

Orange County Utilities Water Wise Neighbor Program



Orange County Utilities
 9150 Curry Ford Road
 Orlando, FL 32825
 Telephone: 407-254-9850 or 407-254-9837
 Email: Water.Wise@ocfl.net
 Website: www.ocfl.net/utilities/

CUSTOMER AND ACCOUNT DATA			
<i>(DATOS DEL CLIENTE Y LA CUENTA—Dirección de Instalación)</i>			
Please print clearly or type information			
<i>(Por favor escriba con claridad a mano o en máquina.)</i>			
Account Name <i>(Nombre de la Cuenta)</i>			
Street Address <i>(Dirección Física)</i>			
City/State/Zip <i>(Ciudad/Estado/Código Postal)</i>			
Account Number (10 digits) <i>(Número de Cuenta—10 dígitos)</i>			
Daytime Telephone <i>(Teléfono de día)</i>		Cellular Telephone <i>(Teléfono Celular)</i>	
ORANGE COUNTY UTILITIES USE ONLY			
CT Number:	Toilets:	Showerheads:	Faucets:
SMT Irrigation:	Rain Sensor:	HE Heads:	Inspection:
Rain Barrel:	Classes Attended:	Water\$mart Participant:	Program Level:
New or Retrofit:	Date Submitted:	Date Completed:	Staff Approval:
Comments:			



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 407-254-9850.

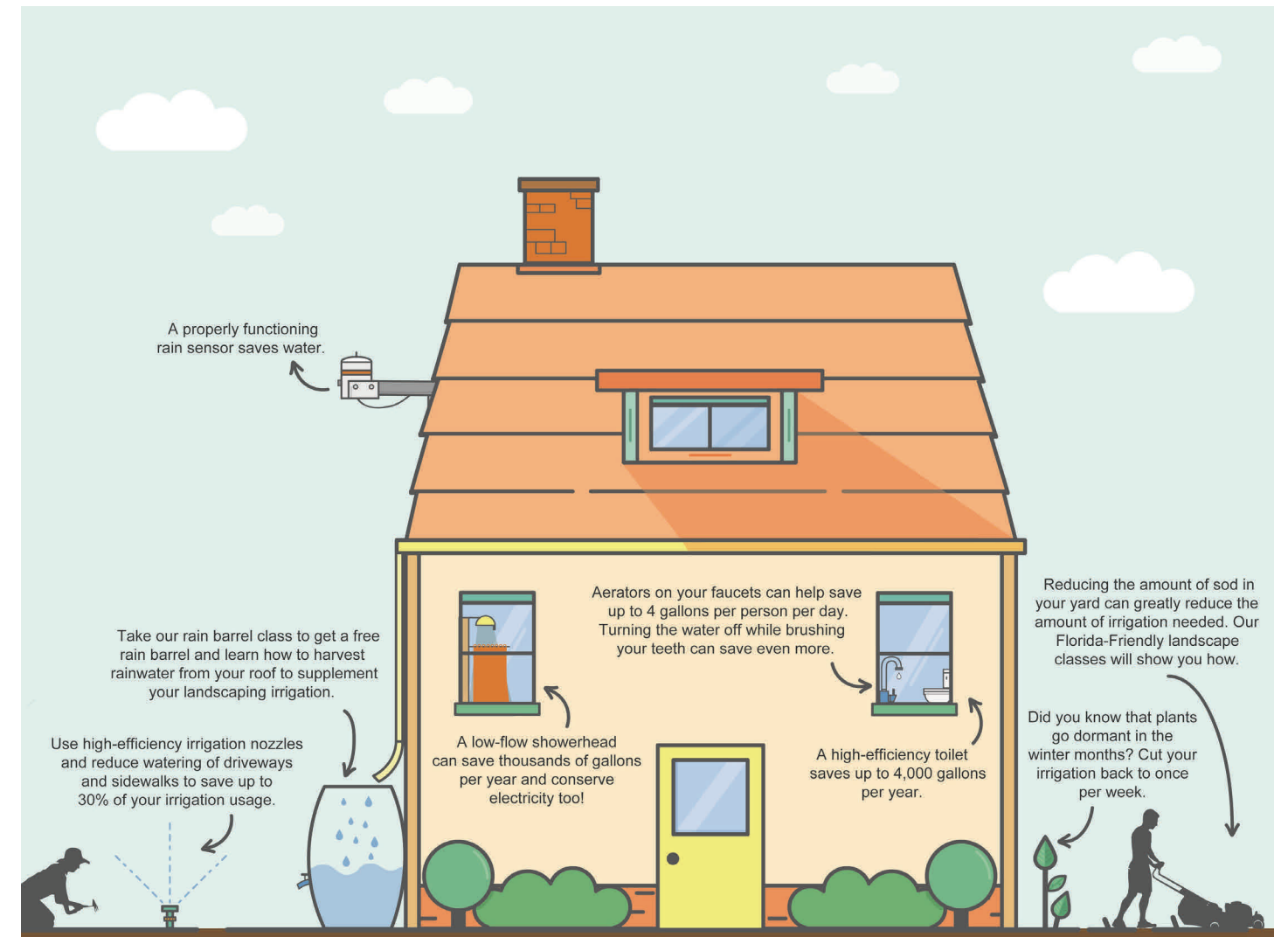


Orange County Utilities Water Wise Neighbor Program Technical Manual



This program for new and existing single-family residences provides Best Management Practices (BMPs) to help you become as water efficient as possible in the home. This voluntary program has three levels of participation.

- **Basic:** Implement 80% of minimum BMPs that apply to your home and attend one Water Wise Neighbor class.
- **Advanced:** Implement 90% of minimum BMPs that apply to your home and attend two Water Wise Neighbor classes.
- **Ambassador:** Implement all of the minimum BMPs that apply to your home, attend five Water Wise Neighbor classes, and achieve at least 80 Ambassador criteria points. This level will be recognized by Orange County Utilities in a public forum.



MINIMUM CRITERIA (ALL LEVELS)

Minimum Landscape Criteria				
		Yes	No	NA
BMP 1.1	No invasive exotic plant species are in the landscaped area.			
BMP 1.2	Root balls are at least 2.5 feet on center from the foundation of the structure.			
BMP 1.3	A minimum of 90% of plant selections are compatible with site-specific conditions such as sunlight, soil types, and salinity.			
BMP 1.4	A minimum of 90% of plants are grouped with similar moisture and maintenance requirements. At maturity, plant beds should have 60% plant cover.			
BMP 1.5	Trees will provide shade to 30% of the total landscaped area at maturity.			
BMP 1.6	Organic mulch is used and applied to a depth of two to four inches leaving a two-inch space around the base of the plant.			
BMP 1.7	All plants are installed according to the <i>Florida Friendly Best Management Practices for Protection of Water Resources</i> by the Green Industries.			

Minimum Irrigation Criteria

General Design				
		Yes	No	NA
BMP 2.1	High-volume irrigation does not irrigate more than 60% of the total landscaped area.			
BMP 2.2	If irrigation is used for landscaped beds, micro-irrigation is used and is correctly installed.			
BMP 2.3	Irrigation zones for turf grass and landscaped beds are separate.			
BMP 2.4	Irrigated areas less than four feet wide are irrigated with correctly designed and installed micro-irrigation.			
BMP 2.5	Sprinklers and emitters are located at a minimum of two feet from structures.			
BMP 2.6	Irrigation system is free from leaks.			
BMP 2.7	Sprinklers in low-lying areas have check valves.			
Distribution Uniformity				
BMP 2.8	Sprinklers rise above turf grass height (minimum of six-inch pop-up for spray heads and four-inch pop-up for rotor heads for St. Augustine, Zoysia, and Bahia grasses; four-inch pop-up for spray and rotor heads for Centipede, Bermuda, and Seashore Paspalum grasses).			
BMP 2.9	Application occurs in proper spray patterns, minimizing overspray on impervious surfaces.			

Ambassador Indoor Criteria

Applicant must achieve 16 points		Points Possible	Points Earned
AC 3.1	High-efficiency toilet (<i>maximum 1.0 gpf with a UNAR MaP rating above 350 grams/flush</i>). WaterSense®-labeled toilets comply.	2 per toilet	
AC 3.2	Lavatory sink faucets have flow rates of 1 gallon/minute or less.	2 per faucet	
AC 3.3	All kitchen faucets have flow rates of 1.5 gallons per minute or less or are WaterSense® - labeled faucets.	4 per faucet	
AC 3.4	Dishwasher uses less than 4.25 gallons per cycle (ENERGY STAR® models qualify).	3	
AC 3.5	Clothes washer has water factor of 6 gallons or less (ENERGY STAR® models qualify).	15	
AC 3.6	Centrally located hot water tank/manifold plumbing system is used.	6	
	A point-of-use or on-demand water heater supplies the kitchen fixtures and appliances.	6	
AC 3.7	Rainwater or gray water is used to flush all toilets.	6	
AC 3.8	Innovative indoor water conservation is used. These additions are determined by the St. Johns River Water Management District technical staff.	Up to 10	
Total:		63+	

Got questions?

Many people have questions about how to determine if their property meets the requirements listed in this manual. We are here to help. Below are some things you can do to determine if your property qualifies.

- Attend an Orange County Utilities class where staff will walk you step-by-step through this technical manual.
- Visit Florida Water StarSM at www.floridawaterstar.com (on which this program is based) for a further explanation.
- Hire a Florida Water StarSM certified inspector to evaluate your property.
- Email Orange County Utilities at Water.Wise@ocfl.net.



Ambassador Criteria Met by Applicant

	Possible Points	Points Required	Points Earned
Landscape	125+	36	
Irrigation	125+	28	
Indoor	63+	16	
Total:		80	

A PROPERLY FUNCTIONING
RAIN SENSOR SAVES
THOUSANDS
OF GALLONS
PER YEAR

Ambassador Irrigation Criteria				
Applicant must achieve 28 points			Points Possible	Points Earned
AC 2.1	100% of the landscape has no inground irrigation.		35	
	75% of the landscape has no inground irrigation.		30	
	50% of the landscape has no inground irrigation.		25	
	25% of the landscape has no inground irrigation.		20	
AC 2.2	High-volume irrigation covers 30% of irrigated area.		20	
	High-volume irrigation covers 31-40% of irrigated area.		15	
	High-volume irrigation covers 41-50% of irrigated area.		10	
AC 2.3	Pressure-regulating valves control all zones.		5	
AC 2.4	A master in-line pressure regulator at water source, adjusted to maximize efficient irrigation equipment operation, is used.		5	
AC 2.5	Soil moisture sensor (SMS) controller with multiple SMS probes is properly installed, using burial grade connectors in the valve box, and is functioning correctly.		20	
	SMS controller with one SMS probe is correctly installed, using burial grade connectors in the valve box, and is functioning correctly.		15	
AC 2.6	ET (evapotranspiration), smart, or weather-based controller is properly installed, programmed, and functioning.		20	
AC 2.7	Leak detection/flow-sensing system by homeowner or utility.		5	
AC 2.8	Irrigation supplied by rainfall harvesting system designed and sized in accordance with Tampa Bay Water BMP Manual.		Up to 35	
Total:			125+	

Minimum Irrigation Criteria				
		Yes	No	NA
BMP 2.10	Pipes are sized to prevent velocities greater than five feet per second and spray nozzles are pressure regulated at the head (or at the zone valve).			
BMP 2.11	Precipitation rates for all sprinklers within a zone are matched.			
BMP 2.12	Head spacing does not exceed 50% of the nozzle throw diameter.			
Scheduling				
BMP 2.13	A device with rain shut-off capabilities is installed in an operable location and is functioning.			
BMP 2.14	Each of the following items has been provided to the homeowner: <ul style="list-style-type: none"> Controller handbook/operating instructions As-built zone diagram, including location and size of components, and soil moisture sensor probe location if applicable Precipitation rates for each zone Schedule run times, winter and summer 			
BMP 2.15	If the home is owner-occupied, the homeowner has been trained to change the controller schedule for maintenance and for changes in local irrigation restrictions.			

Minimum Indoor Criteria				
		Yes	No	NA
BMP 3.1	All fixture and appliance water supply connections are reinforced.			
BMP 3.2	A quarter turn or push-pull valve is used for all fixture and appliance supply lines.			
BMP 3.3	All toilets are high-efficiency (1.28 gallons/flush with a UNAR MaP rating above 350 grams/flush). WaterSense®-labeled toilets comply.			
BMP 3.4	Single showerhead with flow rate of 2 gallons/minute or less, or WaterSense®-labeled.			
BMP 3.5	All lavatory sink faucets have flow rates of 1.5 gallons/minute or less, or WaterSense®-labeled.			
BMP 3.6	If the applicant chooses to install clothes washers and dishwashers, they must meet current ENERGY STAR® performance criteria.			

Criteria Met by Applicant		
	Yes (%)	No (%)
Landscape		
Irrigation		
Indoor		

THE AVERAGE FAMILY
WILL SAVE
13,000
GALLONS
PER YEAR
BY SWITCHING TO
LOW-FLOW TOILETS

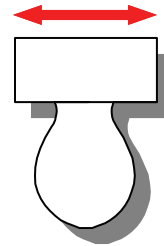


How to find the flow rate of your toilet [gallons per flush(gpf)]

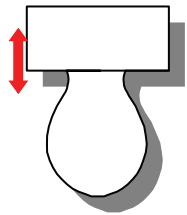
1. Look for the volume of your toilet bowl (usually somewhere in the area shown).



2. Measure the length of the toilet tank in INCHES. Enter on **space A**.



3. Measure the width of the toilet tank in INCHES. Enter on **space B**.



4. Measure (in INCHES) from the bottom of the tank to the top of the water (enter on **line 1**). Flush the toilet completely and measure the water level (in INCHES) at its lowest (enter on **line 2**).

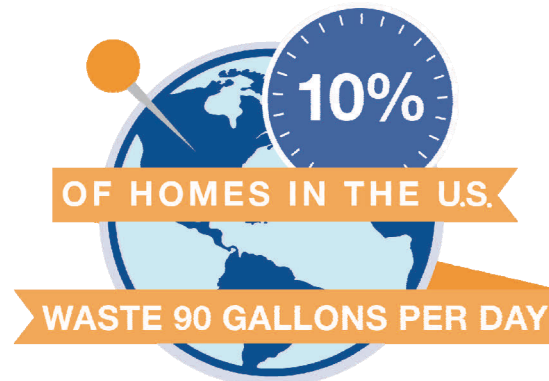
1. _____



2. _____



line 1	=	
line 2	-	
Water drop	=	
space A	x	
space B	x	
Total volume	=	
	÷	2.31
gpf	=	



Points for Ambassador Criteria

This section is for homes that want to achieve the Ambassador level. In addition to meeting all the applicable minimum requirements, Ambassador level participants must earn a minimum of 80 extra points. Basic and Advanced certification homes may replace Basic level requirements by earning 15 points for each requirement replaced. The maximum number of requirements that may be replaced in this manner is four.

Designer's note: Each Ambassador level home must also meet the minimum point requirement for the Landscape, Irrigation, and Indoor sections. The minimum points required are listed in each section.

Ambassador Landscape Criteria

Applicant must achieve 36 points

		Points Possible	Points Earned
AC 1.1	30% or more of the lot remains undisturbed and in a natural state with no supplemental irrigation.	15	
	20% or more of the lot remains undisturbed and in a natural state with no supplemental irrigation.	10	
	10% or more of the lot remains undisturbed and in a natural state with no supplemental irrigation.	5	
AC 1.2	Trees will provide shade up to 50% of the total landscaped area at maturity. <i>Cannot include trees from AC 1.1 above.</i>	20	
	Trees will provide shade up to 40% of the total landscaped area at maturity. <i>Cannot include trees from AC 1.1 above.</i>	15	
AC 1.3	Unirrigated, drought-tolerant turf grass or ground cover is used.	Up to 25	
AC 1.4	Landscape beds are designed to have no permanent irrigation system. <i>All extensions/lateral lines to these areas from an existing irrigation system are permanently disabled.</i>	Up to 20	
AC 1.5	Landscape maintenance instructions with recommended fertilizer and pesticide applications are permanently posted near the irrigation controller.	5	
AC 1.6	Organic soil amendments incorporated into top eight inches of existing soil. <i>(Amendments of at least 5% of soil weight recommended.)</i>	10	
AC 1.7	All downspouts, if present, are directed to pervious areas — outfall is two feet or more from foundation.	5	
AC 1.8	Innovative landscape water conservation is used. These additions are determined by the St. Johns River Water Management District technical staff.	Up to 10	
Property Bordering a Water Body (10 additional points needed)		—	
AC 1.9	A minimum 10-foot border of unirrigated, site-appropriate plants is created parallel to the shoreline/seawall.	Up to 10	
AC 1.10	Non-irrigated vegetated terraces, swales, or berms are used to prevent stormwater from entering the water body. <i>(A letter of modification to an environmental resource permit may be required by the applicant to achieve these points.)</i>	Up to 10	
Total:		125+	