

Understanding Your NEW UTILITY BILL

- A Header** - Includes Customer Name, Service Address, Bill Date, Account Number, and PIN Number.
- B Bill Summary** - An overview of past billing, payments, current charges and due date.
- C Current Charges** - A detailed breakdown of current billing activity on your account.
- D Fuel and Non-Fuel Charges** - You will now see your electric rate separated by fuel and non-fuel charges.
- E Custom Notification Message** - Specific information regarding your account.
- F Message Center** - Important customer service contact information and programs and services that may be of interest to you.
- G Due Date** - The date by which payment should be received to remain in good standing.
- H Total Amount Due** - The total amount owed on the account.
- I Payment Slip** - Return this portion with your payment in the envelope provided. (Does not apply to customers who pay online, via AutoPay or through third party locations.)
- J Electric Usage Graphs** - Provide a usage history of your current billing period compared to your previous billing periods.
- K Meter Data** - Details the service, previous read, present read, usage and units for current billing period.
- L Helpful Phone Numbers** - Important phone numbers and website links.
- M Useful Information** - Definitions and other helpful information regarding your bill.
- N Ways To Pay** - Multiple ways to pay online, on the phone or in person.
- O Ways to Contact OUC** - Hours of operation, contact numbers and email address at OUC.

For more details and to access this in Spanish, visit www.ouc.com/MyNewBill.



SAMPLE BILL - DO NOT PAY

Billing Statement for JOHN DOE

SERVICE ADDRESS: 123 MAIN STREET

BILL DATE: 01/03/17

PAGE 1 OF 2

ACCOUNT NUMBER: **0456789012**

PIN#: 543210001

BILL SUMMARY

OPENING BALANCE	PAYMENTS	BALANCE FORWARD	CURRENT CHARGES	TOTAL AMOUNT DUE
\$175.85	\$175.85	\$0.00	\$166.15	\$166.15

CURRENT CHARGES

OUC Electric Service \$153.07

Meter #: 1AB12345 - Service Charge \$ 8.32

Residential Electric

1000 kWh @ \$0.06675 (Non-Fuel)	66.75
Next 349 kWh @ \$0.07715 (Non-Fuel)	26.93
1000 kWh @ \$0.03517 (Fuel)	35.17
Next 349 kWh @ \$0.04557 (Fuel)	15.90

Osceola County Charges \$9.16

Municipal Taxes \$ 9.16

State of Florida Charges \$3.92

Gross Receipts Tax \$ 3.92

CUSTOMER SERVICE

- Online www.ouc.com
- Telephone 407-957-7373
- Payments PO Box 31329 Tampa FL 33631-3329

MESSAGE CENTER

YOUR CONSUMPTION CHARTS ARE NOW ON A FOLLOWING PAGE!

▶ DETACH HERE AND RETURN THIS PORTION WITH YOUR PAYMENT ▶

MAKE CHECK PAYABLE TO

Orlando Utilities Commission
PO Box 31329
Tampa, FL 33631-3329

ACCOUNT NUMBER: **0456789012**

DUE DATE: 01/21/17

TOTAL AMOUNT DUE \$166.15

Pay by the due date to avoid a 1.5% late charge or minimum \$3 charge.

98765432100001123400000987654321

Billing Statement for JOHN DOE

SERVICE ADDRESS: 123 MAIN STREET

BILL DATE: 01/03/17

PAGE 2 OF 2

ACCOUNT NUMBER: **0456789012**

Electric Usage in kWh

Meter Data

METER #: 1AB12345

CURRENT: 11,349 on 01/03/17

PREVIOUS: 10,000 on 12/04/16

TOTAL USAGE: 1,349 kWh

DAYS OF SERVICE: 30

AVERAGE DAILY USAGE: 44.96 kWh

HELPFUL PHONE NUMBERS

Home Warranty Protection Programs www.awrusa.com/ouc

To file a claim, call 877-320-4624

Call Before You Dig Sunshine 811 8-11 or 800-432-4770 www.sunshine811.com

2-1-1 Community Resources and Elder Helpline for Osceola County Residents 2-1-1 or 407-838-HELP (4357)

City of St. Cloud Solid Waste: 407-957-7289

St. Cloud Utilities 407-957-7344

USEFUL INFORMATION

Service Charge: A fixed monthly charge to cover basic costs of providing billing, metering and meter reading services.

kWh: A unit of measure for energy consumption equal to 1,000 watt hours.

Other Agencies' Charges: Your OUC statement may contain certain fees and taxes charged by state and local government agencies. Please contact these agencies for information about their charges. The Gross Receipts Tax applies to electric charges only.

WAYS TO PAY

Payment Type Accepted	Online	AutoPay	Pay by Phone	Pay by Mail	Payment Locations
Checking Account; Credit or Debit Card	Automatic withdrawal	Automatic withdrawal	Credit or Money Order; FREE for eCheck;	Check or Money Order; Never mail cash	Check, Cash or Money Order
Cost	FREE for eCheck; \$3.75 Convenience Fee* using Credit/Debit	FREE	FREE for eCheck; \$3.75 Convenience Fee* using Credit/Debit	Postage	\$1.25 Convenience Fee*
Source (How To)	Register using www.ouc.com	Register using www.ouc.com	407-957-7373	Payments with bill stubs: OUC, PO Box 31329, Tampa, FL 33631-3329	More than 400 locations, including participating Amco, CVS, ACE Cash Express, Wal-Mart, Publix and more. For a complete list, visit www.ouc.com .

WAYS TO CONTACT US

	Residential Customer Service	Reporting an Electric Problem or Utility Theft	Reporting a Streetlight Problem
Phone	407-957-7373 or 800-848-7445	407-957-7373 or 800-848-7445	407-957-7373 or 800-848-7445
Availability	Monday - Friday 7 a.m. - 6 p.m.	24/7	24/7
Online	customerservice@ouc.com	Register at www.ouc.com to report a problem	streetlightservice@ouc.com

General Correspondence: Mail to Orlando Utilities Commission, PO Box 3193, Orlando, FL 32802 or call 407-423-9100. Never mail payments or cash to this address.