meter Set Requests.***

# How to Obtain Chilled Water Service

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OUC District Cooling provides chilled water service for air-conditioning to large commercial and high-density residential complexes inside and outside OUC electric and water service territories. Services are offered to prospective customers as an alternative to other air conditioning options they may be considering. This innovative service has several advantages over customer-owned cooling systems including a reduced environmental impact, superior reliability and the economy of scale. These benefits are possible through the integration of state-of-the-art technologies offering higher efficiencies and lower operating costs, which may not be attainable with standard chilled water plant design.

By entering into a Chilled Water Service Agreement with OUC, developers will avoid the upfront capital costs associated with the design and construction of a standalone chilled water system while maximizing the commercial-rentable space by reducing the mechanical room space requirements.

The availability of chilled water service varies. Applications for OUC chilled water service may be made through OUC Development Services or directly to OUC District Cooling.

## **Chilled Water Services Design Information**

The customer must contact OUC District Cooling at the earliest stages of project development (schematic phase) for design review and construction coordination. The customer will be required to submit MEP, Civil Utility, and Architectural Drawings including a site plan showing finished grade elevation, proposed location of mechanical/pump room, and building elevations.

The customer is responsible for designing, constructing, and operating the building HVAC chilled water system including the determination of the air conditioning load (tonnage). The building chilled water system and piping arrangement must be designed to ensure proper functionality and compatibility with the OUC chilled water system and chilled water metering.

## **Chilled Water Infrastructure Installation**

OUC District Cooling will typically install chilled water supply and return piping from the existing OUC Chilled Water System located in the right-of-way to the nearest point on the customer's property line. A connection fee may be assessed subject to the specific project requirements. The customer will be required to install the remaining piping into the building to the chilled water pump room. OUC District Cooling will install the chilled water metering equipment inside the building chilled water pump room. OUC District Cooling will review each project to determine feasibility prior to entering into a long-term Chilled Water Service Agreement.

OUC District Cooling requires specific construction schedule information and construction coordination in order to ensure timely delivery of chilled water service. The customer must instruct its contractor to integrate the required OUC chilled water construction activities into the building construction schedule.

### **New Chilled Water System Acceptance**

The customer is responsible for the pre-operational chemical cleaning and flushing of the entire building chilled water system piping including the branch piping to individual fan coil units, air handlers, instrumentation connections, valves, drains, vents, and dead end runs prior to the initiation of chilled water service by OUC. This procedure is necessary to ensure the proper operation of the building chilled water system and to prevent contamination of the OUC chilled water system and metering equipment.

After the system is cleaned and flushed in accordance with OUC District Cooling requirements, the customer must submit documentation certifying the cleanliness and treatment for review and acceptance. This documentation must be prepared by a qualified chemical cleaning/treatment contractor.

### **OUC District Chilled Water System Operating Parameters**

Special consideration must be given to ensure that the building's chilled water system is designed and constructed to operate with the following typical parameters:

- OUC chilled water supply water temperature (39° – 42°F)
- Differential temperature of 15°F
- OUC chilled water supply pressure (varies by district, contact OUC District Cooling)

OUC strongly recommends the use of high-quality HVAC hydronic components to ensure the building chilled water system performs as required and is compatible with the OUC Chilled Water System.

Please contact OUC District Cooling to determine the requirements for your project.

### **OUC Chilled Water Metering Equipment**

OUC District Cooling will furnish and install the Chilled Water Master BTUH Meter. The customer is required to provide adequate space and conditions for all equipment provided and maintained by OUC District Cooling. The customer is required to install and provide dedicated electric power to the metering equipment including power for any auxiliary equipment required for the building design.

The Chilled Water Master BTUH Meter and required auxiliary equipment will vary depending on the elevation of the proposed building compared to the elevation set point established for the OUC Chilled Water System in a particular district. This is due to the pressure exerted on the OUC District Cooling system from the water column of the building chilled water return riser. Below are the typical arrangements:

### **Standard Chilled Water Master BTUH Meter**

This arrangement is used when the elevation of the highest point in the building's chilled water system is less than the highest elevation specified for the OUC District Cooling District. The equipment includes a flow meter, temperature sensors, control valve and a "Control Package" computer. The metering equipment is connected to the OUC District Cooling chiller plant via a fiber optic link.

The flow meter is an insertion type meter that typically requires 10 pipe diameters of straight run upstream and 5 pipe diameters of straight run-down stream. This requirement along with the location of a bypass, control valve, and pressure reducing valves will affect the space requirements and piping design of the customer system.

### **Chilled Water Master BTUH Meter with Pressure Reducing Valve**

This arrangement may be used when the elevation of the building is higher than the highest elevation specified for the OUC District Cooling District, but the column height pressure is below 120 psig. The equipment includes Pressure Reducing Valves (PRVs), flow meter, temperature sensors, control valve, and a "Control Package" computer. The use of PRVs will affect the available OUC District Cooling chilled water supply pressure.

### **Chilled Water Master BTUH with Heat Exchangers**

If the elevation of the highest point of the building's chilled water system results in a pressure on the OUC District Cooling chilled water system greater than 120 psig, physical de-coupling will be required. This is accomplished by the use of 2-60% capacity plate and frame heat exchangers with 2-60% OUC supply side booster pumps. The equipment also includes a flow meter, temperature sensors, control valve and a "control package" computer.

The supply and installation of heat exchangers is dependent upon the terms and conditions of the Chilled Water Service Agreement.

The heat exchanger design required by OUC consists of equipment that has a significant operating weight and space requirements.

## **Chilled Water Master BTUH Meter “Control Package”**

The “Control Package” computer is a Siemens direct digital controller (DDC) applicable to all master BTUH meter configurations. This equipment is strictly for the monitoring and control of the OUC District Cooling metering equipment. It requires 110-volt ac on a clean/dedicated circuit. Customer chilled water pumps VFDs must be mounted at least 10 feet away from the “Control Package” computer.

## **OUC Chilled Water Sub Metering**

Subject to the execution of a Chilled Water Service Agreement, optional chilled water sub metering services for individual units or tenant spaces are available through a separate Chilled Water Sub Metering Agreement.

Chilled Water sub metering consists of conventional domestic water meters installed on individual fan coil units and are used in conjunction with the Master BTUH Meter for allocation of the chilled water costs. The sub meters are installed and insulated by the customer. The customer may also be required to purchase the meters depending on their use.

## **Customer Supplied Equipment**

The customer is responsible for providing, installing, operating, and maintaining all equipment required to distribute chilled water and cooled air within the building, including but not limited to air handling units, fan coils, chilled water distribution pumps and variable frequency drives (VFDs).

***Please contact OUC District Cooling to review the required equipment for your project.***

# Process for Obtaining Chilled Water Services: General Checklist

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## The Customer is responsible for:

- 1. \_\_\_\_\_ Contacting OUC District Cooling early in the schematic design phase of the project. Provide air condition load (tonnage) estimate, MEP, Civil, and Architectural Drawings including site plan. Continue coordination of design through issue of construction documents. \_\_\_\_\_
- 2. \_\_\_\_\_ Provide construction schedule including need date for chilled water service. \_\_\_\_\_
- 3. \_\_\_\_\_ Execute an OUC Chilled Water Service Agreement and OUC Chilled Water Sub Metering Agreement (*if applicable*). OUC District Cooling cannot begin any procurement or construction activity until an agreement has been executed by both parties. \_\_\_\_\_
- 4. \_\_\_\_\_ Coordinate construction activities with OUC. \_\_\_\_\_
- 5. \_\_\_\_\_ Establish Chilled Water Billing Account(s) with OUC. The customer’s contractor usually establishes the initial billing account until building turnover. \_\_\_\_\_
- 6. \_\_\_\_\_ Clean and flush the entire building chilled water system piping and submit certification documentation. \_\_\_\_\_
- 7. \_\_\_\_\_ Provide addresses, suite, and/or unit numbers for sub metering if applicable. \_\_\_\_\_

# How to Obtain Electric Service

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## **General**

OUC Electric Distribution Engineering Department will approve the availability of service, point of delivery and service characteristics for new commercial and residential development.

Refer to the Electric Distribution System Design Guidelines prior to submitting final application for permits. The design guidelines are located at: [ouc.com/solutions-programs/business/development-services/](http://ouc.com/solutions-programs/business/development-services/).

The owner/developer must contact Development Services at the earliest possible opportunity in the electrical design stage to ensure that appropriate accommodations of OUC electrical facilities are suitable to the project.

OUC electrical engineering requires specific construction schedule information and construction coordination in order to ensure timely delivery of electric service.

## **Overhead Service Residential and Commercial**

OUC provides the service to the weatherhead, including the connections at the weatherhead for commercial and residential buildings. All facilities beyond the connection at the weatherhead belong to the customer. The customer shall supply a suitable point of attachment for the overhead service.

## **Underground Service**

OUC offers underground electric distribution facilities in lieu of overhead facilities for residential and commercial development with the financial assistance of the owner/developer. OUC's Electric Distribution Engineering Department will design the most economical underground distribution system compatible with existing and planned facilities. The location of all equipment including transformers, switchgear, manholes and pull boxes will be specified as part of the underground electric system design.

The customer shall provide OUC with suitable space at a mutually acceptable location to accommodate the necessary facilities required to supply power to the project. Space requirements will vary dependent of the project's load requirements.

The customer shall provide final engineering plans as approved by the government agency having local jurisdiction and must include the following details:

- Property lines
- Topographic lines
- Landscape plan
- Easement to be dedicated
- Paved areas (i.e. streets, parking and driveway locations)
- Drainage (i.e. storms drains, retention areas)
- Existing and proposed utilities (i.e. water, sewer, reclaimed, gas, electric telephone and TV cable)
- Legal property description
- Total load requirements and service main size (Power Riser diagram)

## **A. Residential Subdivisions**

OUC will furnish and install the primary conductor, transformers, switchgear, meters and the associated primary terminations for subdivision development (5 or more houses on contiguous lots) and new single-family residences. OUC will furnish and install the electrical service (lateral) to the line-side connections of the meter base on single-family detached homes only (OUC defines this as one home under one roof). The owner/developer furnishes and installs all of the primary and secondary conduit system, the transformer and switchgear pads, primary pull boxes, secondary junction boxes and approved meter bases. Installation will be to OUC specifications, with the inspection performed by an OUC inspector. The owner/developer will provide OUC with a standard easement to OUC specifications.

The owner/developer shall provide electrical requirements and locations for additional services other than the residential lots themselves. Services include but are not limited to:

- Lift stations
- Trash compactors
- Irrigation controllers
- Fountains
- Pools
- Signage/lighting
- Clubhouse
- Recreational area



## **B. Apartment, Condominium, and Townhouse Development**

OUC will furnish and install the primary conductor, transformers, switchgear, meters and associated primary termination. The owner/developer furnishes and installs all of the primary and secondary conduit system, the transformer and switchgear pads and pull boxes. Installation will be to OUC specifications with the inspection performed by an OUC inspector. The owner/developer will provide OUC with a standard easement to OUC specifications. The owner/developer furnishes and installs all secondary facilities including meter bases approved by OUC, as well as secondary conductor based on National Electric Code.

## **C. Commercial**

OUC furnishes and installs the transformers, switchgear, primary conductor and other necessary primary material. The owner/developer furnishes and installs the transformer and switchgear pads, transformer/switchgear vault rooms, primary and secondary conduit systems, and meter bases to OUC specifications with the inspection by an OUC inspector. All secondary facilities including conductor and lugs, spade extensions and connections at the transformer are the owner/developer's responsibility. The owner/developer must provide OUC a general easement on his property and within buildings for placement and maintenance of the facilities as needed.

For secondary underground services from an overhead pole line, the owner/developer is responsible for furnishing and installing the entire service lateral installation including all conduit, conduit riser, weather- head, conductor and meter base to OUC specifications.

In cooperation with the owner/developer, OUC will designate the location of pad- mounted transformers and switchgear, and the route of primary voltage conductors.

## **Temporary Electric Service for Construction**

Any proposed development in conflict with existing OUC electric facilities must be identified during design stages of the project to insure an orderly adjustment or relocation of the facilities in question. The owner/developer will be responsible for all costs incurred to affect the modifications required. OUC reserved the right to maintain its facilities in place until these conditions have been satisfied and must be given sufficient time to construct or rebuild its facilities.

## **Relocations**

Temporary services are provided for construction purposes. If facilities must be temporarily extended to provide the service drop, the owner/ developer is required to pay, in advance, the cost of the extension. These costs are determined by electric engineering and include all labor, overhead and non-salvageable material costs associated with the installation and removal of the facility, excluding the cost of the service drop itself.

***Please refer to the [OUC Electric Service and Digital Metering Installation Guide](#) for specifics relating to metering requirements.***

# Process for Obtaining Electric Services: General Checklist

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## **The Customer is responsible for:**

1. \_\_\_\_\_ Providing OUC with the following information:
  - a. Project schedule, including the power and conduit system installation need dates
  - b. Approved Plans
  - c. Standard 12-foot easement (or as specified by the OUC engineer)
2. \_\_\_\_\_ For underground service, furnishing and installing:
  - a. Primary & secondary conduit systems
  - b. All secondary conductor (*for commercial and multi-family buildings*)
  - c. Transformer pads and/or vaults
  - d. Primary pull boxes/manholes
  - e. Secondary junction boxes
3. \_\_\_\_\_ For overhead service, furnishing and installing all facilities beyond the connections at the weatherhead.
4. \_\_\_\_\_ Submitting payments for:
  - a. OUC line extension costs
  - b. OUC construction & material cost
  - c. Temporary electric service
5. \_\_\_\_\_ Requesting final inspection and clearance from local permitting jurisdiction.
6. \_\_\_\_\_ Prior to setting electric meters:
  - a. Provide addresses, suite or unit numbers
  - b. Account creation and request meter installation

# How to Obtain OUC Lighting

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## **General**

OUC Lighting provides complete outdoor lighting services for a wide spectrum of commercial and residential applications - from industrial parks to residential developments inside and outside OUC electric boundaries. Offerings include traditional streetlights, highly efficient optical systems for parking lots, and elegant residential lampposts. All initial applications for lighting services will be made through OUC Development Services.

With an executed agreement, OUC designs, purchases, and installs the lighting system which includes setting the poles, installing the fixtures, providing and pulling the cable, and making connections to OUC trans- formers.

Upon installation of the lights, OUC will own and maintain the lighting system over the term of the agreement. The customer pays OUC back for the capital investment, fuel, energy, and maintenance of the lighting system on their monthly utility bill during the term of the agreement.

## **Public Lighting**

OUC Lightning designs and installs outdoor lighting services for governmental agencies inside OUC electric boundaries. Public lighting includes streetlights for public local and major roadways, and non-gated residential communities.

## **MSTU and MSBU Lighting Services**

MSTU or MSBU arrangements can be established for residential subdivisions that do not have gates. Customers who prefer MSTU or MSBU lighting programs must coordinate with the respective local government agency. The customer is responsible for working directly with the local government agency to determine the type of light fixtures and poles desired for the community.

The local agency submits to OUC Lighting, a Governmental Agency Street Light Request Form (SLRF) for OUC to facilitate the design and installation of the lighting system. The customer is responsible for installing the conduit system, junction boxes, and bases. In addition, the local agency is responsible for setting up an account for billing the investment, energy and maintenance of the system.

Within the City of Orlando boundaries only, the customer can choose an OUC decorative light fixture and pole over the standard streetlight offered. The customer must execute an agreement with OUC for the difference between the selected pole and fixture and the standard streetlight offered by the local agency.

## **Private Lighting**

OUC Lighting designs and installs private lighting services inside and outside OUC boundaries. Private lighting includes gated residential subdivisions, commercial parking lots and garages, ball fields and site lighting.

## **Small Projects**

Small projects consist of up to four streetlight fixtures. The customers can request up to four streetlights in areas where OUC power poles and overhead lines are available. The customer must pay up front to OUC the installation of the overhead wire, poles and fixtures. In addition, the customer is responsible for setting up an account for billing fuel, energy and maintenance of the lighting system.

## **Large Projects**

Large projects consist of five or more light fixtures. Customer must execute an OUC Lighting Agreement to take advantage of the OUC Lighting Program. This program begins with taking the developer through the selection, purchase and installation phase of the lighting system (and then works with the Property Owners Association (POA) or Homeowners Association (HOA) to maintain the system over the term of the agreement.

Before a new lighting service can be provided by OUC, the customer must provide to OUC final and approved civil engineering plans depicting other utilities, landscaping, roadside, parking lot curves, and driving services.

OUC is responsible for providing a photometric analysis and a conduit layout for the lighting system in accordance with the provided civil engineering plans.

The customer may install, or opt to have OUC install, the conduit system based on OUC's designed conduit layout. All lighting facilities must be installed within the public right-of-ways or on appropriate easements.

All material and installation must meet the specifications of OUC. All construction must be performed under the inspection of OUC and in compliance with OUC's conduit layout.

OUC is responsible for setting the poles, installing the fixtures, providing and pulling the cable, and making connections to OUC transformers.

### **Additional Services Offered**

Besides installing new lighting system, OUC Lighting can retrofit existing fixtures to new light sources or higher-output units.

# The Customer/Developer is Responsible For:

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1. \_\_\_\_\_ Choosing pole and fixture design styles
2. \_\_\_\_\_ Providing OUC with the following information:
  - a. \_\_\_\_\_ Material specifications  
*(if the lighting product is not part of the OUC product line)*
  - b. \_\_\_\_\_ Project schedule, including the conduit system installation and power need dates
  - c. \_\_\_\_\_ Approved plans:
    - \_\_\_\_\_ Utility site plan
    - \_\_\_\_\_ Landscape plan w/storm water retention
    - \_\_\_\_\_ Site lighting plan *(if not being provided by OUC)*
  - d. \_\_\_\_\_ Blanket easement for OUC lighting facilities
3. \_\_\_\_\_ For underground service, furnishing and installing:
  - a. \_\_\_\_\_ Roadside/parking lot curves complete
  - b. \_\_\_\_\_ Driving services at grade level islands used for lighting complete
  - c. \_\_\_\_\_ Secondary lighting conduit system  
*(if not being installed by OUC)*
  - d. \_\_\_\_\_ Streetlight junction boxes  
*(if not being installed by OUC)*
  - e. \_\_\_\_\_ Pole bases *(if required)*
4. \_\_\_\_\_ Approved licensed electrical contractor
5. \_\_\_\_\_ Compliance with all OUC specifications  
*(refer to OUC Lighting Construction Manual)*
6. \_\_\_\_\_ Payment, if required, to OUC Development Services for lighting construction & material cost

# OUC is Responsible For:

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1. \_\_\_\_\_ Providing and installing:
  - a. \_\_\_\_\_ Secondary lighting conduit system with streetlight junction boxes (*if not being provided by the customer/developer*)
  - b. \_\_\_\_\_ All secondary cables and terminations
  - c. \_\_\_\_\_ All streetlight poles and fixtures, according to contract
  - d. \_\_\_\_\_ Maintenance and operation

# Obtaining OUC Specifications

<b><i>Specifications</i></b>	<b><i>Description</i></b>	<b><i>Located At</i></b>
Water Construction Standards	General guidelines for the design, construction and installation of water facilities	OUC Water Distribution Standards and Specifications Section, call <b>(407) 434-2535</b>
Water Detail Sheet	<ul style="list-style-type: none"> <li>• General specifications for water facility installations</li> <li>• General material specifications</li> <li>• Service line details</li> <li>• Restrained joint standards</li> <li>• Blow-off details</li> </ul>	Water engineering and technical services division, call <b>(407) 434-2557</b>
Backflow Prevention Device Specifications	Approved devices and installation requirements	Contact <a href="mailto:BackflowTesting@ouc.com">BackflowTesting@ouc.com</a>
Guaranty of Performance	Agreement between OUC, developer and contractor for installation and warranty of water facilities	<a href="http://ouc.com/solutions-programs/business/development-services/#forms">ouc.com/solutions-programs/business/development-services/#forms</a>
Deeded Improvements	Lists property with cost value conveyed to OUC (Water Facilities)	<a href="http://ouc.com/solutions-programs/business/development-services/#forms">ouc.com/solutions-programs/business/development-services/#forms</a>



Chilled Water Design and Construction Standards	General guidelines for the design, construction and connection of chilled water services	OUC District Cooling Division, call <b>(407) 434-2647</b>
Chilled Water Sub Metering	Chilled water sub metering installation requirements	OUC District Cooling Division, call <b>(407) 434-2647</b>
OUC Electric Service and Digital Metering Requirements	<ul style="list-style-type: none"> <li>• Basic project procedures and requirements for electric meter installation</li> <li>• Meter base requirements</li> <li>• Service entrance specifications</li> </ul>	<a href="https://ouc.com/solutions-programs/business/development-services/#forms">ouc.com/solutions-programs/business/development-services/#forms</a>
OUC Lighting Construction Manual	Construction standards for lighting installation	OUC Lighting Division, call <b>(407) 434-4430</b>
Electric and Water Rates	Lists OUC commercial and residential electric and water rates	<a href="https://ouc.com/account/service-rates-costs/">ouc.com/account/service-rates-costs/</a>

# Meter Set Request Guidelines

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Prior to installing meters, customers must provide a deposit to cover all applicable charges for the services requested. The deposit shall be an amount equal to an estimated two-month average billing periods for all requested services. The deposit may be in the form of cash, a surety bond, or an irrevocable letter of credits.

Prior to ordering meter sets with OUC, the customer is responsible for:

- Applying for permits from the local permitted jurisdiction. The addresses used to pull permits must match the addresses under which orders for electric service is placed.
- Ensuring permit clearances have been submitted to OUC. Contact the inspection authority to identify the reason a clearance was not received.
- OUC will make contact to establish an account and place order for new electric service.

***Addresses should be submitted 3-5 weeks prior to service request to allow sufficient time to establish customer account and billing information.***

Customer must contact the respective OUC Department to request metered services depending on the type of the application and development. Customer can make a meter request by contacting the department via phone or via e-mail as follows:

## **Development Services**

Office: (407) 236-9651

Fax: (407) 423-9129

E-mail: [developmentservices@ouc.com](mailto:developmentservices@ouc.com)

## **Commercial Services**

Office: (407) 423-9018, press option #3

Fax: (407) 423-9129

E-mail: [commercialsrvcs@ouc.com](mailto:commercialsrvcs@ouc.com)

## **Residential Services**

Office: (407) 423-9018, press option #2

E-mail: [customerservice@ouc.com](mailto:customerservice@ouc.com) Fax: (407) 236-9629

## Services Within the City of Orlando and Unincorporated Orange County Areas

The following sections provide the application type and the department the customer will need to contact to request a meter set.

### Water Meter Set Requests

Application	Request Meter From
Single Family Detached Homes	Commercial Services
Townhome Building – one meter per residential unit	Commercial Services
Townhome Building – one master meter per building	Development Services
Condominium/Apartment complex – one master meter per building or entire complex	Development Services
Shopping center/commercial/industrial/offices complexes	Development Services
Monitoring water meters for fire line services	Development Services

### Reclaimed Meter Set Requests

Application	Request Meter From
Single Family Detached Homes	Commercial Services
Townhome Building – one meter per residential unit	Commercial Services
Townhome Building – one master meter per building	Development Services
Condominium/Apartment complex – one master meter per building, multiple buildings or entire complex	Development Services
Development's entrance landscaping, parks, landscape common areas	Development Services
Commercial, Retail office Buildings, landscape common areas	Development Services

## Electric Meter Set Requests

Application	Request Meter From
Temporary Meter (T-Pole) for construction	Commercial Services
TUG for concrete Block Residential Detached Single-Family Homes	Commercial Services
Permanent Meter for Detached Single Family Homes	Residential Services
Permanent Meter Sets for Townhome units, Apartments/Condominium buildings	Commercial Services (Refer to notes below)
Permanent Meter for shopping center/commercial/industrial/offices complexes	Commercial Services (Refer to notes below)

If OUC field technicians turned down the service (did not install the meter), then OUC will leave a door hanger on site indicating reason why meter was not installed. The customer is responsible to fix the problem and contact OUC again to re-schedule the meter set. Please note that additional fees may apply.

### Notes

- If customer requires entrance into OUC transformer, customer must contact OUC Standby Department at **(407) 434-4111** with 48 hour notice to schedule a Stand-By.
- When transformer stand-by is completed, customer must also contact OUC Revenue Protection Service Section for electric meter sets. For projects east of orange Blossom trail call: **(407) 434-4082**. For projects West of Orange Blossom Trail call: **(407) 434-2539**.
- It is imperative that the meter bases are marked with permanent element resistant labeling indicating correct addresses or apartment numbers. In addition, permanent numbers must be located on or adjacent to unit doors so our Field Service technicians can do cross checks with the project electrician or designated representative (refer to OUC's electric service and digital meter installation requirements for further details).

# Important Phone Numbers

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<i><b>For</b></i>	<i><b>Contact</b></i>	<i><b>By Phone</b></i>
Initial Contact and Project Coordination, Demolition Requests	OUC Development Services	<b>(407) 236-9651</b>
Deposits, Permanent Power for Commercial Buildings and Apartment/ Townhome Buildings, Construction Temporary Power <u>in Orlando</u>	OUC Commercial Services	<b>(407) 423-9018</b>
Deposits, Permanent Power for Single-Family Detached Homes <u>in Orlando</u>	OUC Residential Customer Service	<b>(407) 423-9018</b>
Electric Meter Requirements	Electric Metering	<b>(407) 434-4057</b>
Electrical Conduit System Inspection	OUC Electric Inspections Office	<b>(407) 434-4428</b>
Temporary De-energizing or Energizing of Transformers, Orlando and St. Cloud Areas	Underground Electric, Orlando and St. Cloud Areas	<b>(407) 434-4111</b>
Multiple Electric Meter Sets for Apartment/ Townhome/ Condominium Buildings and Multi- Tenant Commercial Buildings in Orlando	Orlando Revenue Protection Service	<b>For Projects East of Orange Blossom Trail:</b> <b>(407) 434-4082</b>  <b>For Projects West of Orange Blossom Trail:</b> <b>(407) 434-2539</b>

Permits and Inspections	City of Orlando Permitting Department	<b>(407) 246-2271</b> (407) 246-3420 fax
	Orange County Building Division	<b>(407) 836-5550</b> (407) 836-5510 fax
	City of St. Cloud Building Department	<b>(407) 957-7386</b> (407) 957-2486 fax
	Osceola County Building Department	<b>(407) 343-2225</b> (407) 343-2266 fax
Street Light Problem	OUC Lighting Division	<b>(407) 737-4222</b>
Field Issues Once Service Order Is Dispatched	Service Dispatch	<b>(407) 823-9150</b>
Backflow Prevention Specifications	Cross Connection Control	<b>Backflowtesting@ ouc.com</b>
Map Showing Water Facilities Location	OUC GIS Department	<b>(407) 434-2572</b>
Schedule Water Pre- Construction Meeting (For Developer Installs Only)	Water Construction Inspections	<b>OUC Inspector will contact the developer</b>
Fire Flow Test	Water Construction Department	<b>OUChydrantflowt est@ouc.com</b>
Portable (Hydrant) Meter	OUC Commercial Services	<b>(407) 423-9018</b>
City of Orlando Reclaimed Water	OUC Commercial Services	<b>(407) 246-2213</b>
Orange County Reclaimed Water	Orange County Water Reclamation Division	<b>(407) 254-9680</b>
Chilled Water Services	OUC District Cooling Division	<b>(407) 434-2647</b>

# NOTES

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**For more information contact us at  
407-423-9018  
WWW.OUC.COM**



**Orlando Utilities Commission  
100 West Anderson Street Orlando, Florida 32801  
WWW.OUC.COM**