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**OUC**  
The Reliable One

# HURRICANE GUIDE

## How OUC Restores Power

If a hurricane causes large-scale power outages, OUC immediately launches an established restoration response plan. OUC will:

- First, evaluate the damage to our electric system.
- Begin restoring power to critical areas such as hospitals, police and fire stations, and other emergency facilities.
- Make repairs that will restore power to the largest number of customers in the quickest and safest manner possible.
- Finally, repair damage that often affects only a few individual customers at each location.

### Why Does My Neighbor Have Power But I Don't?

- You may be on a different feeder line or transformer than nearby neighbors.
- The service line to your home may have been damaged and need repairs before your home can be reconnected. OUC is responsible for repairing the service line and electric meter only.
- The weatherhead connection, where the electric lines meet the electric meter on your home, may have been damaged. The customer is responsible for having a licensed electrician repair the weatherhead and meter base before OUC can restore power.



## Important Phone Numbers

**Medical and Safety Emergencies, call 9-1-1**

### OUC—The Reliable One

To Report a Power Outage/Emergency Service Hotline:  
Orlando: **407.823.9150** • St. Cloud: **407.892.2210**

### City of Orlando

Citizen Information Line: **407.246.HELP (407.246.4357)\***  
Wastewater: **407.246.2213** • Stormwater: **407.246.2370**

### Orange County

Wastewater: **407.254.9680** • Stormwater: **407.836.7990**

### St. Cloud/Osceola County

St. Cloud Public Information Line: **407.957.7161\***  
Osceola County Public Information Line: **407.343.7000\***  
City of St. Cloud Water Trouble Line: **407.957.7344 (M-F)**  
**407.891.6700 (After Hours & Weekends)**

**\*When Activated**

### Special Needs Registry

Persons with disabilities, medical or mobility problems should register with the Special Needs Program, which provides transportation assistance and special medical shelters during disaster situations. To sign up, Orlando and Orange County residents should call **407.836.9319**. St. Cloud and Osceola residents should call **407.742.9000**.

## Key Web Sites

**OUC—The Reliable One**  
[www.ouc.com](http://www.ouc.com)

**City of Orlando**  
[www.cityoforlando.net](http://www.cityoforlando.net)

**Orange County**  
[www.orangecountyfl.net](http://www.orangecountyfl.net)

**City of St. Cloud**  
[www.stcloud.org](http://www.stcloud.org)

**Osceola County**  
[www.osceola.org](http://www.osceola.org)

**National Hurricane Center**  
[www.nhc.noaa.gov](http://www.nhc.noaa.gov)

**Federal Emergency Management Agency**  
[www.fema.gov](http://www.fema.gov)

**American Red Cross**  
[www.redcross.org](http://www.redcross.org)



100 W. Anderson St.  
Orlando, FL 32801  
Tel: 407.423.9018 • [www.ouc.com](http://www.ouc.com)

1300 Ninth St.  
St. Cloud, FL 34769  
Tel: 407.957.7373 • [www.ouc.com](http://www.ouc.com)

## Before the Storm

- **Make sure OUC has your correct phone number on file by visiting [www.ouc.com](http://www.ouc.com) or by calling 407.423.9018 in Orlando/Orange County or 407.957.7373 in St. Cloud/Osceola County before a storm strikes.**
- Protect your windows with hurricane shutters or plywood.
- Identify special medical needs (medicine that must be refrigerated, equipment that requires electricity, etc.).
- Store your patio and yard furniture, toys, potted plants and other debris.
- Locate the nearest shelters. The Office of Emergency Management will advise you on your nearest shelter in case of an evacuation.
- If you are in the path of an approaching tornado, shelter indoors —preferably in an interior first-floor room without windows.

### What Can I Do To Prepare Now?

- Prepare a family plan, with meeting places, phone numbers and responsibilities.
- Stock up on hurricane supplies such as:
  - Emergency food and water for 3 days
  - First aid kit and manual
  - Two-week supply of needed medicines
  - Coolers and ice
  - Non-electric can opener
  - Battery-operated radio
  - Flashlight and extra batteries
  - Shelf-stable foods, such as canned goods and powdered or boxed milk



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and on Facebook.com/OUCTheReliableOne

**HURRICANE SEASON IS JUNE 1 – NOVEMBER 30**



## During the Storm

- Unless there is a life threatening emergency, wait until after the storm to contact OUC about your power outage. During the first 24-48 hours after a storm, OUC assesses damage to its system and the service area.
- Go to a safe room with few or no windows at the center of the structure.
- Monitor the news on TV or radio. Remember, you'll need a portable digital TV in the event you are without power.
- Do not go outside or drive around to "sight-see."
- In a tornado, placing a cushion over your head and getting into a bathtub may provide the most protection. Bathroom piping is anchored to the ground and lends more structural support.

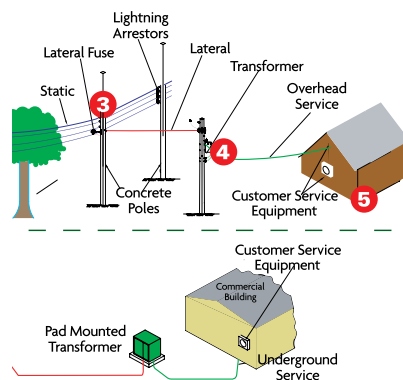
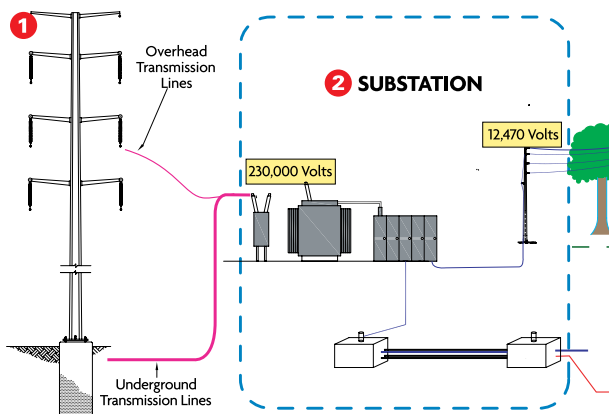
### Tips on Water During Hurricanes

In recent years, OUC water customers in Orlando have not experienced a storm-related loss of water pressure. Should there be water issues following a hurricane, follow these guidelines:

- Have bottled water on hand to last several days — one gallon of water per person per day.
- If you are not sure your tap water is safe, boil water vigorously for 1-3 minutes.
- If you can't boil water, add eight drops of new, unscented liquid bleach per gallon of water, stir well, and let stand for 30 minutes before using.
- OR use water-purifying tablets from your local pharmacy or sporting goods store.



## Where Your Power Comes From



- 1 Electricity flows from a power plant through high-voltage transmission lines to reach OUC's service area.
- 2 At substations, transformers reduce voltage and re-route electricity to many main feeder lines (or circuits) that take power out into the community. Each feeder line is protected by its own circuit breaker.
- 3 Lateral lines connected to main feeder lines route electricity through smaller areas like neighborhoods and subdivisions.
- 4 Near the end of the line, transformers on individual poles reduce voltage and distribute electricity to homes and businesses. Typically one transformer services about four homes.
- 5 The electric connection at your house is the last stop for electricity. Here individual service lines connect to your house.



## After the Storm

- Make sure the main electrical switch to your home is off before entering.
- If you have power, turn on a porch or outdoor light so OUC crews know you have electrical service.
- Use battery-powered flashlights and lanterns, rather than candles, gas lanterns or torches.
- Monitor news outlets or contact authorities to find out if sewage lines are intact before turning on the water or using the toilet.
- Avoid downed power lines and notify OUC as soon as possible. Do not attempt to move or repair power lines.
- Do not drive through standing water if downed power lines are in the water. If a power line falls across your vehicle while driving, continue to drive away from the line. If the engine stalls, do not turn off the ignition. Stay in your car – unless it is on fire – and wait for emergency personnel. Do not allow anyone other than emergency personnel to approach the vehicle.
- Avoid injuries at work when power lines are reenergized and equipment is reactivated.

