|  |  |  |
| --- | --- | --- |
|  | **GUIDELINES & PROCEDURES** | **Date**  **8/20/2015** |
| **Point of Contacts** | | |
|  | | |

**General**: The list of contacts listed herein is for your reference as you pursue a project within the City of Kissimmee limits and that of Osceola County.

**Kissimmee Utility Authority:** A list of the various departments that you may encounter while working with KUA is as follows:

**Customer Service Department:** This department is the one to contact when looking at initiating an electrical service for an existing dwelling or new dwelling.

Email Inquiries: [customerservice@kua.com](mailto:customerservice@kua.com)

Telephone Inquiries: 407-933-7777, extension 6 then 6300

**Engineering Department:** This department is the one to contact when looking at starting a new project that requires electric infrastructure to be installed to said facilities.

Email Inquiries: [engineering@kua.com](mailto:engineering@kua.com)

Telephone Inquiries: 407-933-7777, extension 6 then 6600

**Operations Department:** This department is the one to contact when you need either a locate to be done or have a question regarding facilities locates, need an inspection of the conduit system, or need existing electric infrastructure opened.

Telephone Inquiries: 407-933-7777, extension 6 then 6604

**City of Kissimmee:** When doing work within the limits of the City of Kissimmee, there are several departments that your project may involve. If it is related to building permits, development review, or plan approvals, contact the Community Development Department. If your project involves driveways, or roadways, contact the Public Works & Engineering Department.

Community Development Department: 407-518-2140

Public Works & Engineering Department: 407-518-2170

Permits & Licenses 407-518-2120

Inspection (Scheduling) 407-518-2597

**Osceola County:** When doing work within the limits of Osceola County, there are several departments that your project may involve. If it is related to building permits, development review, or plan approvals, contact the Building/Zoning Department. If your project involves driveways, or roadways, contact the Engineering Department.

Building/Zoning Department: 407-742-0200

Planning & Design Department: 407-742-0200

Engineering Department: 407-742-2275

911 Addressing Vertification: 407-742-5911

**Toho Water Authority:** If your project involves water infrastructure, re-use infrastructure, and sewer infrastructure, these types of services are handled in most of Osceola County and parts of Polk County by the Toho Water Authority.

Customer Service Email Inquiries: [customerservice@tohowater.com](mailto:customerservice@tohowater.com)

Customer Service Telephone Inquiries: 407-944-5100

Emergency Inquiries: 863-496-1770