

Conozca su NUEVA FACTURA DE SERVICIOS PUBLICOS

- A Encabezado** - Incluye nombre del cliente, dirección, fecha de la factura, número de cuenta y número de identificación (PIN number).
- B Resumen de la factura** - Un resumen de la factura anterior, pagos, cargos actuales y fecha límite de pago.
- C Cargos actuales** - Un desglose detallado de la actividad en su cuenta para la factura actual.
- D Cargos de combustible y no combustible** - Usted verá ahora su tarifa eléctrica separada por cargos de combustible y no combustible.
- E Mensajes de notificación personalizada** - Información específica referente a su cuenta.
- F Centro de mensaje** - Información importante de cómo contactar al servicio al cliente, programas y servicios que puedan ser de interés para usted.
- G Fecha límite** - Fecha en que el pago debe ser recibido para permanecer en buen estado.
- H Cantidad total a pagar** - El total de la cantidad que se debe en la cuenta.
- I Volante de pago** - Regrese esta porción con su pago en el sobre provisto. (No aplica a clientes que paguen en línea, a través de AutoPay o en otros establecimientos).
- J Gráficas de consumo de electricidad y agua** - Provee el historial de uso de su periodo de factura actual comparado con previos periodos de facturación.
- K Datos del medidor** - Detalla los servicios, lecturas anteriores y actuales, uso y unidades para el actual periodo de facturación.
- L Números de teléfono de ayuda** - Importantes números de teléfono y enlaces a paginas de internet.
- M Información útil** - Definiciones y otra información útil referente a su factura.
- N Formas de pago** - Múltiples maneras de pagar en línea, por teléfono o en persona.
- O Maneras de cómo contactar a OUC** - Horario de operaciones, número de contactos y correos electrónicos en OUC.

Para mas detalles visite www.ouc.com/MyNewBill.



EJEMPLO DE FACTURA – NO PAGUE

Billing Statement for JOHN DOE

SERVICE ADDRESS: 123 MAIN STREET

BILL DATE: 07/03/17

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ACCOUNT NUMBER: **0456789012**

PIN#: 5432100001

BILL SUMMARY

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

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

MAKE CHECK PAYABLE TO

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

*****AUTO**SCH 5-DIGIT 12345

JOHN DOE
 123 MAIN ST
 ORLANDO FL 32801-1234

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

Water Usage in KGAL

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	LAST YEAR
30 kWh	30 kWh	30 kWh

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	LAST YEAR
0.1 KGAL	0.1 KGAL	.11 KGAL

HELPFUL PHONE NUMBERS

Home Warranty Protection Programs
www.awusa.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

Payment Type Accepted	Online	AutoPay	Pay by Phone	Pay by Mail	Payment Locations
Checking Account; Credit or Debit Card	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 .

*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.

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	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.