



CONNECTIONS

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HOW TO READ YOUR OUC BILL

With DemandLevel, OUC's new pricing structure that starts with your November 2026 bill, your electricity costs will be based on two factors:

- Total electricity you use (consumption)
- Peak demand, your highest 15-minute period of electric use

Previously, your bill was based only on consumption. OUC has updated your monthly bill to reflect this change. For a complete explanation, go to OUC.com/readyourbill.

- 1 Electric Service Charge:** Fixed monthly charge covering basic costs of meter reading and billing, plus maintenance of services and meters.
- 2 DemandLevel Charge (NEW):** Your DemandLevel Tier (1, 2 or 3) and corresponding monthly charge are based on your peak demand. Your tier can change monthly.

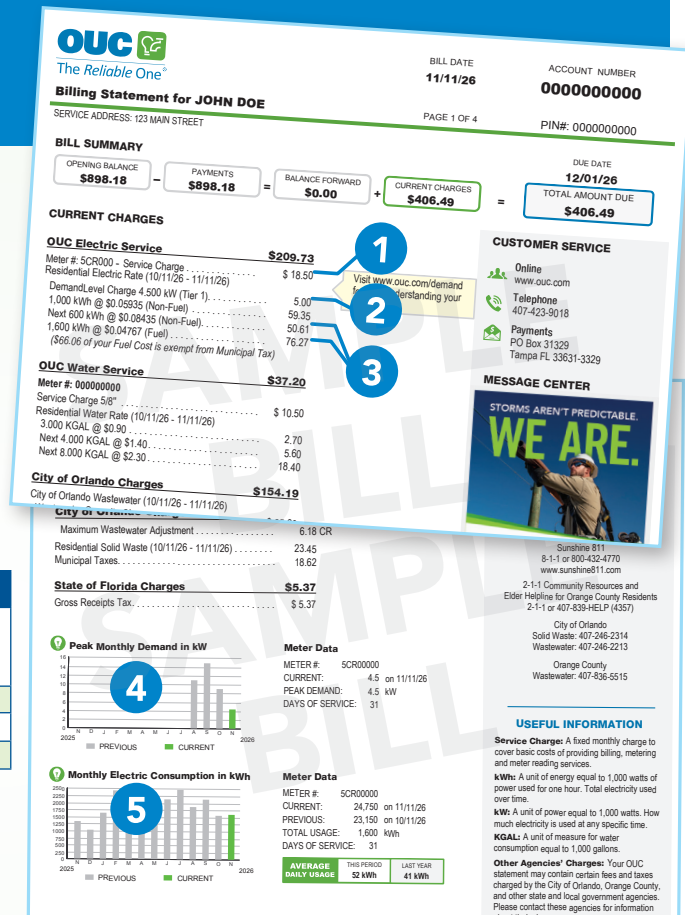
DEMANDLEVEL MONTHLY CHARGES			
	Demand	Residential	Small Business Commercial
Tier 1:	0 – 7.999 kW	\$5	\$7.50
Tier 2:	8 – 11.999 kW	\$10	\$15
Tier 3:	12 kW+	\$15	\$22.50

- 3 Fuel Charge:** Costs of fuel (solar, coal, natural gas, landfill gas, nuclear) and purchased power incurred to provide electric service.

Non-Fuel Charge (UPDATED): Includes costs

of distribution and transmission lines, and generation facilities. **Reduced by 12.5% to help offset DemandLevel charge.**

- 4 Peak Monthly Demand in kW (NEW):** Your highest 15-minute period of electricity use for the current and previous months, measured in kilowatts (kW). An easy way to lower your demand is to use one appliance at a time. For example, wait until the clothes dryer is done before starting the dishwasher.
- 5 Monthly Electric Consumption in kWh:** Your total electric use in the current and previous months in kilowatt-hours (kWh).



OUC offers strategies and **FREE** online tools like **My OUC Energy Coach**, **Usage Dashboard** and **Appliance Calculator** to help you reduce demand and take control of your costs. Get the details at OUC.com/demand. Power Pass customers see a daily charge starting at 16¢ based on their DemandLevel tier. Details at OUC.com/powerpass.

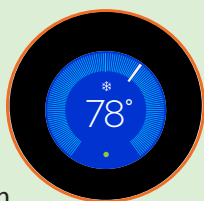
Lessen Your Demand Tip: *Cool Your Home the Smart Way*

OUC Rebate Up to \$50 Available for Smart Thermostat

Smart thermostats are one of the simplest, most effective ways to take control of your home's energy use — and they're easy to integrate into your daily routine. With air conditioning accounting for about 52% of the average home's electric bill, even small boosts in efficiency can lead to meaningful savings and help reduce your overall consumption and demand.

Here's how smart thermostats make that easy:

- Personalized scheduling automatically ensures your home cools down while you're there and saves energy when you're away.
- Remote access means you can adjust settings from your phone, whether you're at work or on the road.
- Real time energy reports show when your usage peaks, helping you adjust and reduce demand. For example, when operating energy-intensive appliances such as the dryer, you can adjust your thermostat by a few degrees.



With a smart thermostat, you'll have the information you need to make smarter choices, allowing you to reduce your cooling costs by 10% or more. Smart thermostats are affordable too — with many available under \$100 — and you can take advantage of an OUC rebate of up to \$50 on qualifying models.

Find out more about how this small upgrade can deliver a big impact at [OUCblog.com/smarthermostat](https://oucblog.com/smarthermostat).

2025 Water Quality Report

Learn more about H₂OUC via the 2025 OUC Water Quality Report at [OUC.com/wqr2025](https://ouc.com/wqr2025).
En español espanol.ouc.com/wqr2025.

Helping Those in Need in Our Community



OUC's Project CARE embraces the spirit of giving — and receiving — for the holidays by using your donations to help families experiencing temporary financial hardships. For every \$1 you donate, OUC will contribute \$2.

To donate, log in into your myOUC account and select the Billing & Payment option. Click on Project CARE and select the blue Enroll in Project CARE button to add a specified amount to your monthly bill. All funds are administered by Heart of Florida United Way.

For more information or to apply for financial assistance, go to [OUC.com/projectcare](https://ouc.com/projectcare).

HOLI-DOS & HOLI-DON'Ts for Safe, Seasonal Decorating

As you brighten your home for the holidays, keep your home and loved ones safe by following these smart electrical safety reminders.

Holi-Dos

- **Do** discard frayed or damaged cords, lights and decor.
- **Do** use indoor lights and decorations only where they're intended.
- **Do** place candles on solid, sturdy surfaces and away from anything flammable.
- **Do** stay mindful of overhead power lines when decorating outdoors.

Holi-Don'ts

- **Don't** leave décor or and lights on overnight or when you're away from home.
- **Don't** connect multiple extension cords together.
- **Don't** run extension cords under rugs or furniture.
- **Don't** overload outlets or power strips.



Para ver toda nuestra información en español, por favor visite espanol.ouc.com.