

Customer Welcome Packet



ELECTRIC SERVICE RATES

UPDATED NOVEMBER 2016



RESIDENTIAL SERVICES (RS)

EFFECTIVE: OCTOBER 1, 2008

AVAILABILITY - Available exclusively to residential customers for residential use within the service area of the Kissimmee Utility Authority.

APPLICABILITY - Applicable for service in private residences and individually metered apartments used as private residences.

CHARACTER OF SERVICE - Single (1) or three (3) phase, 60 cycles and approximately 120 volts or higher, at the Utility's option.

LIMITATIONS - Subject to all rules and regulations of this tariff and the general policies and procedures of the Utility.

RATE - *Customer Charge Per Month*

Single Phase \$10.17

Three Phase \$11.08

Energy Charge Per kWh

Under 1,000 kWh \$0.12310

Above 1,000 kWh \$0.13575

PLUS APPROPRIATE GROSS RECEIPTS TAXES.

TERMS OF PAYMENT - Bills are due when rendered and will be considered delinquent EIGHTEEN (18) days from the billing date.

GOVERNMENTAL TRANSFERS - The City of Kissimmee

charter requires a transfer from KUA calculated as a minimum of 6.24 mils per kWh.

FUEL/CONSERVATION ADJUSTMENT - Cost of Power and Conservation Adjustment (COPCA) and other applicable charges.

MUNICIPAL UTILITY TAX AND COUNTY UTILITY TAX - The monthly rate charges (plus all adjustments) are subject to the Municipal Utility Tax within the corporate limits of the City of Kissimmee and to a county utility tax outside the City. This charge does not apply to amounts of fuel above a cost of \$0.010301 per kWh.



GENERAL SERVICE (GS)

EFFECTIVE: JANUARY 1, 2010

AVAILABILITY - Available for all purposes to any customer located within the service area of the Kissimmee Utility Authority.

APPLICABILITY - To any customer not classified as Residential for lighting and power whose energy consumption does NOT exceed 5,000 kWh per month for two (2) consecutive months and whose measured demand is less than 50 kW in the same period. Also available to sports or athletic fields operated by organizations which are non-commercial in nature whose energy consumption has exceeded 5,000 kWh per month.

CHARACTER OF SERVICE - Single (1) or three (3) phase, 60 cycles and approximately 120 volts or higher, at the Utility's option.

LIMITATIONS - Subject to all rules and regulations of this tariff and the general policies and procedures of the Utility.

RATE - *Customer Charge per month \$11.08*
Energy Charge per kWh \$0.13429

PLUS APPROPRIATE STATE SALES TAX AND GROSS RECEIPTS TAX.

TERMS AND CONDITIONS - When a customer's consumption approaches 5,000 kWh, a demand meter will be installed. When the customer's consumption exceeds 5,000 kWh and demand exceeds 50 kW for 2 consecutive months, the customer will be transferred to the General Service Demand rate. However, if consumption exceeds

5,000 kWh but demand is less than 50 kW, the customer has the option to select either the General Service or the General Service Demand rate.

TERMS OF PAYMENT - Bills are due when rendered and will be considered delinquent EIGHTEEN (18) days from the billing date.

GOVERNMENTAL TRANSFERS - The City of Kissimmee charter requires a transfer from KUA calculated as a minimum of 6.24 mils per kWh.

FUEL/CONSERVATION ADJUSTMENT - Cost of Power and Conservation Adjustment (COPCA) and other applicable charges.

MUNICIPAL UTILITY TAX AND COUNTY UTILITY TAX - The monthly rate charges (plus all adjustments) are subject to the Municipal Utility Tax within the corporate limits of the City of Kissimmee and to a county utility tax outside the City. This charge does NOT apply to amounts of fuel above a cost of \$0.010301 per kWh.



GENERAL SERVICE DEMAND (GSD)

EFFECTIVE: OCTOBER 1, 2008

AVAILABILITY - Available for all purposes to any customer located within the service area of the Kissimmee Utility Authority.

APPLICABILITY - To any customer not classified as Residential for lighting and power whose energy consumption has exceeded 5,000 kWh per month and demand is 50 kW or more, but less than 500 kW for 2 consecutive months. Optionally available on request if consumption exceeds 5,000 kWh and demand is less than 50 kW.

CHARACTER OF SERVICE - Single or 3 phase, 60 cycles and approximately 120 volts or higher, at the Utility's option.

LIMITATIONS - Subject to all the rules and regulations of this tariff and the general policies and procedures of the Utility.

RATE - *Customer Charge per month \$55.54*

Energy Charge per kWh \$0.10145

Demand Charge per kW \$8.89

PLUS APPROPRIATE STATE SALES TAX AND GROSS RECEIPTS TAX.

BILLING DEMAND - The maximum FIFTEEN (15) minute demand in the monthly billing period.

TERMS AND CONDITIONS - When a customer's consumption exceeds 5,000 kWh and demand exceeds 50

kW per month for 2 consecutive months, the customer will be billed on this GENERAL SERVICE DEMAND Rate (GSD). Customers placed on this rate by the utility must remain on this rate until there are less than 2 readings of 5,000 kWh or greater, with demand readings of 50 kW or greater, in a 12 month period. Customers requesting service on this rate schedule must remain on this rate schedule for a minimum of 12 consecutive months.

TERMS OF PAYMENT - Bills are due when rendered and will be considered delinquent EIGHTEEN (18) days from the billing date.

GOVERNMENTAL TRANSFERS - The City of Kissimmee charter requires a transfer from KUA calculated as a minimum of 6.24 mils per kWh.

FUEL/CONSERVATION ADJUSTMENT - Cost of Power and Conservation Adjustment (COPCA) and other applicable charges.

MUNICIPAL UTILITY TAX AND COUNTY UTILITY TAX - The monthly rate charges (plus all adjustments) are subject to the Municipal Utility Tax within the corporate limits of the City of Kissimmee and to a county utility tax outside the City. This charge does NOT apply to the fuel charges above a cost of \$0.010301 per kWh.

GENERAL SERVICE TIME OF DAY (GSDT)

EFFECTIVE: OCTOBER 1, 2008

AVAILABILITY - Available for all purposes to any customer located within the service area of the Kissimmee Utility Authority.

APPLICABILITY - To any customer not classified as Residential for lighting and power whose energy consumption has exceeded 5,000 kWh per month for 2 consecutive months.

CHARACTER OF SERVICE - Single or 3 phase, 60 cycles and approximately 120 volts or higher, at the Utility's option.

LIMITATIONS - Subject to all the rules and regulations of this tariff and the general policies and procedures of the Utility.

RATE - *Customer Charge per month \$55.54*

Energy Charge per kWh \$0.10145

Demand Charge per kW \$8.89

PLUS APPROPRIATE STATE SALES TAX AND GROSS RECEIPTS TAX.

PERIODS - Summer April through October inclusive
On Peak Weekdays 11:00 a.m. to 8:00 p.m.
Off Peak Weekdays 8:00 p.m. to 11:00 a.m.
and ALL day Saturday and Sunday

Winter November through March inclusive
On Peak Weekdays 6:00 a.m. to 11:00 a.m.
Off Peak Weekdays 11:00 a.m. to 6:00 a.m.
and ALL day Saturday and Sunday.

BILLING DEMAND - The greater of the following during the monthly billing period: (a) maximum 15 minute demand occurring during ON PEAK periods, or (b) 50% of the maximum 15 minute demand occurring during OFF PEAK periods.

TERMS AND CONDITIONS - Customer agrees to pay for the installation of metering for this service and must remain on this rate schedule a minimum of 12 consecutive months.

TERMS OF PAYMENT - Bills are due when rendered and will be considered delinquent EIGHTEEN (18) days from the billing date.

GOVERNMENTAL TRANSFERS - The City of Kissimmee charter requires a transfer from KUA calculated as a minimum of 6.24 mils per kWh.

FUEL/CONSERVATION ADJUSTMENT - Cost of Power and Conservation Adjustment (COPCA) and other applicable charges.

MUNICIPAL UTILITY TAX AND COUNTY UTILITY TAX - The monthly rate charges (plus all adjustments) are subject to the Municipal Utility Tax within the corporate limits of the City of Kissimmee and to a county utility tax outside the City. This charge does not apply to the fuel charges above a cost of \$0.010301 per kWh.

GENERAL SERVICE LARGE DEMAND (GSLD) EFFECTIVE: OCTOBER 1, 2008

AVAILABILITY - Available for all purposes to any customer located within the service area of the Kissimmee Utility Authority.

APPLICABILITY - To any customer for light and power purposes, other than Residential, where the measured monthly demand is 500 kW or more for 2 or more months out of the 12 consecutive months ending with the current billing period. Also, optionally available to any other customer who agrees to pay for service under this rate schedule for a minimum initial term of 12 consecutive months.

CHARACTER OF SERVICE - Three phase, 60 cycles and approximately 120 volts or higher, at the Utility's option.

LIMITATIONS - Subject to all the rules and regulations of this tariff and the general policies and procedures of the Utility.

RATE - *Customer Charge per month \$57.12*

Energy Charge per kWh \$0.09309

Demand Charge per kW \$12.16

PLUS APPROPRIATE STATE SALES TAX AND GROSS RECEIPTS TAX.

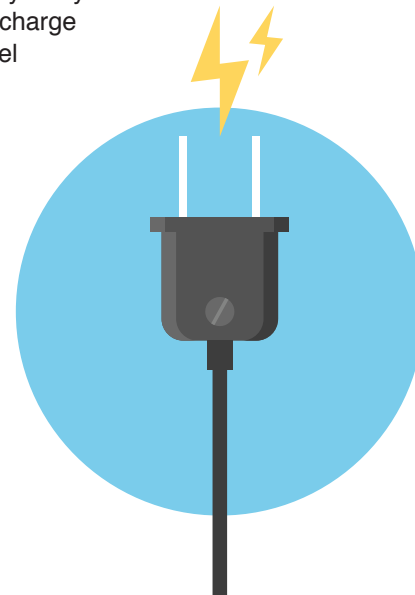
BILLING DEMAND - The maximum 15 minute demand occurring in the monthly billing period adjusted for the power factor, but not less than 75 percent of the highest such billing demand established during the preceding 11 month period, and in no event less than 300 kW.

TERMS OF PAYMENT - Bills are due when rendered and will be considered delinquent EIGHTEEN (18) days from the billing date.

GOVERNMENTAL TRANSFERS - The City of Kissimmee charter requires a transfer from KUA calculated as a minimum of 6.24 mils per kWh.

FUEL/CONSERVATION ADJUSTMENT - Cost of Power and Conservation Adjustment (COPCA) and other applicable charges.

MUNICIPAL UTILITY TAX AND COUNTY UTILITY TAX - The monthly rate charges (plus all adjustments) are subject to the Municipal Utility Tax within the corporate limits of the City of Kissimmee and to a county utility tax outside the City. This charge does NOT apply to the fuel charges above a cost of \$0.010301 per kWh.



GENERAL SERVICE LARGE DEMAND TIME OF USE (GSLDT)

AVAILABILITY - Available for all purposes to any customer located within the service area of the Kissimmee Utility Authority.

APPLICABILITY - To any customer for light and power purposes, other than Residential, where the measured monthly demand is 500 kW or more for 2 or more months out of the 12 consecutive months ending with the current billing period.

CHARACTER OF SERVICE - Three phase, 60 cycles and approximately 120 volts or higher, at the Utility's option.

LIMITATIONS - Subject to all the rules and regulations of this tariff and the general policies and procedures of the Utility. Sale for resale is not permitted.

RATE - *Customer Charge per month \$57.12*

On-Peak Energy Charge per kWh \$0.11083

Off-Peak Energy Charge per kWh \$0.08609

Demand Charge per kW \$12.16

Customer will be billed greater of maximum On-Peak or 50% of maximum Off-Peak.

PLUS APPROPRIATE STATES SALES TAX AND GROSS RECEIPTS TAX.

PERIODS - Summer	April through October inclusive.
On-Peak	Weekdays 12:00 noon - 9:00 p.m.
Off-Peak	Weekdays 9:00 p.m. - 12:00 noon and all day Saturday and Sunday
Winter	November through March inclusive
On-Peak	Weekdays 12:00 noon - 9:00 p.m.
Off Peak	Weekdays 9:00 p.m. - 12:00 noon and all day Saturday and Sunday

BILLING DEMAND - The customer shall be billed the greater of the following during the monthly billing period: (a) maximum Fifteen (15) minute demand occurring during On Peak periods, or (b) Fifty (50) percent of the maximum Fifteen (15) minute demand occurring during Off Peak periods.

TERMS AND CONDITIONS - Customer agrees to pay for the installation of metering for this service and must remain on this rate schedule a minimum of 12 consecutive months. Any customer qualifying for this rate will remain on this rate until there are fewer than TWO (2) reads of 500 kW or greater in a TWELVE (12) month period subsequent to transferring to the GSLDT rate.

TERMS OF PAYMENT - Bills are due when rendered and will be considered delinquent EIGHTEEN (18) days from the billing date.

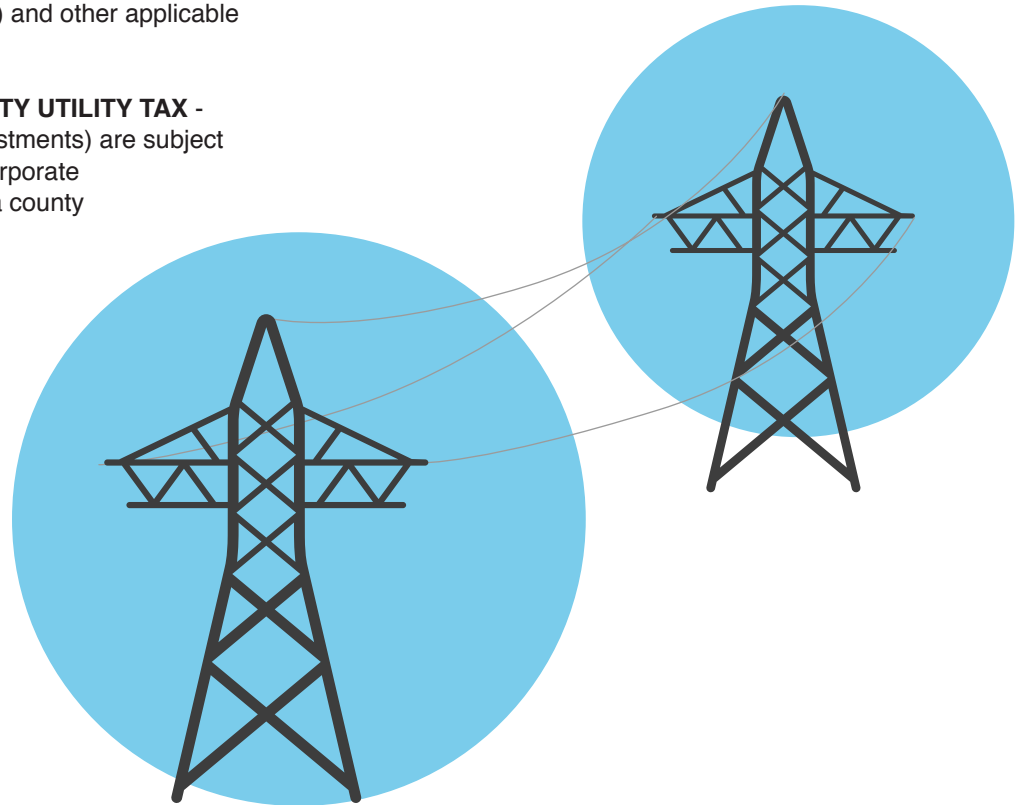
GENERAL SERVICE LARGE DEMAND TIME OF USE (GSLDT) *(continued)*

EFFECTIVE: OCTOBER 1, 2008

GOVERNMENTAL TRANSFERS - The City of Kissimmee charter requires a transfer from KUA calculated as a minimum of 6.24 mils per kWh.

FUEL/CONSERVATION ADJUSTMENT - Cost of Power and Conservation Adjustment (COPCA) and other applicable charges.

MUNICIPAL UTILITY TAX AND COUNTY UTILITY TAX - The monthly rate charges (plus all adjustments) are subject to the Municipal Utility Tax within the corporate limits of the City of Kissimmee, and to a county utility tax outside the City. This charge does not apply to the fuel charges above a cost of \$0.010301 per kWh.



OUTDOOR LIGHTING SERVICE (OL)

EFFECTIVE: OCTOBER 1, 2008

AVAILABILITY - Available throughout the area served by the Kissimmee Utility Authority.

APPLICABILITY - Applicable to any customer for outdoor lighting.

RATE - Outdoor lighting will be billed at a monthly flat rate according to the matrix described below.

LIGHTING WATTAGE	CODE	TYPE OF POLE	MONTHLY RATE
100W HPS	SIP	Installation pre-paid	\$9.50
250W DIR	DIP	Wood or concrete	\$16.07
400W DIR	XDI	Wood or concrete	\$22.73
250W HPS	LIP	Installation pre-paid	\$16.58
400W HPS	XLI	Wood or concrete	\$25.12
100W HPS	SFO	Fixture Only	\$10.02
250W HPS	LFO	Fixture Only	\$17.37
400W HPS	XLF	Fixture Only	\$24.22
100W HPS	SOP	Wood or concrete	\$10.68
250W HPS	LOP	Wood or concrete	\$18.02
400W HPS	XLP	Wood or concrete	\$24.97
100W <i>Decorative</i>	SDP	Fiberglass	\$12.04
250W <i>Directional</i>	DFO	Fixture Only	\$18.04
400W <i>Directional</i>	XDF	Fixture Only	\$24.20
250W <i>Directional</i>	DOP	Wood or concrete	\$19.12
400W <i>Directional</i>	XDP	Wood or concrete	\$26.24
250W HPS	LAP	Aluminum	\$29.41
400W HPS	XAP	Aluminum	\$36.12

Installation pre-paid refers to any unit installed prior to 10/1/90 or where a contractor has paid for installation.

PLUS APPROPRIATE TAXES OR SURCHARGES.

GOVERNMENTAL TRANSFERS - The City of Kissimmee charter requires a transfer from KUA calculated as a minimum of 6.24 mils per kWh.

FUEL/CONSERVATION ADJUSTMENT - Cost of Power and Conservation Adjustment (COPCA) and other applicable charges.

BASED ON ESTIMATED MONTHLY CONSUMPTION:

45 kWh a month for 100 wattage lights

105 kWh a month for 250 wattage lights

162 kWh a month for 400 wattage lights

TERMS OF PAYMENT - Bills are due when rendered and will be considered delinquent EIGHTEEN (18) days from the billing date.

TERMS OF AGREEMENT - Outdoor lighting shall not be turned off while remainder of account remains active. Any voluntary removal costs may be assessed based on current costs.

BILLING INFORMATION

Residential electric deposits will be the greater of two months average consumption for that residence or \$340.00 minimum. Call for information on commercial deposits. The first bill includes a one-time \$15 KUA Service Charge for next day service or beyond, and a \$20 COK Sanitation Service Charge, where applicable. Bills are considered delinquent 18 days from the bill date, and a delinquent notice is mailed. If payment is not received by the delinquent notice due date, the utility will begin the forced collection or disconnection process.

Customers will see two payment levels on the bill. One level is the amount of the bill if paid on or before the delinquent date. The second is five percent (5%) more for payments made after the due date.

Additional deposits can be required if the account has two forced collections in 12 months, if service is disconnected for nonpayment, checks have been returned by the bank for insufficient funds, the customer has write off accounts, the customer has filed bankruptcy (consistent with any court order), or tampering/ current diversion is found. Deposits and interest are refundable upon discontinuation of service, less the amounts due from the customer in the final bill.

SCHEDULE OF SPECIAL FEES - Initiation of service: \$15; Transfer of service or vacation turn on: \$15; Forced collection charge: \$25; Nonpayment disconnect at meter: \$35, at pole/transformer: \$100. Additional charges will apply for same day or after hour's service.

Returned Check Fees;

\$25 if face value does not exceed \$50

\$30 if the face value is more than \$50, but does not exceed \$300

\$40 if the face value is more than \$300: or 5% whichever is greater

PAYMENTS - Utility bills may be paid at the Customer Service Center at 1701 W. Carroll Street from 7:00 a.m. to 6:00 p.m., Monday through Friday (except for holidays). For convenience, a drive-up payment depository is located at the entrance to the Carroll Street facility for after-hours payments and may take up to two business days for processing. In addition, bill payments are accepted over the phone with KUA from 7:00 a.m. to 6:00 p.m., at all local Amscot Financial locations, and via bank drafting.

CUSTOMER CHARGE - The Customer Charge is a flat monthly administrative charge that covers certain basic costs of providing service. This fee applies whether or not electricity is consumed. The charge covers the cost of processing and printing your monthly bill, meter reading functions, and staffing of our Customer Service Center.

GOVERNMENTAL TRANSFERS - The City of Kissimmee charter requires a transfer from KUA calculated as a minimum of 6.24 mils, \$0.00624, per kWh.

COPCA - The Cost of Power and Conservation Adjustment (COPCA), includes the Cost of Power Adjustment and Energy Conservation Cost Recovery, effective June 1, 1994.

NET METERING TARIFF SHEET

EFFECTIVE: DECEMBER 1, 2011

SCHEDULE - NM-1

AVAILABLE - Entire Service Area

APPLICABLE - This schedule is applicable to a customer who:

1. Takes retail service from KUA under an otherwise applicable rate schedule at their premises.
2. Owns a renewable generating facility with a generating capacity that does not exceed 2 megawatts (2 MW) that is located on the customer's premises and that is primarily intended to offset part or all of customer's own electric requirements. This schedule also applies to a lessee that is the KUA account-holder of a premises described herein.
3. Is interconnected and operates in parallel with KUA's electric distribution system;
4. Provides KUA with an executed Standard Interconnection Agreement for Customer-Owned Renewable Generation and an executed Tri-Party Net Metering Power Purchase Agreement by and between Florida Municipal Power Agency (FMPA) and KUA.

MONTHLY RATE - All rates charged under this schedule will be in accordance with the customer's otherwise applicable rate schedule. A Customer served under this schedule is responsible for all charges from its otherwise applicable rate schedule including monthly minimum charges, customer

charges, meter charges, facilities charges, demand charges and surcharges. Charges for energy (kWh) supplied by KUA will be based on the net metered usage in accordance with Billing (see below).

METERING - Energy metering under this schedule shall be accomplished by separately registering the flow of electricity both (1) from the KUA to Customer; and (2) excess energy generated by Customer and delivered to KUA's electric system. Such metering equipment shall be installed at the point of delivery at the expense of KUA.

Any additional meter or meters installed as necessary to measure total renewable electricity generated by the Customer for the purposes of receiving Renewable Energy Certificates (or similarly titled credits for renewable energy electricity generated) shall be installed at the expense of the customer, unless determined otherwise during negotiations for the sale of the customer's credits to FMPA. Meter readings shall be taken monthly on the same cycle as required under the otherwise applicable rate schedule.

BILLING - Customer shall be billed for its consumption and export of excess energy as follows:

- a) Customer shall be billed for the total amount of electric power and energy delivered to Customer by KUA in accordance with the otherwise applicable rate schedule.

- b) Electric energy from the Customer Renewable Generation System shall first be used to serve the Customer's own load and offset the Customer's demand for KUA electricity. Any kWh of electric energy produced by the Customer-Owned renewable generation system that is not consumed by the Customer's own load and is delivered to the KUA system shall be deemed as "excess customer-owned renewable generation." Excess Customer-Owned renewable generation shall be purchased in the form of a credit on the Customer's monthly energy consumption bill.
- c) Each billing cycle, Customer shall be credited for the total amount of excess electricity generated by the customer-owned renewable generation that is delivered to KUA's electric system during the previous billing cycle. The credit shall be determined in accordance with the Tri-Party Net Metering Power Purchase Agreement.
- d) KUA offers a demand credit to net metering customers which recognizes their contribution towards lowering KUA's billed coincident peak. The demand credit is outside of the Tri-Party Agreement. The demand credit is determined using an average class load factor applied towards the kWh returned to the grid to estimate the associated demand. This demand returned is credited to the customer at KUA's invoiced demand rate and is credited on the customer's subsequent bill.
- e) In the event that a given monthly credit for excess customer-owned renewable generation exceeds the total billed amount for Customer's consumption in any corresponding month, then the excess credit shall be applied to the Customer's subsequent bill. Excess credits produced pursuant to the preceding sentence shall accumulate and be used to offset Customer's energy consumption bill for a period of not more than twelve (12) months. At the end of each calendar year, KUA shall pay the customer for any unused credits.
- f) In the event that a Customer closes an account, any of the Customer's unused credits shall be paid by KUA.
- g) Regardless of whether any excess energy is delivered to KUA's electric system in a given billing cycle, Customer shall be required to pay the greater of:
 - (1) the minimum charge as stated in the otherwise applicable rate schedule; or
 - (2) the applicable customer charge plus the applicable demand charge for the maximum measured demand during the billing period in accordance with provisions of the otherwise applicable rate schedule.
- h) Customer acknowledges that its provision of electricity to KUA hereunder is on a first-offered first-accepted basis and subject to diminution and/or rejection in the event the total amount of electricity delivered to KUA pursuant to this Schedule, from all participating KUA customers, exceeds 2.5 percent (%) of the aggregate customer peak demand on KUA's electric system.

NET METERING TARIFF SHEET *(continued)*

EFFECTIVE: DECEMBER 1, 2011

FEES: The Customer shall be required to pay the following fees for the review and processing of the application as follows. Fees may be adjusted annually.

Tier 1 – 10 kW or less; No Fee

Tier 2 – greater than 10 kW and less than or equal to 100 kW; \$320.00

Tier 3 – greater than 100 kW and less than or equal to 2 MW. \$470.00 plus Study Fee – Deposit of \$2,500 Customer to pay actual cost (not-to-exceed \$2,500).



1701 W. CARROLL STREET • KISSIMMEE, FLORIDA 34741
(407) 933-7777 • WWW.KUA.COM

SCHEDULE OF FEES

Effective February 1, 2015



SERVICE	FEE
Initiation and/or transfer of service for the next day or after	\$15.00
Initiation and/or transfer of service for the same day	\$65.00
Residential Electric Deposits to initiate service <i>(due up front)</i>	Minimum of \$340.00, actual deposit based on two times the 12-month average bill for that residence (if the information is available).
Residential Electric Deposit Adjustments	Additional deposits can be required if account has two forced collections, is disconnected for nonpayment, checks have been returned by the bank for insufficient funds, the customer has write off accounts, the customer has filed bankruptcy (consistent with any court order), or tampering/current diversion is found.
Residential Deposit Refunds	Residential deposits and interest are refundable upon discontinuation of service, less the amounts due from the customer in the final bill. Deposits received prior to May 1, 2010 shall be governed by the previous tariff. If additional deposits are assessed after May 1, 2010, the entire deposit will be subject to the new tariff.
Commercial Electric Deposits to initiate service <i>(due up front)</i>	Minimum of \$100.00, actual deposit is two times the average monthly billing for service at that location of same business type (when this information is available). Deposit will be estimated if information not available. All commercial deposits will be re-evaluated and adjusted following six months of service.
Commercial Deposit Refunds	Commercial deposits and interest are refundable upon discontinuation of service, less the amounts due from the customer in the final bill.
Temporary electrical service for residential construction	\$20.00
Temporary electrical service for commercial construction	\$100.00
Disconnection at the meter for non-pay	\$35.00 \$85.00 if paid after 2 p.m. for same day reconnection
Disconnection for non-pay at the pole or transformer	\$100.00 \$150.00 for same day reconnection
Forced Collection – representative has already been dispatched to disconnect service for non-payment.	\$25.00
Tampering (in addition to disconnection fee, time and materials for all investigation, damage, and resolution)	\$150.00
Meter Test	\$50.00 for tests requested by the customer unless they are found to be defective or have not been tested within the last year.
Residential and Commercial Energy Audits	No Charge
Returned Checks	\$25.00 if face value does not exceed \$50.00 \$30.00 if the face value is more than \$50.00 but does not exceed \$300.00 \$40.00 if the face value is more than \$300.00; or 5%, whichever is greater

RESIDENTIAL CASH DEPOSIT ALTERNATIVES	COMMERCIAL CASH DEPOSIT ALTERNATIVES
Satisfactory credit history through credit check initiated by KUA	Irrevocable Letter of Credit from the bank for the deposit amount
Guarantee – customer can have their account guaranteed by another residential KUA customer with a satisfactory payment history as described above.	Assigned Certificate of Deposit for the deposit amount
	Surety Bond for the deposit amount



Sometimes we need more from our neighbors than a cup of sugar or a stick of butter. We may need companionship, help with a project in the yard or our mail collected when we are out of town. But sometimes, like now, the need is even greater.

GOOD NEIGHBOR UTILITY ASSISTANCE FUND PLEDGE CARD

PLEASE PRINT:

Please add the following amount to my KUA utility bill each month, beginning with my next bill:

\$1/month \$2/month \$5/month \$_____/month

Please accept this one-time donation of \$_____ for the Good Neighbor Utility Assistance Fund. A separate check is enclosed for this one-time payment.

Name _____ Signature _____

Address _____ City _____ State _____ Zip Code _____

KUA Account # _____

Please complete and return this card with your monthly payment to Kissimmee Utility Authority, P.O. Box 423219, Kissimmee, Florida 34742-3219. Your donation is tax-deductible so keep the receipt portion of your bill for your records. If you are making a one-time donation, please attach a separate check for the donated amount to the completed pledge card and enclose it with your bill payment. A receipt for one-time contributions will be mailed to the contributing customer upon receipt of the donation. For more information, call a KUA customer service representative at (407) 933-7777.

Good. Neighbors.



COMMUNITY NEED

The current state of the economy, combined with rising household expenses, is making this year very difficult for many of our Kissimmee neighbors. More and more people are becoming dangerously close to not being able to pay for basic necessities, such as electricity.

There is something you can do to help, thanks to Kissimmee Utility Authority's Good Neighbor Utility Assistance Fund. This voluntary program is designed to help KUA customers, who are experiencing temporary financial difficulty, pay their utility bills in emergency situations.

KUA MATCHES FUNDS DOLLAR FOR DOLLAR

Since 1991, KUA has matched donations made by its customers and employees – dollar for dollar. Beginning in 2012, the Toho Water Authority now provides its own matching. So for every dollar you give, three dollars will be put into the hands of those who need it most. It's a small contribution that could make a big difference for a local senior citizen struggling to keep her life-sustaining cooling system running this summer.

BECOME A GOOD NEIGHBOR

Being a good neighbor is easy. You can donate directly to the fund by adding a dollar, or more, to your utility bill each month. One-time contributions are also welcomed via check or credit card. For more information on how to donate, visit <http://www.kua.com/gn>.

All donations to the fund are tax deductible and KUA will provide you with a record of your donation each January.

**For more information, contact us
at 407-933-9800 or toll-free at
877-KUA-7700**



Bring Your GREEN TO WORK

with ENERGY STAR®



Learn how you can make many of the same green choices at work as you make at home to save energy and fight global warming with help from EPA's ENERGY STAR program.

1 Give It a Rest

Use the ENERGY STAR power management settings on your computer and monitor so they go into power save mode when not in use. Also use a power strip as a central "turn off" point when you are using equipment to completely disconnect the power supply.

2 Unplug It

Unplug electronics such as cell phones and laptops once they are charged. Adapters plugged into outlets use energy even if they are not charging.

3 Light Up Your Work Life

Replace the light bulb in your desk lamp with an ENERGY STAR qualified bulb. It will last up to 10 times longer and use about 75 percent less energy. Turn off the lights when you leave, especially at the end of the day.

4 Let It Flow

Keep air vents clear of paper, files, and office supplies. It takes as much as 25 percent more energy to pump air into the workspace if the vents are blocked.

5 Team Up

Create a Green Team with your co-workers, help build support for energy efficiency in your workplace, and reduce office waste. Set a goal to make your building an ENERGY STAR qualified building.

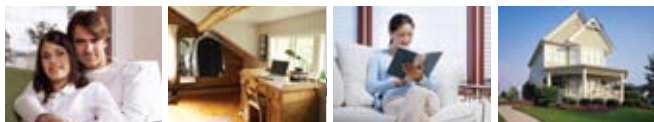
Learn More at energystar.gov/work

ENERGY STAR® is a U.S. Environmental Protection Agency program helping businesses and individuals fight global warming through superior energy efficiency.



Live GREEN AT HOME

with ENERGY STAR®



Learn what you can do at home to save energy, save money, and help protect the environment.

1 Change a Light

Replace your five most frequently used light fixtures or the bulbs in them with ENERGY STAR qualified lights, and save more than \$65 a year in energy costs. ENERGY STAR qualified bulbs use 75 percent less energy and last up to 10 times longer than incandescent bulbs.

2 Get with the Program

The average household spends nearly \$2,000 a year on energy bills—nearly half on heating and cooling. A programmable thermostat, set and used properly, can save about \$180 each year.

3 Choose Energy Efficiency

Look for the ENERGY STAR when buying home appliances, electronics, and heating and cooling systems. Ask your local utility company if you qualify for rebates or incentives.

4 Seal the Deal

Improve energy efficiency and comfort by finding and sealing air leaks to the outside. You or a licensed contractor can follow ENERGY STAR home sealing recommendations.

5 Change the World, Start with ENERGY STAR

Take the ENERGY STAR pledge and learn how small steps can make a big difference in protecting our environment and saving energy.

Learn More at energystar.gov/changetheworld

For more information
www.energystar.gov
or call 1.888.STAR.YES
(1.888.782.7937).



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Kissimmee Utility Authority
SELECTING THE RIGHT SURGE PROTECTION



WHY DO YOU NEED SURGE PROTECTION?

Surges and spikes on the electric system are unavoidable. This is particularly true in Florida, sometimes called the “lightning capital of the world.” When lightning strikes, it can destroy electric devices by traveling down through your electric, telephone or cable lines. While lightning is probably the most familiar source of surges, a more common cause of power surges is the operation of electrical devices that require a lot of energy to switch on. Switching on equipment such as air conditioners, refrigerators and elevators create sudden brief demands for power. While these surges are nowhere near the intensity of a surge caused by lightning, they can be severe enough to damage sensitive electronic components either immediately or gradually over time. The use of microprocessors in most electronic equipment makes them more susceptible to surges and spikes.

WHAT IS A SURGE PROTECTOR?

Surge protectors are used to protect electrical equipment from damage due to surges and spikes on the electric system. Surge protectors attempt to limit unwanted energy from being delivered to an electric device by diverting (shorting) to ground any unwanted voltage spikes above a safe level. It is important to select a surge protector with the appropriate ratings for the equipment you want to protect.

OUTSIDE SURGE PROTECTION FOR THE WHOLE HOUSE

Surge protection may be installed outside your home or business and may be installed at the electric meter or your electric panel. Surge protectors installed at the meter or electric panel are designed to offer protection against major power surges. However, protection must also be installed on your telephone and cable lines to protect all sources of surges from entering your equipment.

PLUG-IN SURGE PROTECTORS

Plug-in surge protectors are designed to stop the smaller surges that may not be stopped by the outside surge protection or that are generated inside the home. Smaller surges are not typically harmful to larger appliances, but they can cause damage to sensitive electronic equipment such as televisions, computers, and audio equipment. These are used as a last line of defense against surges generated inside and outside your home or business. Using inside surge protection in combination with outside surge protection will provide you with the best level of protection.

SURGE PROTECTION LEVELS

Before buying surge protectors, it's a good idea to survey your home or business to determine what type of equipment you are trying to protect. All surge protectors are not created equal. There is a large range of protectors in both performance and price. Just because a protector costs more, doesn't mean it is a quality protection device.

WHAT TO LOOK FOR

When you purchase a surge protector, check for the following features:

- **Underwriters Laboratories (UL) Rating** – If the protector does not have a UL listing, there is a good chance it doesn't provide much, if any, protection. Make sure the UL listing of the device is a transient voltage surge suppressor. This ensures that it meets the criteria for UL 1449, UL's minimum performance standard for surge suppressors.
- **UL 1449 Voltage Protection Rating (VPR)** – This is the amount of voltage the unit passes through to your equipment before diverting the voltage to ground. This is sometimes referred to as the clamping or let-through voltage. The lower the number, the better the protection.

- **UL 1449 Suppressed Voltage Rating (SVR)** – SVR is the earlier measure of the clamping or let-through voltage, based on a test using 500 amps of current. You may see this rating on some surge protectors, instead of the newer VPR rating. The lowest clamping voltage recognized by UL is 330 volts.
- **Joule Rating** – This number tells how much the surge protector can absorb before it fails. The higher the number, the better the protection. Look for a protector that is at least rated at 200 to 400 joules. For better protection, look for a rating of 600 joules or more.
- **Response Time** – The response time tells you how long it takes before the protector responds to a surge. The longer the response time, the longer your equipment will be exposed to the surge. Look for a surge protector that responds in less than one nanosecond.
- **Indicator Light** – Look for a protector that has an alarm or indicator light to tell you if the surge protector is functioning. Without this indication, you will have no way of knowing if the protector is still functioning properly.
- **EMI/RFI Protection** – This protects against data loss, audio and video interference, and possible computer memory loss due to electromagnetic and radio frequency interference.
- **Power Shut Down Protection** – Power shut down shuts off power when the surge protector has stopped working. This prevents electricity and surges from flowing to the protected equipment when the protector is failing to protect the equipment.
- **Warranties** – Check to see if the manufacturer of the surge protector provides a warranty for coverage of surge damage to any device connect to the surge protector. Be sure to check the warranty to see what is and what isn't covered.