

**RESOLUTION**  
*of the*  
**ORANGE COUNTY BOARD OF COUNTY COMMISSIONERS**  
*regarding*  
**UTILITIES BILLING ADJUSTMENTS FOR EXCESSIVE  
WATER CONSUMPTION; ADDING RECLAIMED WATER TO  
THE EXISTING UTILITIES BILLING ADJUSTMENT  
SCHEDULE; AND PROVIDING AN EFFECTIVE DATE**

**Resolution No. 2025-M-19**

WHEREAS, the Orange County Board of County Commissioners (“BCC”) establishes and collects rates, fees, and charges for Orange County’s water, wastewater, and reclaimed water system pursuant to the County’s home rule powers granted by the Florida Constitution, the Orange County Charter, Chapter 125 of Florida Statutes, and any other applicable statutory authority; and

WHEREAS, the BCC recognizes that there are instances where customers have been charged for water, wastewater, and reclaimed water usage that may be considered beyond their control and where the amount charged could be considered excessively punitive; and

WHEREAS, on May 8, 2012, the BCC adopted Resolution No. 2012-M-11, which created criteria and an “Utilities Billing Adjustment Schedule” to allow for billing adjustments for the excessive use of water and wastewater; and

WHEREAS, the BCC now desires to add reclaimed water to the existing “Utilities Billing Adjustment Schedule”.

BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF ORANGE COUNTY:

***Section 1. Amending the “Utilities Billing Adjustment Schedule”.*** The BCC hereby amends Exhibit “A” of Resolution No. 2012-M-11, to include reclaimed water in the “Utilities Billing Adjustment Schedule”, as shown in the attached Exhibit “A”, with additions shown by underlines and deletions by strike-throughs.

***Section 2. Effective date.*** This Resolution shall take effect on October 1, 2025.

ADOPTED THIS 20 DAY OF May, 2025.



ORANGE COUNTY, FLORIDA  
By: Board of County Commissioners

By: *Jerry L. Demings*  
for Jerry L. Demings  
Orange County Mayor

ATTEST: Phil Diamond, CPA, County Comptroller  
As Clerk of the Board of County Commissioners

By: *Phil Diamond*  
Deputy Clerk

## **EXHIBIT "A"**

### **ORANGE COUNTY Utilities Billing Adjustment Schedule**

All customers with 5/8 x 3/4 inch meters and all residential customers regardless of meter size who experience unusually high-water usage with a corresponding spike in their monthly water bill may contact the Utilities Department within 60-days of the date of the unusually high-water bill to complete a Billing Adjustment Request form. After customer completion of a Billing Adjustment Request form, submittal of the requested documentation described below and investigation and verification by Utilities, adjustments to water, ~~and wastewater~~, and reclaimed water portions of customer bills, as appropriate under the circumstances, may be made under the following four (4) high water use categories:

#### **I. POOLFILL**

- Adjustment is available no more than once annually
- Adjustment is available only for wastewater portion of the bill
- The customer's prior 12-month average usage will be used to calculate the wastewater charges for the high-water bill month in question
- No adjustment is available for water charges and applicable tiered rate structure shall apply
- Customer must submit a copy of the repair invoice/payment receipt from company performing pool repair work that requires pool fill. The repair invoice/receipt should include the address of the pool location, the date of pool repair, the pool dimensions and the date and amount of water used to fill the pool

#### **II. LEAKS and RESIDENTIAL LAWN REPLACEMENT**

- Adjustment is available no more than once annually.
- Adjustment is available for the water portion of the bill and may be available for the wastewater portion of the bill if applicable
- The customer's prior 12-month average usage will be used to calculate the water and wastewater charges for the high-water bill month in question
- The customer's prior 12-month average usage will be compared to the customer's usage during the leak or lawn replacement period to determine excessive water usage to be adjusted
- The customer's water usage in excess of their prior 12-month average will be billed at the rate in the highest tier reached by the customer's prior 12-month average usage
- Customer must submit a copy of the repair invoice/receipt, a copy of the lawn replacement invoice/receipt from company performing the work or the invoice/receipt for sod. The repair or lawn replacement invoice/receipt should include the address, date and nature of the work. If self-repaired, the customer must provide a brief written explanation of the repairs performed and provide copies of invoice/receipt for new sod and repair parts

### **III. FAST FLOWING WATER METERS**

- All customers are eligible for this adjustment.
- Adjustment is only available after Utilities staff has conducted all appropriate testing and verified water meter above threshold deviations from American Water Works Association (AWWA) industry-accepted standard for accuracy of 101.5%
- Utilities staff will upon request conduct appropriate field testing for meter accuracy
  - If field testing reveals meter registering within AWWA accuracy standards, further testing is not conducted except after customer request. If bench testing confirms field test's accuracy readings, customer is responsible for cost of bench testing
- If field testing indicates fast flow, bench testing will be conducted at no cost to customer
- Bench test results will be compared to AWWA standards ( $\pm 1.5\%$ )
- Only accounts with meters registering above the 101.5% AWWA standard will be adjusted.
- For accounts with meters registering above the AWWA standard, a weighted average flow will be calculated based upon the deviation from such AWWA standard
- The consumption for the period in question (up to twelve months preceding the receipt of the customer's Billing Adjustment Request) will be adjusted by a percentage equal to the difference between the weighted average flow and the AWWA standard

### **IV. UNEXPLAINED EXCESSIVE WATER USAGE**

- Adjustment is available on a one-time only basis per account.
- Adjustment is available for the water portion of the bill and may be available for the wastewater portion of the bill if applicable
- Adjustment will only be considered when no reasonable explanation can be found for the increased consumption and only after a thorough investigation is conducted with the full cooperation of the affected customer including:
  - Confirmation of the original meter reading
  - Completion of a water audit
  - Completion of a field flow test of the meter
  - Completion of a bench test if necessary
- To qualify for this adjustment, the contested consumption must be:
  - At least 4 times the prior 12-month average consumption for the customer account, and
  - More than twice the previous highest consumption, and
  - Must be at least 20,000 gallons
- The customer's prior 12-month average usage will be compared to customer's usage during the unexplained water usage period to determine excessive water usage to be adjusted
- The customer's water usage in excess of their prior 12-month average will be billed at the rate in the highest tier reached by the customer's prior 12-month average usage

#### **Notes:**

- 1) All customers requesting a billing adjustment in accordance with this schedule are required to pay their bill in full or make payment arrangements while the Billing Adjustment Request is being processed.
- 2) For customers with less than 12 months water usage, Utilities staff will extrapolate 12 months of usage.