

What is OUC Power Pass?

OUC Power Pass is a program that allows Residential and Small Business customers to pay-as-you-go for utility services (electric, water, sewer, solid waste, etc.) with the following benefits:

- No Security Deposits
- No Reconnect Fees
- No Late Fees
- Utility services stay on as long as a positive credit balance is kept on the account
- Consumption is calculated daily and utility service costs are deducted each day from your account
- Allows small payments as often as needed to keep account balance above \$0.00
- Customers with large debt will be able to receive service and pay off their debts in small installments
- Same utility service rates as a traditional Residential account
- Personal 24/7 web-based account access to review daily consumption, with ability to edit or create Alert Notifications via phone, email and/or text messaging
- No monthly paper or electronic bill statement
- In your efforts to save money, you'll likely save energy and water too



How does it work?

Buying electricity or water in advance is very similar to buying gas for your car:

- You pay for your gas in advance at the gas station
- The amount of gas you use depends on how often, how fast, and how far you drive
- Your fuel gauge tracks your usage (full, empty, or somewhere in between)
- Your fuel light alerts you when your gas tank is running low
- An empty gas tank stops your car
- Adding more gas re-starts or keeps your car running

By controlling your usage, you control how much you spend and how often you spend.



The Reliable One®

Orlando Utilities Commission
100 West Anderson Street Orlando, Florida 32801
www.ouc.com



OUC POWER PASS

A Prepay Program

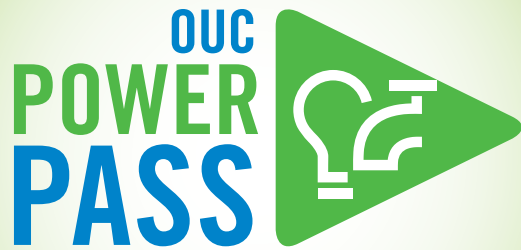
- NO DEPOSITS
- NO RECONNECT FEES
- MONITOR AND LOWER YOUR DAILY USAGE



The Reliable One®

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OS-1504V1



YOUR MONEY

OUC Power Pass puts the control of making payments in your hands. You no longer have to wait for a monthly bill and make a single monthly payment. You have the flexibility to pay when you want, how you want, in the amount you want. As long as your balance does not fall below zero, you will not be disconnected.

YOUR USAGE

Statistics show that customers who use prepaid programs such as OUC Power Pass tend to use less electricity and water because they are more aware of how much they are using. Through the OUC Power Pass portal, you can check your daily consumption and receive alerts via text, email and/or phone to help keep an eye on how much you use.

YOUR PLAN

Some customers would prefer to make weekly or biweekly payments on their electric and water bills rather than make one large payment each month. If you share this point of view, OUC Power Pass may be the option you are looking for.

Cost and Fees

OUC Power Pass is an optional program. New and existing customers may sign-up to participate.

New Customers:

An initial **\$25** service charge and a **\$50** minimum credit balance are required to create and activate the OUC Power Pass account. **Total: \$75**

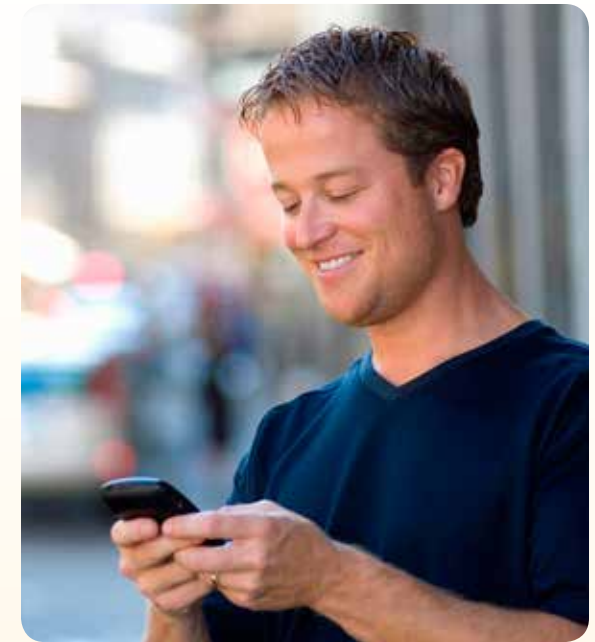
Existing Traditional Customers:

A minimum **\$50.00** credit balance is required to activate the Power Pass account. When converted, all deposits will be applied toward any outstanding balance. **Total: \$50**

Any additional outstanding balances due may have a portion placed in Debt Recovery, and 30% of all funds added after set-up of account will be applied to slowly pay off this outstanding balance.

Stay in Control with Information & Alerts

OUC Power Pass accounts are set-up with three basic alerts: **Low Balance**, **Pending Disconnect** and **Disconnect**. These alerts will be delivered by **E-mail**, **Text** and/or **Phone** based on your preference. Customers at any time can check any status of their account by logging in to their myOUC profile at www.ouc.com or by calling **407-423-9018 in Orlando/Orange County** or **407-957-7373 in St. Cloud/Osceola County**.



Managing Your Balance

As you use all your utilities each day, your account balance is reduced daily. Once your account hits the minimum balance you requested at set-up, you will receive the **Low Balance Alert**. If you do not add funds to your account, when the account balance falls to below \$0.00 you will get a **Pending Disconnect Alert**. If funds are not added, the **Final Disconnect Alert** will be sent the next day and services will be interrupted.

OUC Power Pass customers will not receive a monthly billing statement.

PAY Online, By Phone or In Person:

 www.ouc.com

 **Orlando/Orange County 407-423-9018**
St. Cloud/Osceola County 407-957-7373

 **500+ authorized payment locations**
throughout Central Florida

See all payment options and locations
online at www.ouc.com/waystopay