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News and Information from OUC—The *Reliable* One | MARCH 2010

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OUC's New Site Helps Customers Become RELIABLY GREEN

Reliably Green is OUC's promise to always keep an eye on our environmental impact. It is weaving sustainability through everything we do, from our green headquarters to the future of power generation. It is our commitment to making changes that make sense while providing reliable and affordable energy and water to our customers.

As part of our promise, this month OUC is launching a new interactive Web site dedicated wholly to conservation, efficiency

and alternative energy and water resources. Not only will **ReliablyGreen.OUC.com** provide energy and water saving tips, it'll help you determine which home improvements will have the biggest impact on reducing your utility bills.

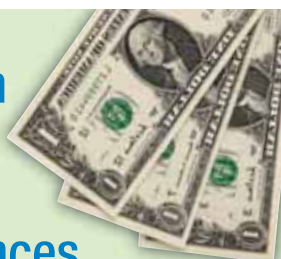
Whether you want to calculate your home's carbon footprint or find out if solar panels make sense for your business,



ReliablyGreen.OUC.com

is your one-stop shop for energy and water conservation information, money-saving rebates, green calculators and more.

Rebate Program Encourages Upgrade to Efficient Appliances



Say goodbye to old, energy-guzzling appliances and say hello to lower utility costs.

From April 16-25, the State of Florida's ENERGY STAR Appliance Rebate Program will reward consumers who replace older, inefficient appliances with ENERGY STAR qualified ones that use less energy and water.

Six residential appliances qualify for the 20 percent rebate: refrigerators, freezers, washing machines, dish washers, room air conditioners and gas tankless water heaters.

To be eligible for rebates from the State of Florida, purchases must be made during April 16-25. Trade in your old appliance to qualify for an additional \$75. To learn more, visit www.ouc.com.

Reduce Stress with Rely-A-Pay

Take the worry and hassle out of paying your bill with OUC's automatic bill payment service, **Rely-A-Pay**. Sign up for **Rely-A-Pay** to allow OUC to automatically deduct your monthly utilities statement amount from your checking or savings account. It is an easy, worry-free, cost-free way to pay your OUC statement.

All you need is an active checking or savings account drawn on a U.S. financial institution. There is no charge for this service from OUC, however, some financial institutions may charge a small fee so please check with your financial institution.

To sign up or to learn more, visit www.ouc.com or call **407.423.9018**.



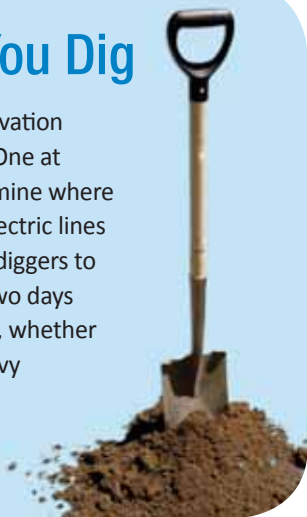
Look Up First for Safety

Remember to look up when working near overhead power lines. If power lines may interfere with your work, call OUC at **407.892.2210** at least two business days before beginning the job. OUC can explain the safest way to perform the work.



Call Before You Dig

Before beginning any excavation work, call Sunshine State One at **800.432.4770** to determine where underground pipes and electric lines are located. Law requires diggers to call this number at least two days before starting excavation, whether it's a project involving heavy equipment or a simple backyard landscaping job.



Help Prevent Wildfires

As Spring approaches, keep in mind that March, April and May are the most active months for wildfires. Longer days coupled with windy and warmer weather conditions allow for easy fire starts that spread rapidly. Dry vegetation – both living and dead – is easily ignited. So think before you act! Consider that the following objects and activities can start a wildfire, destroying homes, threatening lives and damaging our natural resources:

- Sparks from equipment
- Hot charcoal from barbecue grills
- Tossed cigarettes
- Discarded fireworks
- Abandoned campfires
- Hot vehicle exhaust systems
- Unattended debris burning

Fire restrictions may be in affect in some areas. For information, contact the Florida Division Forestry at **407.856.6512**, or go to www.fl-dof.com.



Beware of Energy Saving Scams



Everyone wants to save money, but don't be fooled by scam artists who try to sell you a device or service that claims to save big bucks on your energy bills.

OUC urges customers to beware of pitches from door-to-door salespeople or unsolicited letters and phone calls that promise unbelievable savings. Contact the Better Business Bureau before purchasing anything and seek out legitimate third-party validation from sources such as Consumer Reports, university reports or government agency Web sites.

OUC's free home energy audits and conservation tips offer simple, excellent – and often free – ways for customers to reduce their energy usage and lower their bills. Visit ReliablyGreen.OUC.com to try our free online audit or to find tips on how you can start saving today.

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



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