



**APPLICABILITY/ACCOUNTABILITY:**

This disclosure shall apply to all development on the main campus, regardless of funding source(s), that requires any request for changes, improvements, expansion, connection, or modifications to university owned or leased infrastructure, utility generation, or purchased utility capacity.

**PURPOSE:**

The university must comply with all applicable regulatory, state, public utility, and federal requirements to ensure that utility services provided on the main campus are reliable and responsive, and to confirm that adequate and reserve capacity is available prior to issuing campus development permits for any load growth. Utility service levels are defined here in order to comply with Florida Statutes, Chapter 163.3180, Concurrency. The service levels provided herein shall apply to all categories of campus end users (E&G, DSO, AUX, P3, Athletics, and external users), regardless of funding source(s), and shall be considered “basic levels” of service.

Pursuant to Chapter 163.3180, the university has established a concurrency management system to ensure that university-provided utility services, and facilities needed to support development, are available concurrent with the impacts of such development. For more information on UCF’s Concurrency Application, see [Application for Concurrency Review](#).

The university has appointed Department of Utilities and Energy Services (UES) the single point of contact for all campus utility distribution design, interconnection, disconnection, expansion, and construction of utility facilities. As such, UES has the authority to prohibit or restrict internal or external users from providing utility services within the campus, based on regulations, adequate and reserve capacity, flow, isolation, pressure, means, methods, size, make, and materials. Utilities and interconnection to campus distribution or collection streams related to new building construction, renovations, remodels, additions, and alterations, whether performed by internal or external entities, must be reviewed and approved by UES through the concurrency management system for all new construction. UES may restrict or prohibit any end user who does not satisfy the requirements of concurrency management from interconnection.

UES maintains infrastructure design and construction standards and employs monitoring systems to ensure adherence to the adopted service levels, schedule of capital infrastructure, generation improvements, and the availability of adequate and reserve utility capacity prior to the issuance of development permits. UES serves as the principal advisor for all main-campus-related utility administration and concurrency enforcement, as defined in UCF Policy 3-303, University Controlled Utilities and Interconnection.

**DISCLOSURE STATEMENT:**

All development permits shall meet a minimum utility service level standard, regardless of funding source(s), to ensure the development will not result in a reduction to the basic levels of service provided to existing connected campus end users. Future development at the university shall be permitted based on provisions that optimize the use of existing utility infrastructure and utility generation assets. Permits shall only be granted if adequate capacity is available. If capacity is not available, the permit shall be put on hold until adequate utility facilities are in place.

An end user who creates a need for elevated levels of service, such as low or high flow and temperatures, sensitive research environments that require humidity levels below 55%, backup power, reverse osmosis,



or deionized water systems, shall bear all costs of such elevated service levels, including but not limited to, the purchase of additional redundancy for heating and cooling requirements, and building level system and utility upgrades.

**DEFINITIONS:**

**Auxiliary:** Activities that are not instructional in nature but support the operation of the university. Auxiliaries generate revenue from the sale of goods and services to the university community. Some auxiliaries are partially or wholly funded by student fees.

**Concurrency:** Ensuring that the development of utility systems is available prior to the time of an end user’s improvement’s permit, without negatively impacting university utility distribution, transmission, generation and capacity.

**Certificate of Capacity Reservation:** A non-binding receipt from UES acknowledging utility capacity and generation is available for interconnection. Capacity is confirmed by end users prior to interconnection, when the base user system development charges are paid in full to UES.

**Capital Improvement Trust Fund (CITF):** Funding which may only be used for construction, renovation, and improvement of student-related facilities, collected through student fees.

**Consumptive Use Permit (CUP):** Permission from the St. Johns River Water Management District for the university to withdraw a specified amount of water from the Floridian Aquifer. UCF’s CUP is limited to 256.5 million gallons per year (MGPY).

**Educational & General (E&G):** State appropriations from the general revenue, as well as funds from student and other fees. These funds are restricted for instructional and public service activities, and related administrative support.

**End user:** Any facility, occupant, contractor, or customer on the main campus taking delivery of or interconnecting with university-owned or leased utility distributions services.

**End user Improvement:** Renovation located within the end user’s construction limits which will receive university utility services.

**External users:** Non-UCF entities that are connected to de-regulated utility systems owned and operated by the university, including Central Florida Research Park and Siemens Quadrant I.

**Meter:** A utility revenue-grade device, used for tracking, profiling, and administering monthly billing for reclaimed water, potable water, chilled water, natural gas, electricity, and hot water heating.

**Public Private Partnerships (P3s):** A collaboration between the university and private sector companies used to finance, build, and operate buildings.

**Point of delivery:** The physical location where a utility service is delivered from the university to the end user.



**Service:** Potable water, reclaimed water, sanitary, electric, chilled water, natural gas, or stormwater collection meeting the specifications set forth in the UCF’s Design Construction and Renovation standards, which is made available at the point of delivery by the university.

**Subscribed Capacity:** The maximum quantity of utility service to be delivered during any consecutive sixty (60) minute period to the end user during the monthly billing cycle.

**St. Johns River Water Management District (SJRWMD):** The regulatory agency charged with ensuring the sustainable use of Florida’s water for people and natural systems. The SJRWMD oversees the permitting process for the quantity of water that the university may lawfully extract from the Floridian Aquifer.

**Unscheduled Outage:** Any outage not otherwise permitted under Facilities & Safety procedure FS 2015 FS0017, Utility Outage Procedure, or deviation of the utility service attributes provided in **ARTICLE 3-B**, which is caused by acts-of-god or utility providers outside of UES’s control. An unscheduled outage affects UES’s ability to provide service(s) and thus, adversely affects the end user. Properly noticed and scheduled outages and outages caused by the end user are not unscheduled outages.

**Utility System:** The interconnected combination of chilled water, sanitary, potable water, electric, natural gas, and storm and reclaimed water production and distribution components, comprising the systems owned by, operated by, or leased to UCF, for the benefit of the main campus end users.

**CONDITION OF UTILITY SERVICE LEVELS**

- A. The university’s obligation to provide utility services conditioned upon the receipt, and continued validity of regulatory approvals and/or authorizations to provide utility services, in accordance with the following state and federal regulations, permits, and utility contracts:
  - 1. St. Johns River Water Management District
  - 2. Seminole County Environmental Services
  - 3. Orange County Utilities
  - 4. Florida Department of Environmental Protection
  - 5. Florida Public Service Commission
  - 6. Florida Department of Transportation
  - 7. TECO People’s Gas
  - 8. Duke Energy Florida
- B. UCF is recognized in Orange County as an Authority Having Jurisdiction (AHJ) for any main campus development permit applications. All new development permits (new construction, renovations, remodels) shall adhere to the latest version of UCF’s Design, Construction, and Renovation Standards, or to published third-party-provided utility design specifications at the time of contract execution. Design and infrastructure costs associated with third-party utilities shall be paid by the end user creating the need.
- C. The UCF Campus Master Plan provides provisions for campus development. As such, campus development should continue to adhere to higher-density development best practices, while meeting or exceeding the university’s prescriptive Green Building requirements to effectively minimize heat gain and energy consumption, reduce dependence on the region’s potable water, and reduce the need for additional infrastructure and capacity.
- D. The utility infrastructure costs resulting from the addition of all new buildings and renovations that increase utility demands for purchased utilities, or university-owned, operated, or leased infrastructure,



shall be considered a component of construction and renovation budgets, regardless of whether capital funding comes from the State or other source(s).

- E. No development will be permitted if utility generation, infrastructure, and/or capacity is not available to support the impacts of the development. The university shall have a minimum of 15% reserve capacity in purchased and generated commodities. Any projects or end users that crosses the 15% threshold in any commodity generated or purchased by the university shall be responsible for all costs to increase the capacity and infrastructure to meet the additional peak utility demands.
- F. All categories of connected campus end users shall use a university meter. Where meters are not financially or physically practical, as determined by UES, UES reserves the right to administer monthly pro-rated charges in accordance with Facilities & Safety policy FSP 2016 UES0001, Utility Rate Methodology and Billing.
- G. All connections made to the point of delivery of university utility systems shall be warranted by the end user’s contractor for a period of two (2) years from the interconnection date. Warranties shall be turned over to UES with the as-built documentation, prior to permanent interconnection.

**UNIVERISTY UTILITY PROVIDED SERVICE LEVELS**

**A. Point of Delivery**

<b>Commodity</b>	<b>University Utility Point of Delivery to the Building Level</b>
Potable Water	Backflow meter assembly to the building, or group of buildings
Reclaimed Water	Distribution from Seminole County, up to the booster stations
Sanitary Sewer Collection	First manhole (outlet), or lift station up to the campus collection system
Storm Water Collection	First manhole (outlet) to the campus collection system
Primary Power	600VAC bushing on the load side of the Duke Energy Transformer
Hot Water Heating	First isolation valve outside the building or group of buildings
Chilled Water	First isolation valve outside the building or group of buildings
Natural Gas	First isolation valve outside the building or group of buildings

**B. Utility Service Attributes**

<b>Commodity</b>	<b>Defined University Utility Service Levels</b>	<b>Electrical Backup Generation</b>
Chilled Water	Produce up to 17,000 RT of chilled water. Delivered supply temperatures between 41-49 degrees F 95% of the time	No
Hot Water Heating	Produce 130-140-degree F heating hot water with a plant heating capacity of 2,628.5 MBh in a N+1 paradigm ( <i>building must have firm capacity for</i>	No



	<i>hot water heating needs, in addition to being served from the plant under N+1)</i>	
Natural Gas (Curtaiment Tariff)	Delivery distribution supply pressure at 45-100 PSI 95% of the time	N/A
Potable Water (UCF + Orange County)	Produce up to 256.5MGPY of potable water in accordance with the SJRWMD CUP. Deliver distribution water pressure at 45-60 PSI 95% of the time. Orange county provides emergency backup and firm capacity for 145,453 GPD)	Yes, 96-hours to maintain low campus demand for university supply + Orange County emergency back up
Primary Power (GSDT-1 / SS-1 Tariff)	Provide looped transformer connections with a normally open way point for automatic switching in the event of cable failure	No
Reclaimed Water (Seminole County)	Deliver distribution reclaimed water pressure at 45-75 PSI 95% of the time	N/A
Sanitary Sewer Collection (Seminole County)	Collect and transport effluent compliant with Seminole County's requirements to the point of common coupling located at McCullough and Alafaya Trail	Yes, critical campus lift stations only
Storm Water Collection	Collect and transport storm water compliant with SJRWMD impervious permit	N/A

**C. Reserve Capacity**

<b>Commodity</b>	<b>Minimum University Reserve Capacity</b>
Potable Water	15% of SJRWMD Annual Permit Allotment
Reclaimed Water	15% of the Seminole County Bulk Agreement Daily Allotment of 2 MGD
Sanitary Sewer Collection	15% of the Seminole County Bulk Agreement Daily Allotment of 1.1 MGD
Storm Water Collection	Pursuant to SJRWMD permits applied at the time of development for impervious surface and storm water run off
Primary Power	15% of each Duke Energy's feeder threshold (limited to 80% loading)
Chilled Water	N+2 or 4,000 RT
Hot Water Heating	N+1 or 2800 MBh
Natural Gas	N/A - curtailable rate structure based on annual volume

**UES UTILITY OBLIGATIONS**



UCF

**UES shall:**

- A. Serve as the principal contact and authorized agent for the university’s third-party utility provider accounts, to direct and coordinate interconnection, billing matters, engineering, outages, energization, and modernization projects.
- B. Oversee all planning and technical/engineering construction activities related to utility infrastructure interconnection, district energy, and purchased utilities for the main campus.
- C. Establish and enforce utility construction, interconnection and disconnection standards.
- D. Provide utility system controls to prevent the addition of improper equipment or overloading of university-operated or leased systems.
- E. Specify distribution isolation and metering devices to be funded by the end user.
- F. Provide and maintain an ArcGIS database of university-owned infrastructure and attributes.
- G. Approve all temporary and permanent interconnections to the main campus university utility systems.
- H. Provide prioritized capital improvement recommendations to Facilities and Safety AVP for funding approval(s) and execution.
- I. Administer and collect base-user system development charges, prior to interconnection, for projects that create additional utility demand.
- J. Provide long-range planning efforts and appropriate updates to the Campus Master Plan that continually update the direction for each utility, including generation, distribution, and collection systems, to ensure safe, reliable, and low-cost utility supplies.
- K. Support the concurrency management program for utilities to ensure campus development permits are issued in a manner that will not result in a reduction in the adopted level of service standards for the affected facility to be developed.
- L. Audit internal, regulated, and deregulated monthly utility bills, both inbound and outbound.
- M. Establish standards and protocols for all utility metering and billing. Review, evaluate, and adjust utility rate structures as necessary, at least every six months.
- N. Terminate and remove utility service(s) for non-payment, 60 days from the last billing cycle of non-payment.
- O. Inspect meters annually to ensure proper operation and condition. Calibrate or test meters according to manufacturer’s recommendation and/or industry standards directly related to level of use and type of meter technology and application. If any damage is found or any tests or calibration results yield failure, UES shall repair or replace meter components or metering system at UES’s expense. Manufacturer calibration records and any in-house or third-party testing records will be maintained and made available to end users upon request.
- P. Adjust bills when a meter fails to provide accurate readings. If the date that any proven meter inaccuracy began cannot be determined, a billing adjustment in the full amount of the over or under charge shall be made for one half of the period between the date of the last prior successful meter test or recalibration, and the date of the test disclosing the inaccuracy, but in no case shall such adjustment be for a period greater than (12) months. If a meter fails to provide usable readings, the quantities of service to be billed for such period will be estimated by UES based on the best engineering practices, including but not limited to one or more of the following:
  - 1. Previous usage history
  - 2. 30-day system average across the building or group of buildings
  - 3. Comparable meter usage of other campus buildings
  - 4. Average per day use.
- Q. Meet or exceed Federal drinking water standards including investing in treatment technologies to continually meet additional requirements.
- R. Meet or exceed state and local health-based drinking water regulations.



- S. Complete all monitoring and reporting requirements of federal and state regulator programs, and reporting results annually in the consumer confidence report.
- T. Administer Sunshine State One-Call responsibilities in accordance with the Underground Facility Damage Prevention and Safety Act, Chapter 556, Florida Statutes, and Facilities & Safety procedure FS 2016 FS0022, Subsurface Excavations in Accordance with Sunshine State One-Call for utilities and commodities expressed in this Master Utility Service Level Disclosure.
- U. Authorize emergency outage requests. Emergency outage requests may be warranted to protect life and property. Advanced notice may not be possible in all situations. Scheduled (planned) outages will follow Facilities & Safety procedure FS 2015 FS0017, Utility Outage Procedure, to minimize campus disruption.
- V. Support end user contractor’s utility outage requests, in order to inspect, replace, and repair utility services. UES shall perform such work at the labor rates published on the Facilities Operations website, as updated annually. If UES cannot self-perform such services, other utility support may be required, at end user’s sole expense.

**END USER OBLIGATIONS**

**End users shall:**

- A. Fund and complete all aspects of design, permitting, construction, testing, inspection, and commissioning of improvements necessary for the end user to connect to university’s district energy systems.
- B. Fund the first costs related to the design, installation, inspection, and testing of the necessary piping, conduit, as well as purchase meter(s) from UES, in accordance with the latest UCF Design, Construction, and Renovation Standards at the time of permit.
- C. Fund capital costs for isolation and metering devices. Note: Once meter devices are installed by the end user’s contractor, they become the property of UES.
- D. Fund all backup electrical and thermal generation (chilled water and hot water) in the event the Duke Energy commercial grid is interrupted or during power loss.
- E. Fund all costs associated with pre-treatment and pipe flushing.
- F. Request additional capacity, in writing, 365 days prior to interconnection, if not part of the capital improvement plan identified on the adopted Campus Master Plan. If capacity is not available, the end user shall fund all costs to increase the campus capacity to the necessary reserve.
- G. Fund base user system development charges in full for peak demands, on each commodity subscribed, prior to interconnection of each utility service for all concurrency applications. This includes development permits for E&G, AUX, DSO, P3s, external users, and Athletics.
- H. Be responsible for all maintenance and capital renewal up to the point of delivery listed herein.
- I. Be responsible for maintaining services and equipment downstream of the point of delivery from the university, including repair/replacement of isolation devices, and capital improvements for end-of-life equipment or services.

**LIMITATIONS OF LIABILITY**

- A. The university does not employ backup electrical grid and thermal generation (chilled and hot water). It is strongly recommended that end users evaluate their financial and technical risk by securing the



necessary insurance coverage for critical assets and environmentally sensitive research. The university is not liable for interruptions of service by acts of God, or commercial grid power anomalies that may trip university-owned utility generation assets and impact environmentally sensitive spaces.

- B. UCF’s natural gas is provided by TECO People’s Gas. Due to the annual volume of gas purchased, UCF is on a non-negotiable curtailable tariff. Failure to curtail the volume of gas directed by TECO will result in significant financial penalties to the university. Therefore, the university is not liable for interruptions of natural gas service to backup generators, building boilers, and/or commercial cooking equipment during curtailment.
- C. The university is not responsible for temperature comfort levels within end user’s improvements, which are controlled and limited by the building systems designed, installed, and maintained by end user.
- D. The university is not liable for any damages whatsoever resulting from:
  - 1. End user negligence or misconduct in executing improvements;
  - 2. End user’s failure to account for and fund the elevated levels of service required to properly maintain end user’s operations during service interruptions;
  - 3. Failure to properly operate and maintain building systems receiving university service;
  - 4. University’s failure to deliver service at any time; or
  - 5. University’s action to mitigate risk of damage to person or property.

**INSURANCE**

- A. UES shall carry insurance on all utility generation assets and facilities that can be covered under the university’s carrier. The insurance premiums and any resulting deductibles shall be paid for by UES each year to reduce technical and financial risk to the university.
- B. It is highly recommended that end user maintain insurance on environmentally sensitive spaces, in the event of interruption in university service.

**MEAN TIME TO RESPOND / REPAIR**

- A. UES’s administrators, management, operators, and line employees are deemed by the UCF Office of Emergency Management as Critical or Essential Personnel.
- B. UES will maintain a rotation of on-call personnel to ensure coverage is available 24/7 – 365.
- C. Response time is impacted by a variety of conditions and factors, however, UES is committed to providing a response time within two (2) hours of initial notification.