



CONNECTIONS

News and Information from OUC—The *Reliable One* | OCTOBER 2009

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Safety Tips For Outdoor Projects

With cooler days ahead, you might be planning to get outside to work around the yard or the house. Whatever the project, remember to always keep cranes, ladders, tree-pruners, TV antennas and other equipment at least 10 feet from power lines. Depending on voltage, electricity can arc to equipment that's near a power line — even if it's not touching. Follow these helpful tips to stay safe:

Look Up First

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.

Downed Lines Can Be Deadly

Stay away from downed power lines and call OUC immediately at **407.892.2210** to report any such problem. Assume the downed line is energized and never touch or try to move a downed line. If a co-worker comes in contact with

a downed line, don't attempt a rescue. Wait until OUC and emergency personnel can respond.

Call Before You Dig

Before beginning any excavation work, call Sunshine State One-Call 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.



Skip the Stamps, Checks & Lines



Rely-A-Pay is an automatic bill payment system that allows OUC to 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 bill.

All OUC customers with an active checking account or savings account drawn on a U.S. financial institution are eligible for **Rely-A-Pay**. There is no charge for this service from OUC. However, some financial institutions may charge a small fee for this service. Please contact the financial institution where you have your checking or savings account.

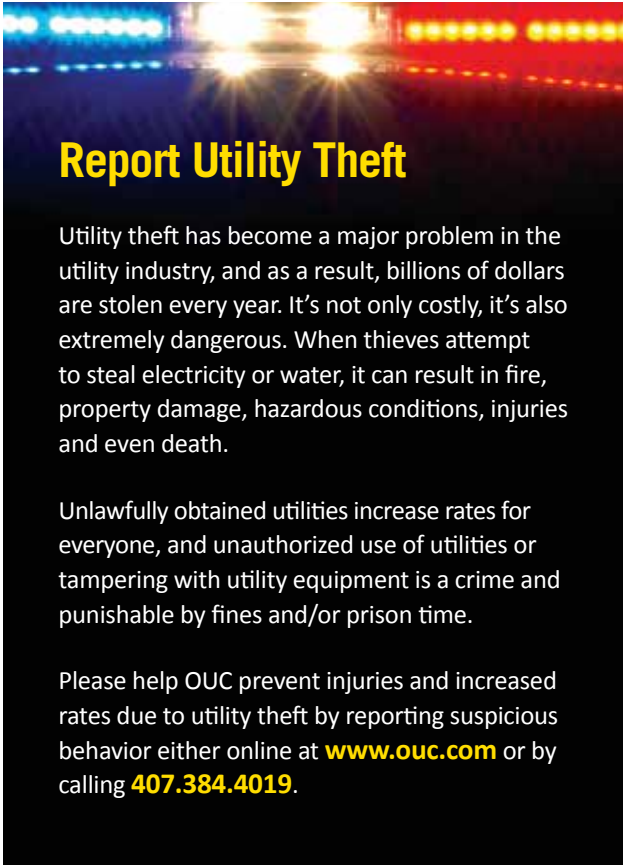
Visit www.ouc.com to sign up with OUC's **Rely-A-Pay** program. You will need a voided check from your checking account. Download, complete and fax the **Rely-A-Pay** Automatic Withdrawal Authorization Form to **407.957.2486**.

Paying By Check

Beginning November 1, all payments made to OUC using a check may be processed as an electronic debit that may be withdrawn from your account the same day the check is received.

Submitting payment in check form will serve as authorization for OUC to initiate an ACH debit in the amount of the check from the account on which the check is written. The check will not be returned to you, but you will see a record of the transaction and the associated check number on your checking statement. If you do not want your check converted to an electronic debit, please use an alternate form of payment. Go to www.ouc.com or refer to the back of the bill for all payment options.





Report Utility Theft

Utility theft has become a major problem in the utility industry, and as a result, billions of dollars are stolen every year. It's not only costly, it's also extremely dangerous. When thieves attempt to steal electricity or water, it can result in fire, property damage, hazardous conditions, injuries and even death.

Unlawfully obtained utilities increase rates for everyone, and unauthorized use of utilities or tampering with utility equipment is a crime and punishable by fines and/or prison time.

Please help OUC prevent injuries and increased rates due to utility theft by reporting suspicious behavior either online at www.ouc.com or by calling **407.384.4019**.

Efficient Electric Heat Pump Program

Save a bundle by replacing your old heating and cooling system with an energy-efficient electric heat pump. Choose a heat pump with a Seasonal Energy Efficiency Ratio (SEER) of 14 or higher and you could cut the cost of electricity significantly.

When selecting a heat pump:

- Pick the highest efficiency available
- Choose a SEER rating of 14 and above (the higher the SEER, the greater the efficiency... and the more you'll save)
- Discuss your decision with your air-conditioning contractor
- Get several estimates to compare costs

To qualify for a rebate, choose a qualified, licensed and insured air conditioning contractor for your installation or replacement. OUC will require proof of purchase or invoice documenting eligibility. Please request an Air Conditioning and Refrigeration Institute (ARI) Form from your contractor and attach it to the invoice and rebate application.

For more information on OUC's Home Rebate Programs, go to www.ouc.com or call the OUCustomer Connection at **407.957.7373**.

Save Even More With Energy Efficiency Rebates

Making your home energy efficient can do more than just save you on your monthly utility bill. Qualified homeowners who make energy efficiency upgrades to their residence can apply for energy efficiency rebates from OUC for single-family homes:

- OUC will rebate up to \$100 to upgrade existing attic insulation to R-19 or more
- OUC will rebate up to \$75 on your purchase of caulking, weather stripping, window tinting and/or solar screening

(recommended Shading Factor .5 or better)

- OUC will rebate up to \$75 on repairs made to leaking ducts
- OUC will rebate up to \$300 on your purchase of an energy-efficient heat pump

Proof of purchase is necessary to obtain a rebate, and rebates will be awarded as a credit on your OUC bill. For more information on OUC's Home Rebate Programs, go to www.ouc.com or call **407.957.7373**.



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