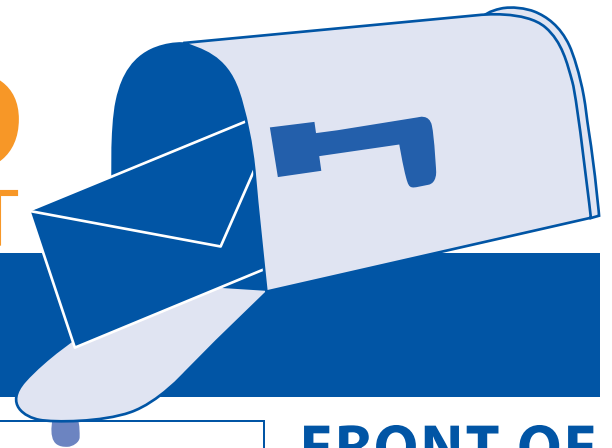


# HOW TO READ YOUR STATEMENT



Orange County Utilities is committed to providing you with the information you need to understand the billing statement for your account.



ORANGE COUNTY UTILITIES  
9150 CURRY FORD ROAD  
ORLANDO, FLORIDA 32825-7600

YOUR NAME

Account Number: 0123456789  
**2** Billing Date: 4/5/2010  
 Due Date: 4/23/2010

**1** CUSTOMER INQUIRIES: 407-836-5515  
 TOLL FREE: 800-626-1140  
 24 HOUR EMERGENCY: 407-836-2777

[www.ocfl.net/PayUtilities/](http://www.ocfl.net/PayUtilities/)

## FRONT OF STATEMENT

- 1** How to reach us by phone
- 2** Your billing and due date
- 3** Summary of account activity payments and charges
- 4** Special messages for you
- 5** Service location
- 6** Service detail
- 7** Detail of charges for service
- 8** Graph of your consumption
- 9** Amount owed

**4** E-Billing is now available. Visit our Website:  
[www.ocfl.net/PayUtilities/](http://www.ocfl.net/PayUtilities/)

Credit Card Auto Pay is now available for our customers. This free service allows your monthly bills to be automatically charged to your credit card. You may sign up at [www.ocfl.net/PayUtilities/](http://www.ocfl.net/PayUtilities/) or call 407-836-5515.

Orange County has a NEW Lawn Fertilizer Law. For a green lawn and clean lakes, fertilize responsibly. Learn how, visit [www.ocfl.net/epd](http://www.ocfl.net/epd) or call 407-836-1400.

**3** Account Summary as of April 5, 2010

Previous Balance	\$48.55
Payments Received	-48.55
Balance Forward	0.00
Current Charges	67.57
<b>Total Amount Due</b>	<b>\$67.57</b>

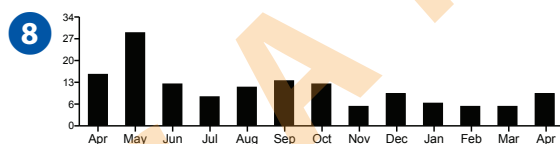
**5** Service Address: 177 YOUR STREET, ORLANDO, FL 32828

**6** Water Residential

Meter Number	Current Meter Read		Previous Meter Read		Water Usage	Usage Indicator
	Date	Reading	Date	Reading		
59379674	4/5/2010	1528	3/4/2010	1518	10 KGAL	+

*(KGAL = 1,000 Gallons)*

**8** Water Usage At-A-Glance  
KGAL



**7** Water Residential Service from 3/5/10 - 4/5/10

Meter Fixed Charge	\$6.15
First 3 kgal at \$1.01 per kgal	3.03
Next 7 kgal at \$1.35 per kgal	9.45
Consumption Summary Charge	12.48
Public Service Tax	1.86
<b>Subtotal</b>	<b>\$20.49</b>

RETURN THIS PORTION WITH PAYMENT - DO NOT SEND CASH THROUGH MAIL  
 Please make checks payable to Orange County Utilities



[www.ocfl.net/PayUtilities/](http://www.ocfl.net/PayUtilities/)

**9**

Account Number	Total Due	Due Date	Amount Paid
0123456789	\$67.57	04/23/2010	



YOUR NAME  
177 YOUR STREET  
ORLANDO FL 328287789

SEND PAYMENTS TO:  
**Orange County Utilities**  
 PO Box 628068  
 Orlando, FL 32862-8068

003567620050000000000067579

# EASY WAYS TO PAY YOUR STATEMENT



- In addition to credit and debit card payments, we accept checks over the phone
- Comprehensive account information on bill
- Multiple services on one bill
- Auto Pay options include ability to charge credit card or draft savings account

## ONLINE SERVICES

- View your account information online
- Make a credit card or electronic check payment on your account
- View meter reading and consumption history
- View deposit information for your account
- View previous bills (summary information)
- View payment history
- Update your account information
- Terminate your water account service
- Access general information topics
- Go paperless with E-Billing
- Credit Card Auto Pay Program

YOUR NAME  
Account Number: 0123456789

Page 2 of 2

### Wastewater Residential

Meter Number	Current Meter Read		Previous Meter Read		Water Usage	Usage Indicator
	Date	Reading	Date	Reading		
59379674	4/5/2010	1528	3/4/2010	1518	10 KGAL	+

*(KGAL = 1,000 Gallons)*

<b>Wastewater Residential Service from 3/5/10 - 4/5/10</b>	
Meter Fixed Charge \$14.38	14.38
10 kgal at \$3.27 per kgal	32.70
<b>Subtotal</b>	<b>\$47.08</b>

10

**Total Charge for All Services at This Address** **\$67.57**

11

Orange County Utilities is not responsible for undelivered or late mail. In the event you fail to receive a utility bill, please call our office (numbers shown below). Acceptable forms of payment: cash, check, money order, debit card, Visa®, MasterCard®, Discover®, and American Express®.

Payment locations: 9150 Curry Ford Road, participating 7-Eleven® stores equipped with Vcom® kiosks, Amscot Financial® locations, and participating Winn-Dixie® and Save Rite® stores equipped with Western Union® services. For your convenience, drop boxes are located at 9150 Curry Ford Road and 201 South Rosalind Avenue. Drop box payments are processed the following business day. Acceptable drop box payments are checks and money orders.

**ANY AMOUNT NOT PAID BY THE DUE DATE IS SUBJECT TO A LATE FEE OF 1.5%**

**9150 Curry Ford Road Lobby and Drive Thru Hours: 8:00 a.m. - 5:00 p.m. Monday - Friday**

#### Telephone Numbers:

General Inquiry and Trouble Calls: 407-836-5515 TDD Number (Hearing Impaired): 407-254-9977  
24-HOUR EMERGENCY: 407-836-2777 Toll Free (Outside Orange County): 800-626-1140

Mail All Correspondence To: PO Box 312 Orlando, FL 32802-0312

Para más información, por favor llame al Departamento de Servicios Públicos del Condado de Orange y pida hablar con un representante en español. El número de teléfono es 407-836-5515.

## BACK OF STATEMENT

- 10 Total charge for all services at this address
- 11 Ways to pay your bill

Para más información, por favor llame al Departamento de Servicios Públicos del Condado de Orange y pida hablar con un representante en español. El número de teléfono es 407-836-5515.