



Orange County Utilities
Customer Service Division
 9150 Curry Ford Road Orlando, Florida 32825-7600
 407-836-5515
www.ocfl.net/utilities/
Utilities.Information@ocfl.net

CUSTOMER INFORMATION

UTILITY BILLS – Customers are billed every 28 – 35 days. The Customer Service Division is not responsible for undelivered or late mail. In the event you fail to receive a bill, please call our office immediately.

PAYMENTS – Payments may be made using the following options:

- Online at www.ocfl.net/PayUtilities/
- Using our automated system that accepts credit/debit cards and e-checks – call 407-836-5515 – 24 hours a day
- By debit draft through our “Easy Pay” Program – call 407-836-5515 for details
- By credit card through our “Credit Card Auto Pay” Program – registered online customers can sign up on the web at www.ocfl.net/PayUtilities/ or call 407-836-5515
- At participating Winn-Dixie® and Save Rite® stores equipped with Western Union® (your payment may take up to 3 business days to post to your account)
- At participating Amscot® locations (your payment may take up to 3 business days to post to your account)
- At any Walmart®, Walmart Supercenter®, or Walmart Neighborhood Market® (your payment may take up to 3 business days to post to your account)
- By mail to: Post Office Box 628068, Orlando, FL 32862-8068
- In person at our office or drive-thru at 9150 Curry Ford Road (intersection of Curry Ford Road and Econlockhatchee Trail)
Monday – Friday, 8:00 a.m. – 5:00 p.m.
- Night drop box (for after hours payments) located at the drive-thru at 9150 Curry Ford Road and at 201 South Rosalind Avenue (south side of Orange County Administration Building)

If you are paying a bill that is past due, please make your payment online at www.ocfl.net/PayUtilities/ or use our automated system at 407-836-5515, as you may have already been scheduled for disconnection for non-payment.

CONTACT INFORMATION – If your contact phone number has changed, please call our office to update your information.

Call Center	8:00 a.m. – 6:30 p.m. EST	Monday – Friday, excluding County Holidays	407-836-5515, opt 2, opt 1, opt 0
Call Center – Toll Free Long Distance	8:00 a.m. – 6:30 p.m. EST	Monday – Friday, excluding County Holidays	800-626-1140, opt 2, opt 1, opt 0
Credit/Debit Card & E-check Payments (Automated)	24 hours a day	7 days per week	407-836-5515, opt 2, opt 1, opt 1
Customer Service Fax	24 hours a day	7 days per week	407-254-9698
Dispatch & After Hours Emergencies	24 hours a day	7 days per week	407-836-2777
Environmental Compliance Surcharge Billing	8:00 a.m. – 5:00 p.m. EST	Monday – Friday, excluding County Holidays	407-836-5515, opt 2, opt 1, opt 0
Garbage & Recycling Hotline	8:00 a.m. – 5:00 p.m. EST	Monday – Friday, excluding County Holidays	407-836-6601
General Information (Automated)	24 hours a day	7 days per week	407-836-5515, opt 2, opt 1, opt 2
Lobby & Drive-thru Teller	8:00 a.m. – 5:00 p.m. EST	Monday – Friday, excluding County Holidays	
Mandatory Refuse Billing	8:00 a.m. – 5:00 p.m. EST	Monday – Friday, excluding County Holidays	407-836-5515, opt 2, opt 1, opt 0
TDD Number (Hearing Impaired)	24 hours a day	7 days per week	407-254-9977
Toll Free Long Distance (Automated)	24 hours a day	7 days per week	800-626-1140, opt 2, opt 1, opt 1
Utilities Website	24 hours a day	7 days per week	www.ocfl.net/utilities/

INITIATION OF SERVICE FEE – The Initiation of Service Fee is \$16.00 during regular business hours (\$21.00 during non-business hours) and is non-refundable.

DEPOSITS – Residential account deposits are credited to your account when an account meets all of the following criteria within a 12-month consecutive period: no more than 2 late payments, no dishonored checks or debit drafts by your bank, and no involuntary interruptions in service. Commercial account deposits are held for the duration of the account, reviewed yearly for sufficiency, and invoiced for any shortfalls. Deposits earn and are paid interest as a monthly credit to your account from the start of service. If the deposit is held when you terminate the account, the deposit and any accrued interest to the account will be applied to the final bill. If the deposit and accrued interest on the account exceed the final bill, any resulting credit over \$10.00 will be refunded.

TERMINATION OF SERVICE – To terminate service, please notify our office either over the web at www.ocfl.net/PayUtilities/, in writing, or by telephone. At that time, it will be necessary for you to provide us with a forwarding address to which your final bill is to be mailed. If your final bill includes a refund of less than \$10.00, please request this refund in writing. Otherwise, the refund will be donated to “Orange Cares 4 U,” a charitable program to offer short-term utility bill assistance for the elderly, medically challenged, or any utility customer with a qualifying emergency.

LATE FEES – A late fee of 1.5% of the unpaid balance is assessed after the close of business on the due date of the bill. In order to avoid a late fee, payment must be received and processed into the billing system by the close of business on the due date. Please be timely to avoid this charge.

DISCONNECTION FOR NON-PAYMENT – Customers who have not paid their utility bills by the due date are subject to having their service disconnected. Prior to restoration of service, all charges owed must be paid. The amount owed shall include any applicable deposits, turn-off charges, turn-on charges, and charges for any services rendered or billed to the customer at the time of proposed reinstatement. Please see “Miscellaneous & Special Charges” on page 2.

Miscellaneous & Special Charges

Temporary service turn-on/turn off (regular business hours)	\$12.00	Mandatory Refuse 2019 Service	\$230.00
Temporary service turn-on/turn off (non-business hours)	\$17.00	(Prorated until applied to property taxes)	
Meter tampering/meter removal	\$41.00	Dishonored Credit Card Fee	\$18.00
Unauthorized connections (regular business hours)	\$350.00	Returned Check Fees	
Unauthorized connections (non-business hours)	\$361.00	<i>Amount of Check</i>	<i>Applicable Fee</i>
Covered, obscured or inaccessible meters	\$37.00	\$0 - \$50	\$25.00
Rereading meter for customer's convenience	\$9.00	\$50.01 - \$300	\$30.00
Distribution Trip Charge (regular business hours)	\$34.00	\$300.01 or greater	The greater of \$40.00 or 5%
Distribution Trip Charge (non-business hours)	\$51.00		

Water and Wastewater Rate Schedule*

Fixed Monthly Charge By Meter Size

Meter Size	Water	Wastewater
5/8" by 3/4"***	\$ 7.34	\$ 17.17
1"	\$ 13.07	\$ 38.20
1-1/2"	\$ 22.56	\$ 73.24
2"	\$ 33.97	\$ 115.30
3"	\$ 64.42	\$ 227.43
4"	\$ 98.64	\$ 353.61
6"	\$ 193.71	\$ 704.07
8"	\$ 307.81	\$1,124.62
10"	\$ 478.94	\$1,755.42

***Applies to most single-family homes

Volume Charges

Residential - Water Per 1,000 Gallons

0-3,000 (gal)	\$ 1.16
4,000-10,000 (gal)	\$ 1.61
11,000-20,000 (gal)	\$ 3.20
21,000-30,000 (gal)	\$ 6.40
31,000 and above (gal)	\$ 12.77

Residential - Wastewater Per 1,000 Gallons

Per 1,000 (gal)	\$ 3.90
Single-family/Mobile Home (maximum 14,000 gallons)	
Multi-family (2-4 units) (maximum 25,000 gallons)	

Volume Charges

Commercial - Water Per 1,000 Gallons

5/8" by 3/4" Meter	
0-10,000 (gal)	\$ 1.61
11,000-20,000 (gal)	\$ 3.20
21,000-30,000 (gal)	\$ 6.40
31,000 and above (gal)	\$ 12.77

1" Meter & Larger

All Consumption	\$ 1.61
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Commercial - Wastewater

Per 1,000 (gal)	\$ 3.90
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Residential Cross Connection Control Fee*

\$3.00 Per Month

Reclaimed Water Rate Schedule*

Retail Rates

Meter Size	Fixed Monthly Charge	Allowed Monthly Usage in Gallons**
5/8" by 3/4"	\$ 3.86	4,000
3/4"	\$ 3.86	4,000
1"	\$ 9.67	10,000
1-1/2"	\$ 19.34	19,000
2"	\$ 30.91	31,000
3"	\$ 57.99	57,000

**Volume charge for usage above monthly allowance: \$1.05 per 1,000 gal

Wholesale Rates

Fixed Monthly Charge

Meter Size	Priority User	Interruptible User	
		No On-site Storage	With On-site Storage
4"	\$ 187.44	\$ 112.47	\$ 74.97
6"	\$ 428.79	\$ 257.27	\$ 171.52
8"	\$ 670.13	\$ 402.07	\$ 268.05
10"	\$1,019.26	\$ 611.56	\$ 407.70
12"	\$1,555.02	\$ 933.02	\$ 622.02
16"	\$3,083.52	\$ 1,850.10	\$1,233.41

Monthly Usage Allowance

In Gallons

4"	218,000
6"	499,000
8"	780,000
10"	1,185,000
12"	1,808,000
16"	3,584,000

Volume Charges

For Any Usage Above Monthly Allowance

User	Per 1,000 Gallons
Priority User	\$.84
Interruptible User-No On-site Storage	\$.49
Interruptible User-With On-site Storage	\$.35

*ANY AMOUNT NOT PAID BY THE DUE DATE IS SUBJECT TO A 1.5% LATE FEE PER MONTH.

Para más información, por favor llame al Departamento de Servicios Públicos del Condado de Orange y pida hablar con un representante en español. El número de teléfono es 407-836-5515.