



CONNECTIONS

News and Information from OUC—The *Reliable One* | APRIL 2013

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Digital Meter Upgrade to Pave Way for New Programs

Later this year OUC will be converting the electric meters in the St. Cloud service area to advanced digital meters. This upgrade will pave the way for new customer programs, such as pre-paid metering, that can give you more control over your utilities costs.

The installation is simple and included as part of your service. You'll receive a postcard in the mail letting you know when we'll be in your neighborhood. As long as we can access the meter, you do not have to be present for the installation.

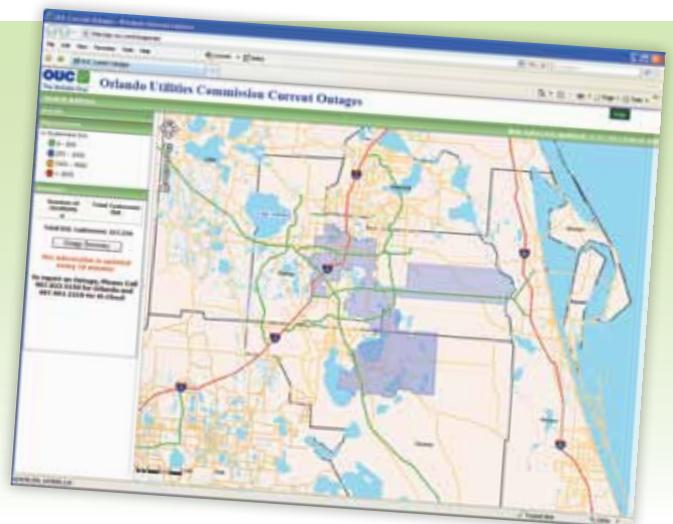
The digital meters meet all Federal Communications Commission (FCC) guidelines and safety standards. OUC utilizes a low power "mesh network" where the meters act as repeaters passing the data to other nearby meters and on to a main collector. The meters emit only a ¼-watt signal for just 1.5 seconds every four hours, which is significantly less than the radio frequency emitted by cell phones.

To see what to expect, visit www.ouc.com/meters for a short video and [Frequently Asked Questions](#).

Check for Outages Online

At OUC, we know it's never a convenient time to be without power so to help keep you informed about outages that may be affecting your area, check out our online Outage Map this storm season at www.ouc.com/outage. The map features information on the size and location of the outage and estimated restoration times.

Need to report an outage? Call our 24-hour Emergency Service Hotline at **407-892-2210**.



Enhanced Online & Phone Services

Launching
2013

OUC is currently working to improve your online experience by bringing you a simpler, clearer, more streamlined experience while using www.ouc.com. You will also experience a new and improved automated phone system which will allow you to manage your account anytime, anywhere by fall of this year. Be sure to watch for upcoming issues of Connections where we'll highlight the new features and services that will be available to you this year.



eCheck: It's Free & Fast

OUC offers a variety of free payment options that help take the stress out of paying your monthly utility bill. Our eCheck service lets you pay your bill online with a check 24 hours a day, 7 days a week. Your payment is credited immediately, and best of all, the service is free.

For more payment options, visit www.ouc.com/waystopay.

Convenient Places to Pay

Did you know that you can pay your OUC bill at any Amscot location, as well as at a number of other convenient locations throughout Central Florida?

And did you know these payments are applied to your OUC account immediately? Save gas and time; simply go to ouc.com/paymentcenters to find a convenient payment center near you. There may be a small fee for payments made at these locations.

AWESOME Program for Kids

At OUC, we believe awesome starts early when it comes to conservation. So OUC's A.W.E.S.O.M.E. (Alternative Water & Energy Supply; Observation, Methods & Education) Project gives fifth grade students in St. Cloud the opportunity to build a solar-powered car or test compact fluorescent light bulbs (CFLs) against traditional fixtures in their classrooms.

OUC, in partnership with the Orlando Science Center, delivers interactive electric conservation and alternative energy sources education to Orange and Osceola county public school classrooms within our service territory. The Orlando Science Center, using content approved by OUC, has developed a curriculum and designed activities that meet Sunshine State Standards and target fifth graders, who are preparing for their first Science FCAT test. The program includes classroom workshops for students, as well as hands-on labs and pre- and post-classroom activities.

Help Prevent Wildfires

April and May are two of the most active months for wildfires. Longer days coupled with windy, warmer weather conditions and dry vegetation allow for easy fire starts that spread rapidly. 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 Forest Service at **407.856.6512**, or go to www.floridaforestservice.com.



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