

RCES DIVISION OFFICES:

DIRECTOR OF REEDY CREEK ENERGY SERVICES 824-4026

TECHNICAL DIRECTOR OF BUSINESS AFFAIRS 824-2632

MANAGERS:

ADMINISTRATION / CUSTOMER SERVICE 824-4121

ENGINEERING / SURVEY 824-4121

ENVIRONMENTAL COMPLIANCE/SOLID WASTE 824-4541

WATER / WASTE WATER / LANDFILL 824-7447

ENERGY PLANTS / GAS 824-2632

ELECTRIC OPERATIONS 824-4541

PROJECT MANAGEMENT 824-4057



YOUR CHECK LIST

Your Check List to Receiving Quality Utility Service:

- Submit a Utility Service Request
- Obtain Necessary Permits (Excavation, Entry, Outage, Dig, Environmental)
- BEFORE YOU DIG DIAL 560-6539**
- Complete a Customer Service Application (Utility Billing)
- Contact the Energy Control Center (If you experience a utility failure)

PLEASE VISIT OUR INTRANET SITE AT...

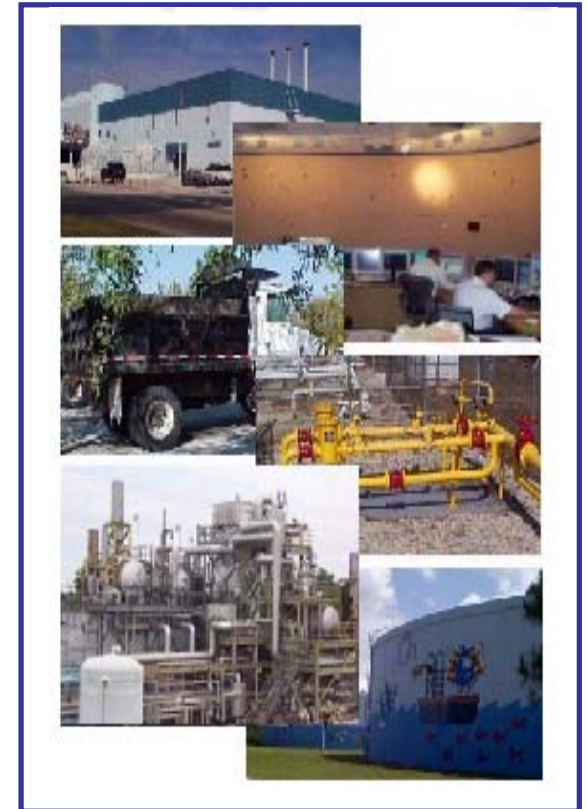
[HTTP://RCES-WEB.WDA.DISNEY.COM](http://rces-web.wda.disney.com)

Need Additional Information?

Contact our Customer Service Representatives at 824-4990

Reedy Creek

Energy Services



Your Guide to Obtaining Quality Utility Services at Walt Disney World

RESPONSIBILITY

TO

CUSTOMERS

=

EXCELLENT

SERVICE



RCID / RCES Relationship

Established in 1967, Reedy Creek Improvement District (RCID), is the regulating authority for the *Walt Disney World* Resort and the cities of Lake Buena Vista and Bay Lake. It provides and supervises public services, such as utilities, drainage, waste collection, fire protection, flood control, pest management, land use planning and enforcement of building codes.

Reedy Creek Energy Services (RCES) is part of *Walt Disney World Co.* RCES is contracted by RCID to plan, design, operate and maintain the utility systems owned by the District. These systems include wastewater collection, treatment and disposal; central heating and cooling; electric transmission and distribution; potable and reclaimed water; natural gas transmission and distribution; drainage; road repair and solid waste collection, disposal and recycling.

RCES is also responsible for the operation and maintenance of the landfill and compressed air system, which are owned by the Walt Disney Co.

**FOR UTILITY EMERGENCIES
PLEASE CALL: 824-4185**

ENERGY CONTROL CENTER

The Energy Control Center is our communications center where all utility systems emergency dispatch and statewide electric system reliability coordination occurs. It is staffed 24 hours a day, 7 days a week, by a North American Energy Reliability Council (NERC) – certified utility systems operator.

Routine: (407) 824-4990 Emergency: (407) 824-4185

REQUEST FOR UTILITY SERVICES:

The Utility Service Request (USR) is **your first step to obtain any municipal utility service from RCID** (electric, gas, water, solid waste, recycling, etc.) It normally requires a minimum of 30 days notice.

Phone: (407) 824-4123 Fax: (407) 824-4529

CUSTOMER SERVICE APPLICATION (UTILITIES BILLING):

A Customer Service Application will be **the key to turn on your service and receive a meter.**

Phone: (407) 824-4913 Fax: (407) 824-4795

PERMIT REQUIREMENTS:

Before starting the project, please contact.....

- **SURVEY SERVICES :**
Excavation, Entry and Outage Permits
- **DIG PERMIT OFFICE:**
Phone: (407) 560-6539 Fax:(407)560-6540
(407) 824-4185 (Emergency)
- **WDW ENVIRONMENTAL PERMIT OFFICES:**
Potable, Reclaimed and Wastewater Permits
Phone: (407) 828-5773 Fax:(407)828-3876

SURVEY - MAPPING - AS-BUILTS

The Survey department develops legal descriptions, maintains land and utility ownership records and maps, issues dig permits, and maintains as-built drawings.

Phone: (407) 560-7118 Fax: (407) 560-7869

UTILITY ENGINEERING & OPERATIONS

Utility Engineering and Operations serve as in-house consultants for RCID/RCES/Walt Disney World Co. and the Walt Disney Company by providing planning, design, construction and maintenance functions.

ELECTRIC SYSTEMS:

Engineering: 407-824-4194

Operations: 407-824-4358

ENERGY MANAGEMENT:

Engineering: 407-824-7577

WASTEWATER / RECLAIMED / POTABLE WATER / LANDFILL

Engineering: 407-824-4846

Operations: 407-824-7447

HIGH-TEMP HOT WATER / CHILLED WATER / COMPRESSED AIR SYSTEMS / GAS:

Engineering: 407-824-4943

Operations: 407-824-2632

PROJECT MANAGEMENT:

Electrical / Civil / Mechanical: 407-824-4057

UTILITY ENGINEERING:

Engineering: 407-824-4121

REGULATORY COMPLIANCE / RECYCLING / SOLID WASTE PROGRAMS:

Solid Waste: 407-824-4415

Regulatory Compliance: 407-824-4184

Recycling Program: 407-824-1248

CANAL & DRAINAGE SYSTEM / ROADWAY MAINTENANCE:

Phone: 407-824-5312