



UTILITY BILL TERMINOLOGY

KWH: Kilowatt-hour – the basic measurement of electric energy use. One KWH will light ten 100-watt bulbs for one hour.

Estimated: If we were unable to read your electric meter, it will be so noted on your bill. If this is the case, your electric use has been calculated on the basis of past usage. The meter is scheduled to be read next month and any difference between the estimate and your actual use will be taken into account.

Customer Charge: A fixed monthly amount to cover the cost of providing service to your location. This charge is applicable whether or not any electricity has been used.

Energy Charge: All of the costs associated with producing and distributing electricity other than power costs.

Power Cost: The actual cost of purchased power and fuel utilized to produce the electricity you use, including the cost of coal, oil, natural gas, and uranium. This charge is adjusted every six months to reflect fluctuations in the cost of fuel.

Demand Charge: (General Service customers only) A charge in addition to the kilowatt-hour charge based upon a customer’s peak electric demand during any 30 day billing interval.

Service Charge: A charge for additional services or reconnection after failure to pay.

Utility Tax: This is a tax levied on the electricity and/or water used by customers inside the city limits.

Surcharge: This is a fee for electricity and/or water used by customers outside of the city limits.

Gross Receipts Tax: This is a tax levied on your electric consumption that is collected by the city and paid to the State of Florida.

Storm Water Utility, Sanitation, & Recycling are fixed fees charged on a monthly basis regardless of occupancy status. Water & Sewer charges include a fixed monthly availability charge and a charge based on consumption.

Late Payment Charges: Accounts become delinquent after the due date which is seventeen (17) days from the original billing date. At this time, the City of Mount Dora does not charge late fees – this is subject to change with prior notification.

Disconnections: Services may be disconnected for “reason of nonpayment”. Services, once disconnected, will not be reconnected until all of the past due balance on the account, as well as the reconnection fees, are paid in full. Any bill not paid within thirty (30) days of the statement date is delinquent and subject to disconnection without further notice.

About Deposits: Deposits are necessary to protect paying customers from losses caused by those who don’t pay. However, utility customers may receive their deposits back, if they qualify, after two years of service. (No disconnect for nonpayment; no returned checks; no more than two late payment notices.)

Contact Customer Service for:

- | | |
|---------------------|----------------|
| -Open/Close Account | -Payments |
| -Disconnect Date | -Temporary off |
| -Address change | -Meter problem |

Problems: We do everything that we can to resolve a billing or service problem in the shortest possible time. Customer satisfaction comes first with us.

If Your Power Goes Off:

1. Check to see if your neighbors or parts of your home still have power. If so, chances are that you have blown a fuse or tripped a breaker.
2. Please wait at least two minutes before reporting an interruption to see if service is restored by our automated equipment.
3. Please remember that during severe weather, power interruptions may be widespread, thus slightly delaying repair service.

**EMERGENCY SERVICES FOR UTILITIES
(352) 735-7141**