



# CONNECTIONS

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

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## IMPROVING YOUR CUSTOMER EXPERIENCE WITH COST-EFFECTIVE TECHNOLOGY UPGRADES

At OUC, we're always working to improve your customer experience while keeping rates affordable and delivering the most reliable electric service in the state. This fall we will be upgrading [www.ouc.com](http://www.ouc.com) and our phone system to automate the services customers use most, including starting, stopping and moving service, making a payment, reporting an outage and more. These new features will allow you to manage your account and services any time, day or night without having to speak to a customer service agent. And if you do need assistance, don't worry; our agents will be there to answer your call.

### MORE PAYMENT OPTIONS

We'll also be adding new third-party payment centers, like 7-Eleven and Walmart, in your area to make it easier to pay your monthly electric bill close to where you live, work or shop. Customers can rest assured that payments and deposits made at these locations will be applied to your OUC account immediately. In addition, many of them offer expanded hours of service and are open 24-hours a day, seven days a week, so you can pay your bill on your schedule.

### SAME GREAT SERVICES, TWO SEPARATE BILLS



OUC is in the process of upgrading our customer information system. As part of this change, OUC will no longer be handling the billing for all City of St. Cloud services. Beginning in October, you'll receive a monthly statement from OUC for just electric services and a separate monthly bill from the City for all city services, such as water and sewer. Your electric rates and reliable electric service will not change.

In addition, the City of St. Cloud will be taking over the OUC walk-in center at City Hall. OUC and the City are working hand-in-hand to ensure a smooth transition that minimizes the impact to you.

### NEW METERS COMING SOON

Later this year we also will be upgrading the electric meters in your area. These new digital meters will pave the way for new customer programs, such as Prepaid metering, that can

give you more control over your utilities costs.

Installation is simple and included as part of your service. To learn more, visit [www.ouc.com/meters](http://www.ouc.com/meters) to view a short video or read the Frequently Asked Questions.



Look for more information about these exciting changes in upcoming Connections newsletters or by visiting [www.ouc.com/stcloud](http://www.ouc.com/stcloud).



## Stay Safe This Storm Season

At OUC, our employees strive to work in a safe manner at all times and we want you to think about safety, too. So, to help you and your family stay safe this summer, remember to:

- Stay away from downed power lines and call OUC immediately at **407-892-2210** to report a problem. Assume the downed line is energized and never touch or try to move it. If someone comes in contact with a downed line, don't attempt a rescue. Wait until OUC and emergency personnel can respond.
- Look up first and keep cranes, ladders, tree-pruners, TV antennas and other equipment at least 10 feet from power lines.
- Never trim trees near power lines.
- Call us at **407-957-7373** if you notice a tree interfering with power lines, please call us immediately.
- Place any generators outside your home and away from open windows and doors to prevent carbon monoxide buildup.
- Make **www.ouc.com** your one-stop location for safety and preparation tips, hurricane guides, restoration information and outage map. Follow us on **Twitter @OUCReliableOne** to receive important safety information and alerts.

## Volcano Joe Band to Perform at the St. Cloud 4th of July

The 4th of July Lakefront Celebration, a tradition in St. Cloud, will feature The Volcano Joe & The Hot Lava Band performing **July 3rd and July 4th**. On the evening of July 3rd, festivities kick off with the 2nd Annual Margaritaville Night at the Lakefront band shell. Help some of our elected officials raise money for the charity of their choice by sending them into the dunk tank. The Volcano Joe Band will set the tone in Key West wear and Jimmy Buffett style music. Food and drinks appropriate to the event will be available. New this year, a mini carnival will be provided by Zachary R. Battinelli Shows, LLC. The 4th of July activities begin at 3 p.m. with The Hot Property Band performing from 6 p.m.–9 p.m. Around 9 p.m., the Declaration of Independence will be read and

broadcast throughout the Lakefront followed by fireworks. The 9:15 p.m. fireworks, sponsored by the City of St. Cloud, have gained a reputation for their duration and quality, making it one of the top shows in Central Florida.

The 4th of July event, a production of the St. Cloud Greater Osceola Chamber of Commerce, also will include the Third Annual Bed Race Relay, organized by the Chamber's Young Executive Group, SCORE. To participate, put together a team of five to construct and engineer your racing bed to handle the Lakeshore Drive track. For more information, call the Chamber at **407-892-3671**.

Para ver esta edición de *OUConexión*, por favor vaya en línea a [espanol.ouc.com](http://espanol.ouc.com).



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