

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 and Water 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: 07/03/17

PAGE 1 OF 2

ACCOUNT NUMBER: **0456789012**

PIN#: 5432100001

BILL SUMMARY

OPENING BALANCE	\$285.85	-	PAYMENTS	\$285.85	=	BALANCE FORWARD	\$0.00	+	CURRENT CHARGES	\$249.90	=	TOTAL AMOUNT DUE	\$249.90
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CURRENT CHARGES

OUC Electric Service \$173.15

Meter #: 1AB12345 - Service Charge \$ 8.00
 Residential Electric Rate (06/04 - 07/03)
 1000 kWh @ \$0.06418 (Non-Fuel) 64.18
 Next 500 kWh @ \$0.07418 (Non-Fuel) 37.09
 1000 kWh @ \$0.03725 (Fuel) 37.25
 Next 500 kWh @ \$0.04725 (Fuel) 26.63
 (\$54.31 of your Fuel Cost is exempt from Municipal Tax)

OUC Water Service \$9.40

Meter #: 12345678 - Service Charge 5/8" \$ 7.50
 Residential Water Rate (06/04 - 07/03)
 3,000 KGAL @ \$0.634 1.90

City of Orlando Charges \$62.91

Wastewater Capacity Charge \$ 18.73
 Wastewater 3,000 KGAL @ \$4.52 13.56
 Residential Solid Waste 19.28
 Municipal Taxes 11.34

State of Florida Charges \$4.44

Gross Receipts Tax \$ 4.44

CUSTOMER SERVICE

Online
www.ouc.com

Telephone
407-423-9018

Payments
PO Box 31329
Tampa FL 33631-3329

MESSAGE CENTER

Hot Weather MEANS HIGHER BILLS

Cooling your home can account for half of your summer energy use. Set your thermostat to 78 and save all Summer long.

For more hot tips, visit: www.ouc.com/HotWeather

▲ DETACH HERE AND RETURN THIS PORTION WITH YOUR PAYMENT ▲

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

ACCOUNT NUMBER: **0456789012**

DUE DATE: **07/21/17**

PLEASE PAY THIS AMOUNT **\$249.90**

Pay by the due date to avoid a 1.5% late charge.

98765432100000123400000987654321

Billing Statement for JOHN DOE

SERVICE ADDRESS: 123 MAIN STREET

BILL DATE: 07/03/17

PAGE 2 OF 2

ACCOUNT NUMBER: **0456789012**

Electric Usage in kWh

Meter Data

METER #: 1AB12345
 CURRENT: 11,500 on 07/03/17
 PREVIOUS: 10,000 on 06/04/17
 TOTAL USAGE: 1,500 kWh
 DAYS OF SERVICE: 30

AVERAGE DAILY USAGE THIS PERIOD: 50 kWh LAST YEAR: 90 kWh

Water Usage in KGAL

Meter Data

METER #: 12345678
 SIZE: 5/8"
 CURRENT: 33 on 07/03/17
 PREVIOUS: 30 on 06/04/17
 TOTAL USAGE: 3 KGAL
 DAYS OF SERVICE: 30

AVERAGE DAILY USAGE THIS PERIOD: 0.1 KGAL LAST YEAR: .11 KGAL

HELPFUL PHONE NUMBERS

Home Warranty Protection Programs
www.awrussa.com/ouc
To file a claim, call 877-320-4624
Call Before You Dig
Sunshine 811
8-1-1 or 800-432-4770
www.sunshine811.com

2-1-1 Community Resources and Elder Helpline for Orange County Residents
2-1-1 or 407-835-HELP (4537)

City of Orlando
Solid Waste: 407-246-2314
Wastewater: 407-246-2213

Orange County
Wastewater: 407-836-5515

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.

KGAL: A unit of measure for water consumption equal to 1,000 gallons.

Other Agencies' Charges: Your OUC statement may contain 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 Receipts Tax applies to electric charges only.

	WAYS TO PAY				
	Online	AutoPay	Pay by Phone	Pay by Mail	Payment Locations
Payment Type Accepted	Checking Account; Credit or Debit Card	Automatic withdrawal	Checking Account; Credit or Debit Card	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	407-423-9018	Payments with bill stubs; OUC; PO Box 31329; Tampa, FL 33631-3329	More than 400 locations, including participating Amsoil, 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 or Water Problem or Utility Theft	Reporting a Streetlight Problem
Phone	407-423-9018 or 800-848-7445	407-423-9018 or 800-848-7445	407-423-9018 or 800-848-7445
Availability	Monday - Friday 7 a.m. - 6 p.m.	24/7	24/7
Online	customer.service@ouc.com	Register at www.ouc.com to report a problem	streetlightservice@ouc.com

*Convenience Fees: All Convenience Fees are collected by third-party vendors. OUC receives no portion of these convenience fees. Please visit www.ouc.com for more information about fees.

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.