



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 Company, 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.

Please be advised that Florida has a broad public records law. Under Chapter 119, Florida Statutes, the 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 the 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 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 the 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 the CFTOD's investment based on anticipated revenue to be received from the project.

Improvements or alterations provided by the CFTOD

The USR Response Letter will provide an estimate of the total project cost and request written authorization of the customer's intent to move forward with the project. The CFTOD will proceed with the design phase upon receipt of an initial authorization to cover design fees and associated soft costs. Once preliminary design is complete the Customer will be provided a more detailed estimate including information regarding the amount (if any) the CFTOD will fund. All costs above this amount will be the responsibility of the Customer and are referred to as the CIAC. The Customer must provide an additional written authorization agreeing to the estimated CIAC to proceed towards final design and bidding of the project. Once the design is complete and a firm bid price has been obtained from the contractor, the 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 the 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 the CFTOD requirements, the customer shall be required to deed over that portion of the extensions and/or improvements to be owned by the CFTOD. Once the transfer of deed has been completed, the 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, the CFTOD may require the customer to enter a "Developer Agreement" wherein the CFTOD and the customer set forth more detailed construction and funding terms.



Utility Service Request – Application Checklist

General Submittal Requirements (for all utility services)						
<input type="radio"/> Provided	<input type="radio"/> N/A	Provide site plan / master utility plan showing overall construction and all utility connections. All buildings/structures shall be shown.				
<input type="radio"/> Provided	<input type="radio"/> N/A	Provide supporting documentation and calculation for each estimated 'Load and Demand'. See additional details below for each utility.				
<input type="radio"/> Provided	<input type="radio"/> N/A	Provide the overall project schedule and utility requirements at each project milestone. Schedule shall be provided for the following phases at a minimum: during construction, partial (Dry-in), and full service.				
<input type="radio"/> Provided	<input type="radio"/> N/A	If multiple services for the same utility are being requested, provide 'Load and Demand Requirements' for all services as an attachment to the application package.				
Additional Submittal Requirements for Electric Utility Service						
For services 500kW and larger, provide the following:	<input type="radio"/> Provided	<input type="radio"/> N/A	Air Conditioning (kW)	<input type="radio"/> Provided	<input type="radio"/> N/A	Refrigeration (kW)
	<input type="radio"/> Provided	<input type="radio"/> N/A	Electric Heating (kW)	<input type="radio"/> Provided	<input type="radio"/> N/A	Water Heating (kW)
Motor Information:	<input type="radio"/> Provided	<input type="radio"/> N/A	Largest Motor (HP)	<input type="radio"/> Provided	<input type="radio"/> N/A	VFD/Drive (kW)
Service Conductor Information:	<input type="radio"/> Provided	<input type="radio"/> N/A	# of Conductors	<input type="radio"/> Provided	<input type="radio"/> N/A	Conductor Size(s)
Additional Submittal Requirements for Mechanical Utility Services (Compressed Air, Chilled Water, Hot Water)						
<input type="radio"/> Provided	<input type="radio"/> N/A	Chilled Water / Hot Water	Provide elevation (in ft) of the highest heating/cooling element in the building. If the value exceeds the District limits, the customer will be required to provide design documents to maintain fill pressure in the highest element + 5 psig and not create unbalanced flow conditions in the distribution system.			
<input type="radio"/> Provided	<input type="radio"/> N/A		Provide required differential pressure. If the value exceeds the District limits, the customer will be required to provide design documents to boost pressure and not create unbalanced flow conditions in the distribution system.			
<input type="radio"/> Provided	<input type="radio"/> N/A	Compressed Air	Provide completed attached Compressed Air (CA) Utility Service Request Form.			
<input type="radio"/> Provided	<input type="radio"/> N/A		Provide either confirmation that both pressure and quality of compressed air as determined at the production plant level are acceptable or acknowledgment that additional conditioning will be provided by the customer. It is the responsibility of the Customer to condition the air at the point of delivery if the quality is not acceptable.			
Additional Submittal Requirements for Civil Utility Services (Potable Water, Sanitary Sewer, Reclaimed Water, Solid Waste & Recycling)						
<input type="radio"/> Provided	<input type="radio"/> N/A	Potable	Provide fixture counts and maximum demand per fixture (gallons per minute). *AWWA has guidelines on fixture demands (M-22).			
<input type="radio"/> Provided	<input type="radio"/> N/A	Potable	Provide peak demand for any special use or process water not identified as a fixture above (gallons per minute).			
<input type="radio"/> Provided	<input type="radio"/> N/A	Potable	Provide Average Day and Max. Day demands (gallons per day) and/or the assumed peaking factor.			
<input type="radio"/> Provided	<input type="radio"/> N/A	Potable	Provide system pressure requirements. If the required pressure is above the District's system pressure, the customer will be required to provide a booster pump to meet the desired pressure. If so, provide peak pumping rate of booster system and identify any demand that will bypass the booster system (both in gallons per minute).			
<input type="radio"/> Provided	<input type="radio"/> N/A	Potable	If irrigation is connected to potable system, provide peak demand (gallons per minute) based on head count and demand per head type.			
<input type="radio"/> Provided	<input type="radio"/> N/A	Reclaimed	If irrigation is connected to reclaimed system, provide peak demand (gallons per minute) based on head count and demand per head type.			
<input type="radio"/> Provided	<input type="radio"/> N/A	Reclaimed	If any fixtures are supplied with reclaimed water, provide fixture counts and maximum demand per fixture (gallons per minute). *AWWA has guidelines on fixture demands (M-22).			
<input type="radio"/> Provided	<input type="radio"/> N/A	Reclaimed	Provide peak demand for any special use or process water not identified as a fixture above (gallons per minute).			
<input type="radio"/> Provided	<input type="radio"/> N/A	Reclaimed	Provide average day and max. day demands (gallons per day) and/or the assumed peaking factor.			
<input type="radio"/> Provided	<input type="radio"/> N/A	Reclaimed	Provide system pressure requirements. If the required pressure is above the District's system pressure, the customer will be required to provide a booster pump to meet the desired pressure. If so, provide peak pumping rate of booster system and identify any demand that will bypass the booster system (both in gallons per minute).			
<input type="radio"/> Provided	<input type="radio"/> N/A	Sanitary	In addition to potable/reclaimed fixtures, provide other sources of sanitary discharge such as A/C condensate and provide the anticipated discharge flow rate per source (gallons per minute).			
<input type="radio"/> Provided	<input type="radio"/> N/A	Sanitary	Provide the sanitary sewage level of service per District Land Development Regulations (average gallons per day) (https://www.oversightdistrict.org).			
<input type="radio"/> Provided	<input type="radio"/> N/A	Sanitary	If applicable, provide the design pump rate from the proposed lift station (gallons per minute).			
<input type="radio"/> Provided	<input type="radio"/> N/A	Sanitary	If applicable, provide calculations to confirm system pressure can overcome force main tie-in pressure at the design flow rate.			
<input type="radio"/> Provided	<input type="radio"/> N/A	Solid Waste & Recycling	Provide required level of service per District Land Development Regulations (average pounds per day) (https://www.oversightdistrict.org).			

Notes:

1) The Application Checklist does not apply to Relocations or Upgrades where the 'Load & Demand' requirements do not change. For Relocations or Upgrades, the customer shall complete the Application Form and provide a site plan.



Utility Service Request – Application Form

ATTACH SUPPORTING DOCUMENTATION AND EMAIL TO:
 Reedy Creek Energy Services at WDW.RCES.USR@disney.com

DATE RECEIVED
(RCES Use Only)

New Request	Revision to Existing USR #	
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Project Name
Project Address
Please include a location map with the form submittal if a service address has not yet been assigned.
Project Description

Project Manager	
Name	
Address	
Phone	Email

Construction Manager	
Name	
Address	
Phone	Email

Type of Service:	<input type="checkbox"/> Temporary <6 months	<input type="checkbox"/> Permanent	<input type="checkbox"/> Abandonment	<input type="checkbox"/> Upgrade	<input type="checkbox"/> Relocation
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UTILITY	REQUIRED? Y/N	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 Flow Rate (gpm)	
			Required Temperature Supply (°F)		Required Pressure Diff. (psid)	
HOT WATER			Peak Demand (MMBTU/hr)		Required Temperature Return (°F)	
			Annual Demand (MMBTU/yr)		Required Flow Rate (gpm)	
			Required Temperature Supply (°F)		Required Pressure Diff. (psid)	
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.			