



401 South Park Avenue • Winter Park, Florida 32789

407-599-3220 • 407-599-3280 fax
cityofwinterpark.org

Utility Billing

February 1, 2022

Dear City of Winter Park Electric Service Customers:

The City Commission has approved the Electric Utility's request to underground all the overhead services in the city. This request was granted in an effort to help complete our undergrounding commitment in a full and more timely manner.

The funding will come from an increase in your electric bill by 0.009 per KWH.

How it worked previously

The city charged \$3,000 to underground your service to your home. The city offered a discounted rate of \$1,000 if the resident agreed to have this **completed while we were undergrounding in your project area**. If we were unable to access your meter base due to size, you would then need to hire an electrician to change out your meter base at your expense.

How it will work moving forward

When we are working on the projects, we will place your service underground and install it in the meter base if possible. If we cannot install the service, due to size, we will have an electrician change out the meter base at the city's expense. One of our project coordinators or field workers will coordinate with you at the time of conversion to arrange the required outage to switch over. When the city has completed all the conversions within the current projects (please access cityofwinterpark.org/undergrounding), we will go back and complete the underground services remaining, beginning in project "A."

Any city resident who paid \$1,000 to have their service undergrounded during the project in the past will be reimbursed. The reimbursement will be reflected as a credit on your March utility bill.

What is not included

If you paid \$3,000 to have your service undergrounded for **convenience, new construction or remodel**, this money will not be reimbursed. If you want your service undergrounded and you are not in a current project area, you are still required to pay \$3,000 and ensure your meter base is accessible for underground service. We are working to be more productive in completing this project.

If your electrical equipment needs repaired or replaced, the resident will be responsible for this. Only the meter base replacement is included with this project.

Utility Service Customer Service & Billing Team