**What is OUC Power Pass?**

OUC Power Pass is a program that allows Residential customers to pay-as-you-go for utility services (electric, 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

**How does it work?**

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

**Cost and Fees**

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](http://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](http://www.ouc.com/waystopay)