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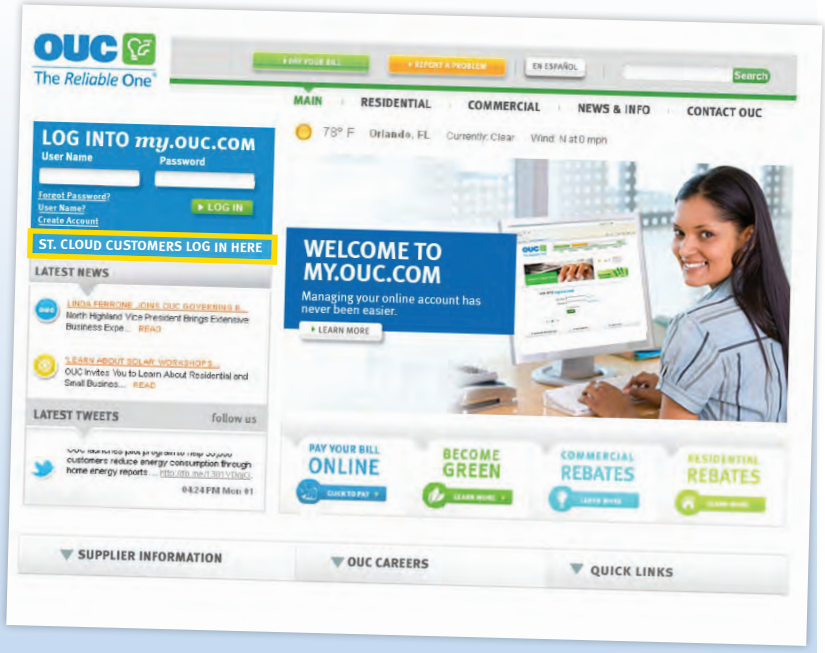
OUC to Launch Improved Online Bill Service, Homepage

This month you may notice some changes to our OUC.com homepage as we strive to give customers better access to their online accounts and make viewing their monthly statements easier. We're adding a secure log-in area to the homepage to get you right to your account and the information you need.

We'll be implementing these improvements in phases. If you already subscribe to the OUConvenient Billing online service, you will need to click the St. Cloud link in the new **my.OUC.com** log-in area to access your account using your existing account number and PIN.

We're also incorporating our Twitter feed – **@oucreliableone** – to provide you with the latest news and information on our customer programs, projects, efficiency initiatives, conservation tips and more.



Get the Tax Refund You Deserve – for FREE!

This year hard-working Central Floridians (and those who worked at any time in 2011) may qualify for a tax refund of up to $5,751 through the Earned Income Tax Credit (EITC).

If you qualify, the money is easy to claim. Specialists at more than 30 FREE tax preparation sites located throughout Central Florida are ready to help. Don't spend hundreds of dollars filing your taxes when you can file for free and receive 100 percent of your refund quickly and easily – usually within 10 day or less.

To qualify for the EITC, you must meet the following requirements:

- Have earned income from employment or self-employment (at any time in 2011)
- Have a valid Social Security number
- Must be a U.S. citizen or resident alien all year, or a nonresident alien married to a U.S. citizen, or resident alien and filing a joint return

If you qualify and have already filed your taxes, you can re-file for this year and the past three years to claim your refund. That could result in more than $20,000 for you.

See if you qualify for the EITC and find a FREE tax preparation site near you. Visit **www.hfuw.org** or simply **dial 2-1-1**.

United Way
Heart of Florida United Way

Check Out ArtsFest 2012 this February

ArtsFest is a free annual event showcasing local arts and culture to the Central Florida community. To celebrate its 10th anniversary, the traditionally 10-day event is being transformed into a month-long extravaganza in hopes of encouraging patrons to try something new. Presented by Bank of America, ArtsFest will be February 1-29, 2012, and will kick off United Arts of Central Florida's annual fundraising campaign. ArtsFest has something for every taste and pocketbook and is offered throughout Lake, Orange, Osceola and Seminole counties. In 2011, ArtsFest offered 40,145 FREE experiences.

What's new for *ArtsFest* 2012? A LOT! With more than 302 events in 87 venues across four counties, there are dozens of innovative events, fresh organizations and brand new locations for you to discover. Join arts advocate Tisse Mallon at Urban ReThink for ***Human Library***, check out vibrant artwork by **Robin Maria Pedrero** at Steinway Galleries, or delight your ears with Central Florida Jazz Society as they present ***Harlem Renaissance: Tribute to Duke and Count*** at The Abbey downtown.

Visit to **www.ArtsFestFL.com** for more information and the full schedule of events!

Don't Get Played by Energy Hogging Video Games

Those video games you received over the holidays might seem like hours of free fun, but the energy they use can quickly add up on your utility bills. While you don't actually feed quarters into home video gaming systems like you do their arcade counterparts, they're not free. Depending on the type of system you have, they can use a considerable amount of energy even when not in use.

Follow these tips to keep your video game system from being an energy hog so that you can answer the Call of Duty or Just Dance without worrying about losing money:

- Always turn the system off when you are done playing a game or watching a movie. Just turning off the TV doesn't necessarily shut down your console. If you're in the middle of the game, save it so that you can pick up where you left off.
- If you plug your gaming systems, DVD player or other devices into a power strip, you can make sure they're all powered down with the flip of a single switch.
- Enable the automatic power down feature, which will shut down your device if left idle for a certain length of time.

Safety Tips for Turning On Service

Whether you're planning to move in the new year or simply need to turn on service at your current residence, OUC wants to remind you to keep these safety tips in mind.

Before we turn on electric service at your home or business, please make sure that the stovetop is clear and that all electrical equipment is in the off position.

These important safety measures can prevent fires. And if at any time you notice that your electric meter is damaged, please report it to us immediately at **407.957.7373**.

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

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