

MYTH

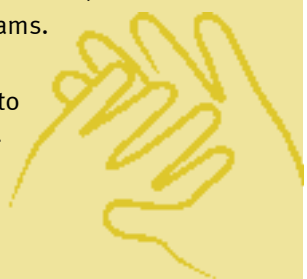
OUC only cuts service for non-payment in certain neighborhoods.

FALSE. OUC follows the same Administrative Policy for all past due accounts and determines when to cut service based on those guidelines. Before cutting for non-payment, OUC representatives make multiple attempts to work with the customer to arrange payment and avoid turning off service.

Customers in need of extra help paying their utility bills due to financial hardship or a medical condition can access OUC's Project CARE or Medical Alert programs.

Project CARE provides one-time emergency assistance to customers who have experienced a recent personal or family crisis that has placed them in danger of losing their utility service. Customers can apply for Project CARE assistance by calling 2-1-1 Community Resources at 2-1-1.

Customers requiring life-sustaining equipment (such as heart monitors, oxygen concentrators, controlled medications, controlled atmosphere, etc.) can rely on OUC to provide special consideration for their accounts. For details on the Medical Alert program and how to qualify, please call OUC at **407.423.9018** (Orlando and Orange County) or **407.957.7373** (St. Cloud and Osceola County).



Utility Service Myths

The Truth Behind What Makes OUC—The *Reliable One*



Orlando Utilities Commission
100 West Anderson Street Orlando, Florida 32801
www.ouc.com





The Reliable One

At OUC, we have made a name for ourselves by providing reliable service to all our customers. From the rates we charge to how we read meters and restore power, we know our customers deserve the dependable service they've come to expect from their hometown utility.

MYTH Electric utility rates vary by neighborhood.

FALSE. OUC maintains the same electric rate schedule for all residential customers in the City of Orlando and Orange County. OUC has a two-tiered electric rate structure. The first 1,000 kwh (kilowatt-hour) at a lower charge and an increase charge for usage above 1,000 kwh. The tiered rate was designed to encourage customers to use less energy. The less you use, the lower your monthly bill. To learn how to read your bill, view the current rate schedule or calculate your bill, go online to www.ouc.com.

MYTH Older transformers cause the customers served by them to have higher bills.

FALSE. The transformers in your neighborhood have no impact on your household's usage or your monthly utility bill.

MYTH Homes with aluminum wiring will always have significantly higher electric bills.

FALSE. When installed properly, aluminum wiring is a safe, reliable and less expensive alternative to copper wiring in your home. Aluminum wiring, which meets the National Electrical Code, has a minimal impact on a home's electric utility bill — less than a few cents each month. In fact, the majority of electric utility companies, including OUC, use aluminum cable for their main service lines.

MYTH Wireless or remote meter readers provide inaccurate meter readings.

FALSE. Automated meters are solid state devices with no moving parts that use digital technology to accurately report readings wirelessly to a handheld device or directly to our server on a monthly basis. Based on a residence's monthly consumption trend, OUC sets parameters to detect readings that fall outside of those normal limits and determine whether a re-read of the meter is necessary. OUC's conservation specialists often can help identify the reasons for a spike in consumption through a free home energy audit at the residence.

MYTH After a major storm or hurricane, power is always restored to certain residential neighborhoods first.

FALSE. At OUC we have a proven and established plan for restoring power after a major storm. If storm-related outages occur, we immediately begin to evaluate the damage to our electric system. Once the evaluation is complete — and weather conditions permit — OUC first restores power to critical areas such as hospitals, police and fire stations, and other emergency facilities. Next, OUC makes repairs that will restore power to the greatest number of commercial and residential customers in the quickest manner possible. Finally, OUC repairs damage that often affects only a few individual customers at each location.