


# 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.

## 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#: 543210001

**BILL SUMMARY**

OPENING BALANCE	PAYMENTS	BALANCE FORWARD	CURRENT CHARGES	TOTAL AMOUNT DUE
<b>\$175.85</b>	<b>\$175.85</b>	<b>\$0.00</b>	<b>\$165.58</b>	<b>\$165.58</b>

**CURRENT CHARGES**

**OUC Electric Service \$153.07**

Meter #: 1AB12345 - Service Charge ..... \$ 8.32  
 Residential Electric Rate (06/04 - 07/03)  
 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  
 (\$42.46 of your Fuel Cost is exempt from Municipal Tax)

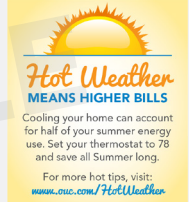
**Osceola County Charges \$8.49**  
 Municipal Taxes ..... \$ 8.49

**State of Florida Charges \$4.02**  
 Gross Receipts Tax ..... \$ 4.02

**CUSTOMER SERVICE**

- Online [www.ouc.com](http://www.ouc.com)
- Telephone 407-957-7373
- 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](http://www.ouc.com/HotWeather)

MAKE CHECK PAYABLE TO  
**Orlando Utilities Commission**  
 PO Box 31329  
 Tampa, FL 33631-3329


ACCOUNT NUMBER **0456789012**

DUE DATE **07/21/17**

**TOTAL AMOUNT DUE \$165.58**

PLEASE PAY THIS AMOUNT

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



**Billing Statement for JOHN DOE**

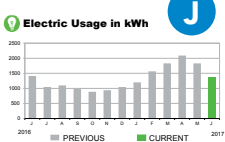
SERVICE ADDRESS: 123 MAIN STREET

BILL DATE  
**07/03/17**

PAGE 2 OF 2

ACCOUNT NUMBER  
**0456789012**

**Electric Usage in kWh**



**Meter Data**

METER #: 1AB12345  
 CURRENT: 11,349 on 07/03/17  
 PREVIOUS: 10,000 on 06/04/17  
 TOTAL USAGE: 1,349 kWh  
 DAYS OF SERVICE: 30

AVERAGE DAILY USAGE	THIS PERIOD	LAST YEAR
45 kWh	45 kWh	46.7 kWh

**HELPFUL PHONE NUMBERS**

Home Warranty Protection Programs  
[www.aerus.com/ouc](http://www.aerus.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](http://www.sunshine811.com)

2-1-1 Community Resources and Elder Helpline for Osceola County Residents  
 2-1-1 or 407-838-HELP (4537)  
 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	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 <a href="http://www.ouc.com">www.ouc.com</a>	Register using <a href="http://www.ouc.com">www.ouc.com</a>	407-957-7373	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 <a href="http://www.ouc.com">www.ouc.com</a> .

**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 <a href="http://customerservice@ouc.com">customerservice@ouc.com</a>	Register at <a href="http://www.ouc.com">www.ouc.com</a> to report a problem	<a href="mailto:streetlightservice@ouc.com">streetlightservice@ouc.com</a>

For more details and to access this in Spanish, visit [www.ouc.com/MyNewBill](http://www.ouc.com/MyNewBill).



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