



# CONNECTIONS

News and Information from OUC—The *Reliable One* | APRIL 2010

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## Making a Mark in Our Community

*Open Houses to Show How to Save Energy and Money*

We want you to know that OUC can provide the tools and information you need to take control of your utility costs. To learn what you can do to make your home or business more energy and water efficient, consider joining us at one of our upcoming open houses.

OUC representatives will be on hand to discuss everything from billing and payment options, conservation tips, cash-saving rebates and even utility myths. Can't make a meeting? Visit [ReliablyGreen.OUC.com](http://ReliablyGreen.OUC.com) for information on energy and water saving programs and rebates.



## ATTEND A MEETING NEAR YOU

APRIL 3 • 10 a.m.-12 p.m.  
Engelwood Neighborhood Center  
*English and Spanish presentation*

APRIL 6 • 6:30-8:30 p.m.  
Colonialtown Neighborhood Center

APRIL 20 • 6-8 p.m.  
Dover Shores Community Center

APRIL 27 • 6-8 p.m.  
St. Cloud Civic Center

APRIL 29 • 6-8 p.m.  
Northwest Community Center

MAY 4 • 6-8 p.m.  
Wadeview Community Center

MAY 11 • 6:30-8:30 p.m.  
Northlake Park Community School (Lake Nona)

MAY 20 • 5:30-7:30 p.m.  
Orlo Vista Park

MAY 27 • 6-8 p.m.  
Leu Gardens

## National Drinking Water Week is May 2-8

Ensuring pure, great-tasting water is a top priority at OUC and the reason we'll be joining the American Water Works Association in celebrating Drinking Water Week on May 2-8.

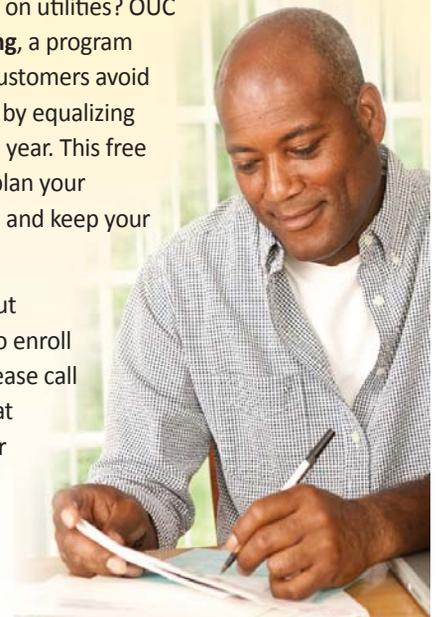
OUC's delicious tap water starts with a pristine, well-protected source: the Lower Floridan Aquifer. OUC then treats this water with ozone, the strongest disinfectant available, to ensure the highest quality and best tasting water. Visit [www.ouc.com](http://www.ouc.com) to learn more about your drinking water.



## OUC's Budget Billing is Simple and Convenient

Wish you could predict how much you spend each month on utilities? OUC offers **Budget Billing**, a program designed to help customers avoid unpredictable bills by equalizing payments over the year. This free service helps you plan your monthly payments and keep your budgets balanced.

To learn more about **Budget Billing** or to enroll in the program, please call Customer Service at **407.423.9018** or visit us online at [www.ouc.com](http://www.ouc.com).



# April is Water Conservation Month

*Irrigation Rules Now in Effect*



April might be rainy in other parts of the country, but not Florida. Typically one of the driest months, April is the perfect time to celebrate Water Conservation Month. Since irrigation accounts for the bulk of water consumption

in Central Florida, watering wisely will save you money and promote a healthier lawn and landscape. OUC wants to remind you that from March through October (Daylight Saving Time) landscape irrigation is limited to two days per week between 4 p.m. and 10 a.m. unless reclaimed water or recycled storm water is used.

- **Wednesday and Saturday for odd numbered or no addresses**
- **Thursday and Sunday for even ones**
- **Tuesday and Friday for non-residential**

Water users also are restricted to irrigation limits of three-quarters of an inch of water per zone, with no more than one hour of use per irrigation zone on the scheduled day.

## Rebate Program Encourages Upgrade to Efficient Appliances



Say goodbye to old, energy-guzzling appliances and say hello to lower utility costs. From April 16-25, the State of Florida's ENERGY STAR Appliance Rebate Program will reward consumers who replace older, inefficient appliances with ENERGY STAR qualified ones that use less energy and water.

Six residential appliances qualify for the 20 percent rebate: refrigerators, freezers, washing machines, dish washers, room air conditioners and gas tankless water heaters. To be eligible for rebates from the State of Florida, purchases must be made during April 16-25. Trade in your old appliance to qualify for an additional \$75. To learn more, visit [www.ouc.com](http://www.ouc.com).

## Special Needs Registry



With hurricane season on the horizon, persons with disabilities, medical or mobility problems need to make sure they are registered with the Special Needs Program. Your county's Special Needs Program provides transportation assistance and special medical shelters during disaster situations.

To sign up or to learn more, Orlando and Orange County residents should contact the Orange County Special Needs Program at **407.836.9319**.

Registration information should be updated annually or as the registrant's needs change.

## Changes to Returned Check Policy



OUC wants to inform customers who pay their OUC bill by check or are enrolled in the automatic withdrawal program – *Rely-A-Pay* – that the collection of returned checks may be handled by a third party and electronically debited for full value plus the state allowable returned check fee. Please note, more than two instances of returned checks will result in automatic cancellation from *Rely-A-Pay*. For more bill payment options, visit [www.ouc.com](http://www.ouc.com).

## OUC Celebrates Earth Day

Stop by the OUC booth for conservation tips from the experts at the 5th Annual Central Florida Earth Day from 10 a.m. to 6 p.m. at Lake Eola. OUC representatives will be on hand to answer questions on how to improve the efficiency of your home or business and which improvements will result in the biggest savings.



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



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