

# Introducing your NEW UC BILL

We have recently upgraded our customer service system. Consequently, we have a new bill format. Please take a moment to review this key to help you understand and locate everything on your new bill. If you have any questions, please contact Customer Service at (386) 427-1361.

## FRONT

- Mailing address for payments**
- Notation for automatic bank debit**, if applicable
- Your NEW UC account number**
- Bill due date**
- "We Care" fund** donation designation to help Volusia County residents
- UC's physical address**, and the address for sending overnight payments
- Averages for bill period** is your total water, electric, and wastewater charges and usage divided by the number of service days for that bill.
- Balance forward**, if applicable
- Total amount due**

**PLEASE NOTE YOUR NEW UC ACCOUNT NUMBER!**  
Effective with this new bill, your UC account number has changed. Please use this new number when contacting the UC.

# FRONT

**1** Remit to:  
Utilities Commission  
P.O. Box 100  
New Smyrna Beach, FL 32170

Please write account number on check and make payable to Utilities Commission in U.S. funds.

**2** BANK DEBIT - DO NOT PAY

<b>3</b> Account Number	22-0414.300
<b>4</b> Due Date	7/21/2009
Amount Due	\$238.84
<b>5</b> I wish to contribute to the We Care fund.* Amount of contribution:	
Amount Paid	

CUSTOMER NAME  
CUSTOMER ADDRESS  
NEW SMYRNA BEACH, FL 32168



Check box to change mailing address and enter new address on the back.

Return this portion with payment.



Utilities Commission, City of New Smyrna Beach  
200 Canal St., New Smyrna Beach, FL 32168  
Phone: (386) 427-1361 | www.ucnsb.org  
**6**  
"Connecting you with quality"

ACCOUNT NUMBER 22-0414.300 ZONE City  
CUSTOMER NAME Customer Name STATEMENT DATE: 6/23/2009  
SERVICE ADDRESS Customer Address New Smyrna Beach BILLING PERIOD: 5/21/09 - 6/23/09  
DUE DATE: 7/21/2009

### Budget Billing - Information ONLY

Previous Amount Due: \$200.00  
Amount of Payment applied to Budget: (\$200.00)  
Late Charges: \$7.00  
Monthly Budget Amount: \$200.00  
**Amount Due: \$207.00**

Averages for Bill Period	Current Month	Last Month
Electric/kWh per day	33.73	46
Cost per day	\$3.91	\$4.50
Water/gallons per day	133.33	600
Cost per day	\$0.53	\$3.00
Wastewater Cost per day	\$1.04	\$6.00

Previous Balance \$ 212.41  
Payments Received (215.00) CR  
Penalties 5.00

Balance Forward \$ 2.41

**Contact Information**  
Many answers are available at: www.ucnsb.org  
Phone: 386-427-1361  
Email: Customerservice@ucnsb.org  
Mail: P.O. Box 100, New Smyrna Beach, FL 32170  
In person: 200 Canal St., New Smyrna Beach  
Office, drive-thru hours: M-F, 8 a.m. to 5 p.m., excluding major holidays  
After hours emergency telephone numbers: Electric 386-427-1366;  
Water/Wastewater 386-427-1368

**Payment Information**  
Payments may be made by mail in the envelope provided, in person at our business office, or over the phone or online by credit card (MasterCard or Visa only)\*. Make checks payable to: Utilities Commission. Mail stub and check to: P.O. Box 100, New Smyrna Beach, FL 32170. \*Note: updated phone and online payment system coming in October.

**8** Current Charges  
Electric \$ 117.22  
Water 15.99  
Sewer 31.14  
Internet 12.95  
Other 59.13  
Total Current Charges \$ 236.43

Amount Due \$ 238.84

See back of statement for billing details.

## BACK

**10 Service information**, including your meter number, previous and current readings for your water and electric services, number of service days in this billing cycle, the date your meters were read, and total usage for this month.

**11 Usage history**, including graphs of the past 12 months of electric and water usage history, and a comparison of this month's usage with last month and last year.

**12 Total electric charges**, calculated by multiplying the number of kilowatt hours (kWh) used during the billing cycle by an energy charge and fuel charge, and includes a fixed monthly customer charge.

**13 Total water charges**, calculated by multiplying the number of 1,000 gallons used by the water usage charge, and includes a fixed monthly customer charge. Reported in 1,000 gallons, or kilograms (kg). May include additional charges for reuse and irrigation services, if applicable.

**14 Total wastewater charges**, with separate subtotals for usage and base rates.

**15 Internet service**, if applicable

**16 Miscellaneous charges and fees**, if applicable

**17 City or county services and taxes**, which may include charges for City or County Tax, garbage, storm water and State of Florida Gross Receipts Tax.

**18 Special message** alerts you to important updates from the UC.



200 Canal St., NSB, FL 32168  
(386) 427-1361 | [www.ucnsb.org](http://www.ucnsb.org)

*Connecting you with the quality of a New Smyrna Beach life.*

NAME: \_\_\_\_\_  
NEW ADDRESS: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_  
PHONE NUMBER: (\_\_\_\_) \_\_\_\_\_ Email Address: \_\_\_\_\_

\* Your We Care donation helps needy residents pay their utility bills. We Care is administered by Volusia County Human Services. New Smyrna Beach Office: 107 E. Canal Street, (386) 254-4675

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Service Address: Customer Address, New Smyrna Beach, FL 32168

Service	Meter No.	Rate Code	Usage Period From	To	Days	#	Meter Readings	Multiplier	Usage	Detail Charges	Total Charges
Electric	86405	ER99-RES-LM-EH A	5/21/09	6/22/09	30	15363	16375	1	1012		
Electric Base Rate \$ 5.65 Energy Usage 1012 kWh @ 0.07645 \$ 77.37 Fuel Adjustment 1012 kWh @ 0.04170 \$ 42.20 Load Management Credit \$ (7.50) Total Charges (Taxable Portion: \$66.96) \$ 117.22											

Service	Meter No.	Rate Code	Usage Period From	To	Days	#	Meter Readings	Multiplier	Usage	Detail Charges	Total Charges
Water	11046	WR01-RES A	5/21/09	6/22/09	30	54	58	1	4		
Water Base Rate \$ 11.65 Water Usage \$ 4.34											

Wastewater	SW01-RES	Wastewater Base Rate	\$ 16.62
Wastewater Usage		Wastewater Usage	\$ 14.52
			\$ 31.14

Internet Service	SW01-RES	Amount	\$ 12.95
Other - Miscellaneous Charges and Fees		Amount	\$ 12.95
Cut In Fee		Amount	\$ 12.95

Other - City Services and Taxes	Amount
City Tax	6.70
City Garbage (424-2122)	19.22
City Storm Water (424-2122)	5.00
FL State Gross Receipts Tax	3.21
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**DESCRIPTORS**

**Base Rate:** a fixed charge on every bill regardless of usage to cover the costs of system readiness, billing, accounting, and meter reading

**Fuel Adjustment:** fuel and purchased power costs are the largest single variable expense for electric utilities, and they can vary greatly on the basis of supply and demand and other factors. Under utility regulations, these costs are passed along to the customers at cost, through a charge on their bill commonly referred to as a "fuel adjustment." Utilities do not profit from increased fuel and purchased power costs.

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