



## Utility Service Request Application Process

Customers desiring new or modified utility service must submit a completed Utility Service Request (USR) Form to Reedy Creek Energy Services (RCES). RCES is a line of business with the Walt Disney World Co., and provides labor services to plan, design, operate, and maintain several utility systems throughout the Central Florida Tourism Oversight District (CFTOD). The systems include potable water production and distribution, wastewater collection and treatment, reclaimed water distribution, hot water production and distribution, chilled water production and distribution, electric generation and distribution, natural gas distribution, solid waste collection, disposal and recycling, and compressed air production and distribution. A completed USR Form shall be submitted electronically to [WDW.RCES.USR@disney.com](mailto:WDW.RCES.USR@disney.com).

Please be advised that Florida has a broad public records law. Under Chapter 119, Florida Statutes, CFTOD is required to make available for inspection and copying any public record regardless of physical format, which is not otherwise exempted from public access by general law. All records, including communications such as electronic mail, submitted to RCES in its role as a labor service provider for CFTOD are maintained and are subject to disclosure as public records.

### **Conceptual “Blue Sky” / Pre-Application Meeting and Process**

- Blue Sky / Pre-Application meetings offer customers an opportunity to meet with RCES personnel to review preliminary or conceptual projects involving new or modified utility service(s). The meetings are intended to provide a collaborative forum for the customer to share information about the project and RCES to share information about existing utility facilities.
- Customers desiring a Blue Sky / Pre-Application meeting should email RCES Engineering & Programs (RCES E&P) at [WDW.RCES.USR@disney.com](mailto:WDW.RCES.USR@disney.com) to request the meeting.
- Upon receipt of the request for a Blue Sky / Pre-Application meeting, RCES E&P will reach out to the customer to coordinate the list of required attendees and schedules. The customer may wish to create a SharePoint site with view only rights to share preliminary or conceptual files with the proposed attendees to facilitate more meaningful discussion during the Blue Sky / Pre-Application meeting.
- Depending upon the scope and/or complexity of the project, additional coordination and/or meetings may be necessary to support progress toward the customer submitting a completed USR Form for review and response. In these cases, RCES may require a funding source to cover the cost of providing engineering support to evaluate the feasibility of alternatives requested by the customer.
- Once the customer decides to proceed with the project, the standard USR Application Process shall be followed.
- The USR Response Letter when issued overrides any preliminary information previously provided or discussed.

### **USR Review Times**

A USR Form is not considered complete until ALL required information has been submitted. Review times will vary depending on the complexity/magnitude of the proposed development and the status of the customer's design. For complex projects, customers are strongly encouraged to engage RCES E&P staff as early as possible. USR Forms should be submitted sufficiently in advance of anticipated needs to allow review and approval, design, material procurement, bidding and contract award, mobilization, and construction to occur in accordance with the requirements of CFTOD's procurement policy. The customer should contact RCES E&P regarding scheduling before and as part of the preparation of the USR Form.

### **USR Response Letter**

After reviewing the completed USR Form, RCES E&P will provide a written response to the customer informing them of the ability to provide the requested service(s), along with any conditions for service.

## **Changes After Issuance of USR Response**

If the customer makes changes to their project that affects the utility service design, project schedule, construction cost estimate, or load and demand requirements, after the issuance of the USR Response Letter, the customer shall submit a revised USR Form and will receive a revised USR Response Letter.

## **Contribution-In-Aid-of-Construction (CIAC)**

If improvements or alterations to the CFTOD utility system(s) are necessary to provide the requested service to a customer, a CIAC may be required from the customer. CIACs are calculated in accordance with the established service rules and regulations (tariff) for each utility and represent the difference between the total project cost to provide the required improvements or alterations to the CFTOD utility system(s) and a reasonable return on CFTOD's investment based on anticipated revenue to be received from the project.

## **Improvements or Alterations Provided by CFTOD**

The USR Response Letter will provide an estimate of the total project cost as well as the CIAC, if required. If a CIAC is required, then written authorization of the customer's intent to pay the CIAC must be provided to [WDW.RCES.USR@disney.com](mailto:WDW.RCES.USR@disney.com) before work on the project can proceed. Authorization may be provided in phases. CFTOD will proceed with the design phase upon receipt of an initial authorization to cover design fees and associated soft costs. Once the design is complete and a firm bid price has been obtained from the contractor, CFTOD will issue an invoice for the total CIAC based on contractor bid price plus actual and anticipated remaining soft costs. Full payment of the invoice must be received to issue a notice to proceed to the contractor.

## **Customer's Self-Performance of Utility Service Design, Construction & Commissioning**

During USR review, it may be determined to be advantageous for the customer to provide the improvements or alterations to the utility system(s) necessary to serve their project. This determination will be made on a case-by-case basis and at the sole discretion of RCES E&P. In those instances, the USR Response Letter will outline the customer's responsibilities related to the design, construction, and commissioning of the improvements or alterations.

If the decision is made to allow the customer to self-perform work to support their project, the following requirements shall be adhered to without exception:

- The decision must be made prior to the issuance of design plans for the procurement of construction bids. Under no circumstance will this decision be made after bid issuance.
- Customers must follow all current codes and standards including CFTOD Utility Standards, EPCOT Building Codes and supplements, and all applicable federal, state, or other local laws, rules, and regulations as well as sound engineering practice and industry standards.
- Regular inspections and quality checks shall be coordinated with RCES E&P and conducted throughout the project to ensure compliance with all standards and regulations. Upon completion, RCES E&P will conduct a final inspection to confirm that the work meets all requirements before the service can be activated.
- Upon completion of construction and satisfaction of all CFTOD requirements, the customer shall be required to deed over that portion of the extensions and/or improvements to be owned by CFTOD. Once the transfer of deed has been completed, CFTOD shall assume the responsibilities for maintaining the extensions and/or improvements.

Depending upon the affected utility system and/or the extent and complexity of work to be performed, CFTOD may require the customer to enter a "Developer Agreement" wherein CFTOD and the customer set forth more detailed construction and funding terms.



## Utility Service Request Form

RCES Engineering and Programs will not begin its review of the Utility Service Request (USR) until it is deemed complete. A USR is deemed complete if it includes the following information:

- Project, Requestor, and Customer Information
- Type of Service being requested (Temporary, Permanent, etc.) and Utility Required (Yes/No)
- In-Service Date for each required utility
- Estimated load and demand requirements and supporting documentation for each utility service being requested
- Site plan and location map showing the project location for which service is being requested and the preferred point of connection(s) to the CFTOD utility system

<b>Project Name</b>
<b>Service Address</b> <small>Please include a location map with the form submittal if a service address has not yet been assigned.</small>

<b>Requestor Name</b>	
<b>Phone</b>	<b>Email</b>

<b>Customer Name</b> <small>Responsible for paying the monthly utility bills and any required contribution-in-aid-of-construction.</small>
<b>Billing Address</b>
<b>Phone</b>
<b>Email</b>

<b>Type of Service:</b>	<input type="checkbox"/> Temporary <6 months	<input type="checkbox"/> Permanent	<input type="checkbox"/> Upgrade	<input type="checkbox"/> Relocation
-------------------------	--	------------------------------------	----------------------------------	-------------------------------------

UTILITY	REQUIRED? YES/NO	IN-SERVICE DATE	LOAD & DEMAND REQUIREMENTS			
			Information provided should be specific to the project (i.e. net addition or subtraction from existing conditions)			
ELECTRIC			Voltage (Volts)		Phase	
			Demand (kW)		Current (Amps)	
POTABLE WATER			Average Day Demand (gpd)		Peak Day Demand (gpd)	
			Peak Hour Demand (gpm)		Fire Flow (gpm)	
SANITARY SEWER			Average Day Generation (gpd)		Peak Hour Demand (gpm)	
RECLAIMED WATER			Average Day Demand (gpd)		Peak Hour Demand (gpm)	
NATURAL GAS			Total Connected Load (SCF/hr)		Annual Consumption (Therms/yr)	
			Peak Hour Demand (SCF/hr)		Pressure (in. wc)	
CHILLED WATER			Peak Demand (Tons)		Required Temperature Return (°F)	
			Annual Consumption (Kilotons/yr)		Required Pressure Supply (psig)	
			Required Temperature Supply (°F)		Required Pressure Return (psig)	
HOT WATER			Peak Demand (MMBTU/hr)		Required Temperature Return (°F)	
			Annual Demand (MMBTU/yr)		Required Pressure Supply (psig)	
			Required Temperature Supply (°F)		Required Pressure Return (psig)	
SOLID WASTE & RECYCLING			If yes, an application will be provided with the USR response letter.			
COMPRESSED AIR			If yes, an application will be provided with the USR response letter.			

**ATTACH SITE PLAN AND EMAIL TO: Reedy Creek Energy Services at [WDW.RCES.USR@disney.com](mailto:WDW.RCES.USR@disney.com)**