

Electric Digital Meter Upgrade/Opt-Out Terms and Conditions

1. General Information

OUC has upgraded its entire territory to digital meter technology. This technology meets all Federal Communications Commission (FCC) guidelines and safety standards. Information and conducted research links are available online by visiting www.ouc.com.

To *Upgrade* to the digital meter technology or to *Opt-Out* and maintain/request a non-standard analog electric meter, a completed request form must be submitted to OUC's Customer Service Department (see reverse). OUC will schedule a date and time to exchange the meter upon the customer's notification.

PLEASE NOTE: *Opt-Out* requests will be processed as long as the non-standard analog meters are available, the technology is supported by the industry, and the requesting customer has not been found by OUC to have engaged in meter tampering.

2. Customer Process

Please visit www.ouc.com to obtain answers to Frequently Asked Questions (FAQ) on the digital meter technology or to verify the type of meter at your address. You may also contact Customer Service at (407) 423-9018 in Orlando/Orange County or (407) 957-7373 in St. Cloud/Osceola County.

To Upgrade to the Digital Meter Technology

There is no initial set-up cost or additional monthly fees when OUC upgrades the non-standard analog electric meter with the digital meter technology.

To Opt-Out of the Digital Meter Technology

Effective October 1, 2014, a non-refundable enrollment fee of **\$95.00** will be assessed to customers that elect to opt-out of the digital meter technology. An ongoing monthly manual meter reading fee of **\$13.00** per meter will be assessed on your utility statement. The fees cover OUC's added set-up, fuel and labor costs associated with manually reading your non-standard meter(s) each month.

PLEASE NOTE: Fees may be modified from time to time based on OUC's cost to provide this option.

Electric Digital Meter Upgrade/Opt-Out Request Form

Request forms may be completed online at www.ouc.com

OR sent via: **Email:** customerservice@ouc.com

Mail: OUC Customer Service, P.O. Box 3193, Orlando, FL 32802

OUC Account Holder Name: _____

Service Address: _____ **Account Number:** _____

Email Address: _____ **Phone Number:** _____

For customers wishing to Upgrade to the digital meter technology, the following apply:

Initials Here	To Request to <i>Upgrade</i> to the Digital Meter Technology
	I am the authorized person on the OUC account and request that OUC <u>install</u> the digital electric meter at the address, as listed above.
	I understand that there is no initial set up cost or additional monthly fee when OUC <i>upgrades</i> the non-standard analog electric meter with the digital meter technology.

For customers wishing to opt-out of the digital meter technology, the following apply:

Initials Here	To Request to <i>Opt-Out</i> of the Digital Meter Technology
	I am the authorized person on the account and request that OUC <u>retain</u> <i>OR</i> <u>install</u> a non-standard analog electric meter at the address, as listed above.
	I understand that the \$95.00 enrollment fee is non-refundable and will be billed to my account if I request to <u>retain</u> the non-standard analog electric meter <i>OR</i> if I request that my standard meter be <u>exchanged for a non-standard analog meter</u> . Fees may be modified from time to time based on OUC's cost to provide this option.
	I am aware that there is a recurring \$13.00 monthly manual meter reading fee per meter that will be included with my utility statement. Fees may be modified from time to time based on OUC's cost to provide this option.
	I recognize that <i>opt-out</i> requests will be processed by OUC as long as the non-standard analog electric meters are available, the technology is supported by the industry, and the requesting customer has not been found by OUC to have engaged in meter tampering.
	By opting out, I realize that digital meter-enabled services or programs, such as early outage detection, real-time consumption alerts, OUC's PowerPass (pay-as-you-go) program, etc., will not be accessible to me, and thus I give up the opportunity to participate in these services and/or taking advantage of the available benefits.

Signed: _____ **Date:** _____