



# How To Read Your Bill

Your monthly OUC bill offers much more than just payment information — it is also a great source for useful facts ranging from your personal usage history to customer service locations to money saving tips. Your bill also includes vital information regarding sewer and garbage services provided by the City of Orlando.

readings as well as the number of days billed.

## 1 Account Number

Use this number whenever you contact us about your account.

## 2 Consumption History

These graphs provide a quick visual record of your energy and water usage over the past 13 months, including your average daily usage for the current month.

## 3 OUC Meter Reading

Arranged vertically to make it easier to calculate total usage, this area shows your current and past month's

## 4 OUC Electric Charges

This is based on the number of kilowatt hours (KWH) used during the billing cycle multiplied by an energy charge and fuel charge, plus a fixed monthly customer charge.

## 5 OUC Water Charges

This is based on a fixed usage charge per each 1,000 gallons (KGAL) of water used during the present billing cycle multiplied by the corresponding consumption charge, plus a fixed monthly customer charge.

## 6 Other Agencies' Charges

Your OUC statement also contains the bill for certain fees and taxes charged by the City of Orlando, Orange County and other state and local government agencies. Please contact these agencies for information about their charges. The Gross Receipt Tax applies to electric charges only.

## 7 The Bottom Line

Easy to read monthly total payment information...the total charges due, including any credits or past due amounts.

## 8 Due Date Reminder

Payment is due in our office on or before this date.

## 9 For Your Records

Helps you keep track of your bill payments.

## 10 Message Area

For notice about the status of your account. For example, a deposit amount on your account would be listed here.

## 11 Optional Account Items

Billing information about optional OUC programs.

## 12 Useful Information

Information about programs and services OUC offers for convenience and to help save you money.



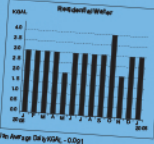
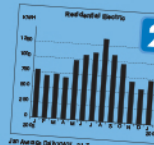
JOHN DOE  
123 YOUR ST  
ORLANDO FL 32822-1234

Page 1 of 1

Account# 0000111111

Service Address: 123 Your ST

### Consumption History



12  
Have you changed your A/C filter recently? A dirty filter makes your A/C or heat run longer and increases your bill.

Last Payment of \$197.07 received on 01/07/08 - Thank you!

Residential Electric Meter # 5C123456  
Electric Service Charge 7.00  
12/29/07 Reading 25293  
01/31/08 Reading 26008  
Consumption for 33 days 715 KWH @ 0.09295  
Current OUC Electric Charges 66.45

Residential Water Meter # 12345678  
Water Service Charge - 5/8" meter 6.00  
12/29/07 Reading 53  
01/31/08 Reading 56  
Consumption for 33 days 3 KGAL @ 0.801  
Current OUC Water Charges 2.40

City of Orlando Charges  
Current Orlando Sewer Charges 20.32  
Current Orlando Tax Charges 5.77  
Current City of Orlando Charges 26.09

State of Florida Charges  
Current Gross Receipts Tax Charges 1.88  
Current State of Florida Charges 1.88

Avoid a 1.5% late charge or minimum \$3 charge by paying by the due date.

### For Your Records

Date Paid	Amount Paid	Check Number

Avoid a 1.5% (or a minimum of \$3) late charge by always paying your bill by the due date below

Total Current Charges \$109.82

8 Total Amount Due 02/20/08 \$109.82



Account: 0000111111  
Bill Date: 02/02/08

Return this portion of your bill with payment.  
Make checks payable to: Orlando Utilities Commission  
Post Office Box 4901, Orlando, FL 32802-4901

Total Current Charges \$109.82  
Total Amount Due 02/20/08 \$109.82

JOHN DOE  
123 YOUR ST  
ORLANDO FL 32822-1234