

**ORCHID SPRINGS DEVELOPMENT CORPORATION**  
**WATER & SEWER**  
346 E. Central Avenue  
Winter Haven, FL 33880

**PLAN TO REFUND LATE FEES AND DEPOSIT INTEREST**  
**2011 – 2015**

Based on **Rule 25-30.360 Refunds**, late fees that have been charged for the period 2011 – 2015, shall be refunded in the following manner:

- Current customers shall receive a credit on their accounts for any late fees assessed and paid on their accounts during this period. Credits shall be posted as follows:
  - 2011 – October, 2015
  - 2012 – November, 2015
  - 2013 – December, 2015
  - 2014 – January, 2016
  - 2015 – The process of crediting current year late fees that may have been charged began in June, 2015, and shall be completed by the end of November, 2015.
- Customers no longer on the system for whom we have forwarding addresses shall be issued a check for any late fees assessed and paid on their account during this period. Any unclaimed refunds (returned mail) shall be treated as cash contributions-in-aid-of-construction.
- Any credits due to customers no longer on the system for whom we DO NOT have forwarding addresses shall be treated as cash contributions-in-aid-of-construction.

Interest due on deposits that was unpaid for the period 2011 – 2015, shall be refunded in the following manner:

- Current customers shall receive a credit on their account for any unpaid interest on deposits held by the Utility during this period by the end of October, 2015. Most of these credits have already been posted and will be on the next bill that is generated.
- Customers no longer on the system for whom we have forwarding addresses will be issued a check for any unpaid interest on deposits held by the Utility during this period. Any unclaimed refunds (returned mail) shall be treated as cash contributions-in-aid-of-construction.
- Any credits due to customers no longer on the system for whom we DO NOT have forwarding addresses shall be treated as cash contributions-in-aid-of-construction.