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News and Information from OUC—The *Reliable One* | MARCH 2014

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Avoid Seasonal Surprises with OUC Budget Billing

This past winter was one of the coldest we've seen in years, which meant higher than normal heating bills for many. You can avoid unpredictable bills all year long with OUC's Budget Billing, which evens out payments over the year.

This FREE service lets customers plan their monthly payments and keep their budgets balanced. Your monthly Budget Billing amount will be based on your average monthly bill for the past 12 months. Your Budget Billing amount will be fixed for one year and then reevaluated.

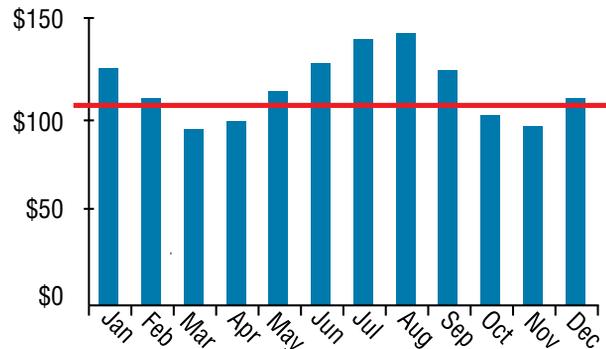
To learn more or to enroll, log into or sign up for a myOUC online profile at www.ouc.com and complete the Budget Billing form. You can choose to un-enroll at any time.

Hot Weather Will Soon Be Here

And remember, as temperatures start to soar this spring, be sure to visit www.ouc.com/waystosave for hot weather energy saving tips that will keep you cool while keeping cooling costs in check.

Budget Billing
is Simple
& Convenient

Budget Billing Example



■ Payments without Budget Billing
■ Payments on Budget Billing

**Based on an average monthly bill for the past 12 months. Additional 8% added to amount to prevent the budget variance from growing too large.*

Scam Alert

OUC wants to remind customers about a nationwide utility scam targeting small commercial businesses and attempting to collect payments. We have had numerous, recent reports of this in the Orlando area. And, in several of the cases, customers lost money to criminals claiming to be from the Orlando Utilities Commission.

Customers who have any doubts about the legitimacy of any call from OUC, especially one in which payment is requested, should contact OUC directly at customerservice@ouc.com or **407-423-9018** in Orlando or **407-957-7373** in St. Cloud.

For more information on scams affecting utility customers, visit www.ouc.com/scams.



Safety Tips for Turning On Service



Whether you're planning a move this 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 or water service at your home or business, please make sure that the stovetop is clear and that all electrical equipment is in the off position.

Also, check that all water faucets are turned off. These important safety measures can prevent fires and flooding. And if at any time you notice that your electric or water meter is damaged, please report it to us immediately at **407-423-9018**.

Don't Miss This Year's Bacchus Bash on April 4

Have Fun While Supporting Education

It's just about time for the Central Florida Hotel and Lodging Association (CFHLA) Bacchus Bash, Orlando's biggest street party. This year's party, which is open to the public, is scheduled for **Friday, April 4**, from **5-10 p.m.**, at the Orlando Premium Outlets on Vineland Avenue.

Bacchus Bash features more than 80 vendors, giving attendees a chance to sample a variety of entrees, desserts and specialty drinks from premier hotels and restaurants.

Exchange cash for "Bacchus Bucks" to sample some of Central Florida's finest delights, ranging from \$2-\$5, and enjoy live entertainment. Parking is complimentary and valet parking is available for a modest fee.

All Bacchus Bash net proceeds benefit the Central Florida Hospitality Education, which provides scholarships and grants to local hospitality students and schools.

For more information, please visit www.bacchusbash.org



What: Bacchus Bash

Where: Orlando Premium Outlets
8200 Vineland Ave.
Orlando, FL 32821

When: 5 - 10 p.m. on April 4

More than 80 food and beverage vendors, entertainment and silent auction. For more information, visit www.bacchusbash.org.

Special Needs Registry

AVAILABLE IN ORANGE & OSCEOLA COUNTIES

Persons with disabilities, medical or mobility problems need to make sure they are registered with the Special Needs Program in their county, so they can receive transportation assistance and special medical shelters during disaster situations. Registration information should be updated annually or as the registrant's needs change.

To sign up or to learn more, Orlando and Orange County residents should contact the Orange County Special Needs Program at **407-836-9319**. 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 www.osceola.org.



Special Offer for OUC Customers

Buy Tickets Online & Save \$4

Fresh inspiration, helpful tips and innovative products in remodeling, home improvement and landscaping are waiting for you at the Central Florida Home + Garden Show. You'll find the latest in décor, kitchens, baths, gardening or outdoor living all in one place April 4-6 at the Orange County Convention Center. Shop, compare and save for three days only!

Learn tips for your spring outdoor projects and get the inside scoop on outdoor style from AHMED HASSAN of HGTV's Yard Crashers.

Orlando's premiere home show features hundreds of industry experts, DIY seminars, cooking demonstrations, top new products and more.

Friday, April 4,
10 a.m. – 9 p.m.

Saturday, April 5,
10 a.m. – 9 p.m.

Sunday, April 6,
10 a.m. – 6 p.m.



Special Offer for OUC Customers!
BUY ONLINE AND SAVE \$4*
USE PROMO CODE: OUC

CentralFloridaHomeandGardenShow.com

**Good for regular adult admission only.*

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



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