



CONNECTIONS

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

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Downtown Orlando & Gardenia Walk-In Centers to Close Sept. 28

OUC Adds 400+ Authorized Payment Locations.

More and more of our customers are going online or using a mobile device to manage their OUC accounts, make a payment, report an outage and even stop, start or transfer service. They are also making payments at third-party locations. To be able to provide the convenient services customers want at rates you can afford, we will be closing our three walk-in centers—Downtown Orlando, Gardenia and St. Cloud, beginning September 28.

To help with this transition, we recently upgraded our website and added more than 400 new authorized payment locations. Now you can pay your OUC bill closer to where you live, work or shop at any authorized payment center, such as 7-Eleven, CVS, Publix, Walmart, Winn Dixie, Sedano's and Amscot, as well as some local neighborhood shops. For a complete list or to find a location near you, visit www.ouc.com/waystopay.

These authorized payment centers charge a \$1.25 fee for each transaction; however, payments are credited to your account immediately. In addition, many provide extended hours of operation giving you the flexibility to make payments on your schedule.

Hundreds of Places to Pay:



- More than 400 locations near you
- Many open 24/7
- Payments processed immediately

Pay today at any:

7-Eleven*	Direct Auto Insurance	Regions Bank
ACE Cash Express	Fifth Third Bank	Sedano's
Amscot	Kmart	Walmart
CVS	Publix	Winn Dixie

*Available only at 7-Eleven locations offering Bill Payment services.

For a complete list of payment locations:
www.ouc.com/waystopay

Report Outages Online



You can now report outages online from any mobile device. It's faster and easier than calling. As part of your hurricane preparation, make sure you've set up a myOUC account online at www.ouc.com. **Paperless bill customers can log in with their existing username and password.** If you don't have an account already, you'll need your OUC account number and PIN located at the top left of your OUC bill. While you're at it, update your contact information to make it faster and easier for us to help you after a hurricane. The next time the power goes out just log in to let us know.

Visit www.ouc.com/stormcenter to view our mobile outage map and find extensive storm preparation and safety information. And be sure to follow us on Twitter [@OUCreliableone](https://twitter.com/OUCreliableone) for updates during a major storm.

OUC Launches New Phone System This Month

This month we're upgrading our automated phone system so you can easily make a payment, start/stop service, report an outage and more when you call us at **407-423-9018**.

With advanced voice recognition and touch tone options, the new automated phone system is designed to quickly get you where you need to go. Be sure to listen for the new menu options. The new features, which are available in English and Spanish, 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 during normal business hours.



Register Now for OUC Orlando Half Marathon or Lake Eola 5k

Run or walk with friends from across the street and around the world at the 37th Annual OUC Orlando Half Marathon on Saturday, December 7 at Lake Eola. OUC has been supplying runners with thirst-quenching race day water from hydrants along the 13.1 mile route since 1999. We invite you to join us to run, walk, cheer or volunteer.

5k fans will love the Track Shack Lake Eola 5k held the same day. The 3.1 mile distance is perfect for walkers, runners or those who do a little of both. Get started with a free Training Guide at [OrlandoHalfMarathon.com!](http://OrlandoHalfMarathon.com)

Register now to receive an
OUC Customer discount!

Half Marathon—Use code: [OUCOrlandoHalf](#)
5k—Use code: [LakeEola5k](#)

Valid for online registration only at
OrlandoHalfMarathon.com.

*Deadline to receive the discount
is September 13, 2013.*

Call Before You Dig

Before beginning any excavation work, call [Sunshine State One](#) at **800-432-4770** or **8-1-1** to determine where underground pipes and electric lines are located. Law requires diggers to call this number **at least two days before** starting excavation, whether it's a project involving heavy equipment or a simple backyard landscaping job.



Look Up First

Remember to look up when working near overhead power lines. If power lines may interfere with your work, call OUC at **407-423-9018** at least **two business days before** beginning the job. OUC can explain the safest way to perform the work.

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



ORLANDO UTILITIES COMMISSION

RELIABLE PLAZA • 100 W. Anderson Street • Orlando, FL 32801
Tel: 407-423-9018 • www.ouc.com

