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News and Information from OUC—The *Reliable One* | MAY 2011

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Get Caught in the Act and Star in Our Next TV Ad

Whether you turn off a light when you walk out of a room or your whole house is powered by the sun, you're committing a Random Act of Greenness . . .and OUC wants to see it.

Just grab your camera and record a short video – 30 seconds or less – of your Random Act of Greenness. Then go to OUC.com to find out how to upload your video and enter **OUC's Random Acts of Greenness video contest**. We'll post the videos to our Facebook page where you can get your family, friends, classmates, teammates and more to vote for your video by Liking it. The video with the most Likes will get the opportunity to star in OUC's next conservation TV commercial.

To learn more or to enter today, go to www.OUC.com. While you're there, check out which local Orlando community leaders have been caught in a random act of greenness.



Get Ready for Storm Season

Hurricane season officially starts June 1, but severe storms can strike at any time. Make sure your family is prepared before bad weather hits Central Florida. Here are five steps to get you started:

1. Update your phone number with OUC to ensure that you can use our automated phone system to hear estimated service restoration schedules. To verify that OUC has your correct information, call **407.957.7373** or visit www.ouc.com from your computer or mobile device.
2. Make a family plan, identifying meeting places, key phone numbers and responsibilities.
3. Prepare your home for hurricane season by trimming back dead or weak branches from the trees in your yard. If you notice tree branches interfering with power lines, call OUC at **407.957.7373**. Never attempt to trim a tree near electrical wires yourself.
4. Make www.ouc.com your one-stop location for the latest news and information this hurricane season, including safety guidelines, hurricane guides, preparation tips and power restoration information.
5. Sign up for OUC's e-newsletter alerts at www.ouc.com/stormcenter to receive important safety and restoration information, including our outage map.

Tree Line USA Honors OUC

The Arbor Day Foundation has named OUC a Tree Line USA Utility for the 13th year in a row. The award recognizes utilities who demonstrate that they understand the value of trees in conserving energy, cleaning the air and water.

Nearly 20 percent of all power outages are caused by falling trees or limbs that come into contact with electrical lines. At OUC, we keep trees in our service area trimmed to help ensure better, safer service and we encourage customers to plant the right trees in the right place.

- The shape, size and growth rate of trees affect how often they need to be trimmed. We try to create 10 feet of clearance alongside and below while clearing all branches above our lines.
- Directional pruning allows us to train the tree to grow away from power lines. By selectively trimming the tree's branches, we can retain much of the tree's natural crown.
- It may be necessary to remove an old/dead tree that has become a hazard to the public or our electrical system. You will be notified if the tree is to be removed.
- **Please note:** OUC does not trim trees that interfere with streetlights.



Don't Stand In Line

Avoid the lines and hassles of your monthly utility bill by letting OUC's **Rely-A-Pay** take care of the payment for you. When you enroll in the Rely-A-Pay program, OUC will automatically deduct your monthly bill from your bank account on your bill's due date. It's that simple. And it won't cost you a cent. Sign up now by calling **407.957.7373**.



Enroll in Budget Billing. Wish you could predict how much you spend each month on utilities? OUC offers Budget Billing to help customers avoid unpredictable bills by equalizing payments over the year. This free service helps you plan your monthly payments and keep your budgets balanced.

To learn more about Budget Billing or to enroll in the program, please **407.957.7373** or visit us online at **www.ouc.com**.

Special Needs Registry

With hurricane season on the horizon, persons with disabilities, medical or mobility problems need to make sure they are registered with the Special Needs Program. Your county's Special Needs Program provides transportation assistance and special medical shelters during disaster situations. To sign up or to learn more, Osceola County residents should contact the Osceola County Office of Emergency Management at **407.742.9000** Monday-Friday from 8 a.m. to 5 p.m., or go to **osceola.org**. Registration information should be updated annually or as the registrant's needs change.

Para ver esta edición de *OUConexión*, por favor vaya en línea a **espanol.ouc.com**.



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