



ELECTRIC RATES TO DECREASE FOR SECOND TIME IN FOUR MONTHS

Beginning Oct. 1, OUC customers will see lower electric rates that will save average residential customers about \$15 a month*. This is the second fuel decrease in four months.

“This additional rate adjustment reflects our commitment to pass along savings to our customers whenever possible. It’s the right thing to do,” said **Mindy Brenay**, OUC Chief Financial Officer. “Throughout our 100-year history, OUC’s focus has been and remains to provide affordable, reliable, and sustainable electric and water services.”

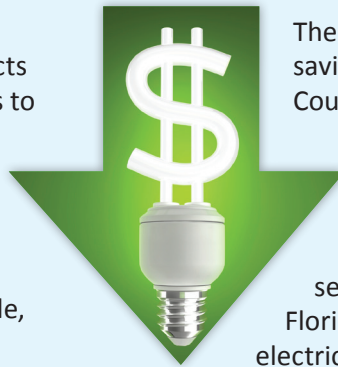
In May, the Board approved a decrease in pass-through fuel costs that took effect in June,

a move that yielded a 10% reduction in customers’ monthly electric bills across all customer segments.

The average residential customer saw savings of \$13 a month* in Orlando/Orange County and \$13.52 a month in St. Cloud/Osceola County.

The two rate adjustments affirm OUC’s commitment to providing affordable electric and water utility services. For example, compared with Florida-based peer utilities, OUC’s monthly electric bill is almost \$12 less for 1,000kWh of residential usage.

**Based on 1,000 kilowatt (kWh) hours of usage.*



5 SCARY WAYS YOU’RE WASTING ENERGY & WATER AT HOME

It’s eerie how much electricity appliances and water even when not in use. In fact, that’s about 10% of an average household’s electric bill goes to items that use electricity when simply left plugged in. Here are 5 tips to conquer these energy and water vampires:

ENERGY

Efficient Power Strips: Appliances in standby mode drain power. Invest in energy-efficient power strips.

Unplug or Sleep Mode: Switch off, unplug or use sleep mode for devices not in use. Culprits include computers, instant-on TVs, and appliances that feature a clock. Cellphone chargers, guest bedroom TVs, coffee makers, and more add to wasted energy.

WATER

Detect Leaks: Silent water leaks can drain your wallet. Monitor usage online by using our Usage Dashboard at OUC.com and install a smart water monitor to catch leaks early.

Seasonal Adjustment: After Halloween, adjust irrigation for the time change from DST to EST. Avoid overwatering dormant lawns.

Fix Phantom Flushing: Stop ghost flushing in toilets by replacing the tank flapper.



For more saving tips visit, [OUC.com/WaysToSave](https://www.ouc.com/WaysToSave).

STOP FLUSHING SAVINGS

OUC will give you up to \$125 when you replace your existing toilet with a low-flow, water-efficient model.

To qualify, your home must have been built in 1994 or earlier, and the toilet(s) you're replacing must be manufactured in 1993 or earlier. Toilet must also be replaced with WaterSense certified models that consume 1.28 GPF or less.

Save 60–80% per flush by switching to more efficient toilets.

Visit OUC.com/Rebates to see if your toilets qualify.



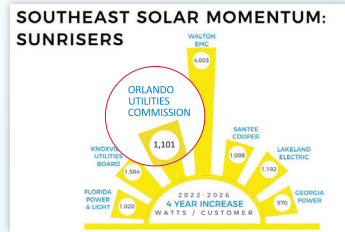
OUC Recognized As “Most Trusted Brand” And “Solar Sunriser”

OUC has been named the “Most Trusted Brand” among U.S. energy providers for the sixth consecutive year, according to a national customer survey conducted by the data analytics and advisory firm Escalent. With a score of 747, OUC placed first in the nation among electric utilities included in the 2023 Cogent Syndicated Utility Trusted Brand & Customer Engagement™ Residential study.

OUC debuted on the “Most Trusted Brand” index in 2018, and claimed the top score among U.S. electric utilities in the 2020, 2022 and 2023 surveys.

The fifth consecutive year, OUC has been named a “SunRiser” by the Southern Alliance for Clean Energy (SACE). SunRisers are utilities with the highest solar ambition, based on increased solar capacity per customer. According to SACE's 2023 report, OUC aims to achieve 1,763 solar watts per customer (SWPC) by 2026, a 166% increase from 2022. Florida leads in solar capacity and is projected to exceed 17 gigawatts by 2026. OUC is expanding its solar footprint, with two 74.5 MW solar farms set to open in late 2024.

Read more at OUCBlog.com.



2022 WATER QUALITY REPORT

Learn more about H₂OUC via the 2022 OUC Water Quality Report at OUC.com/wqr2022.
En español espanol.ouc.com/wqr2022.



RUN A RACE IN YOUR HOMETOWN!

The **OUC Orlando Half Marathon**, presented by **Land Rover and Track Shack Lake Eola 5k**, Saturday, Dec. 2, at Lake Eola Park. As the title sponsor, OUC has supported runners and walkers with great-tasting H₂OUC since 1999.

Orlando's Hometown Half Marathon is a USATF-certified race that welcomes athletes of all abilities. Runners and walkers enjoy a scenic route with cheering fans and a post-race party at Lake Eola.

Run for yourself AND your community. Your participation helps fund youth fitness programs through the Track Shack Youth Foundation.



Sign up TODAY to run or walk the OUC Orlando Half Marathon and 5K at OrlandoHalfMarathon.com.

Register now to receive an OUC Customer discount:

\$10 off - Half Marathon (13.1 miles)
Use code: **RunOUC23**

\$5 off – 5k (3.1 miles):
Use code: **RUNEOLA23**

No other discounts apply.

EXPIRES 12/01/2023



Para ver toda nuestra información en español, por favor visite espanol.ouc.com.



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