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

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Getting Ready for Storm Season

Hurricane season is around the corner, and we want to make sure you and your family are prepared before bad weather hits Central Florida. Here are five steps to get you started:

1. Update your phone number with OUC to ensure that you can use our automated phone system to hear estimated service restoration schedules. To verify that OUC has your correct information, call **407.957.7373** or visit **www.ouc.com**.
2. Make a family plan, identifying meeting places, key phone numbers and responsibilities.
3. Prepare your home for hurricane season by trimming back dead or weak branches from the trees in your yard. If you notice tree branches interfering with power lines, call OUC at **407.957.7373**. Never attempt to trim a tree near electrical wires yourself.
4. Make **www.ouc.com** your one-stop location for the latest news and information this hurricane season, including safety guidelines, hurricane guides, preparation tips and power restoration information.
5. Sign up for OUC's e-newsletter alerts at **www.ouc.com/stormcenter** to receive important safety, outage and restoration information.

OUC, Orlando Science Center Go Solar

As part of our educational outreach program, OUC recently partnered with the Orlando Science Center to install a 31.5 kilowatt photovoltaic system on the Dr. Phillips CineDome roof. The system not only provides green power to the Orlando Science Center but also an educational experience on the science of solar for its visitors.

The 144-panel array, which was engineered and installed by AZUR Solar USA, is expected to produce about 42,250 kWh of electricity annually, or enough to power about four homes. Excess energy produced by the system will be "net metered," or sold, back into the OUC electrical grid. The Orlando Science Center owns the array and the power it produces, while OUC receives the environmental attributes, or credits, associated with the system.

Beginning in June, visitors to the Orlando Science Center will get the opportunity to see real-time and historical data detailing the energy produced by the solar array, its environmental benefits and information about evolving solar technologies.

OUC'S MEDICAL ALERT PROGRAM

OUC provides a Medical Alert Program to those customers whose electrical service is medically essential. Customers requiring life-sustaining equipment (such as heart monitors, oxygen concentrators, feeding pumps, dialysis machines, etc.) should call **407.423.9018**, prompt 2 in Orlando/Orange County or **407.957.7373** in St. Cloud/Osceola County. An OUC customer service agent will give you details about the program and how you may qualify.

Swimming Pool Savings

Did you know that after air conditioning, your pool can be the second largest energy hog in your home? And that the average pool can lose up to 7,000 gallons of water to evaporation annually? So this summer, spend more time enjoying your pool and less time worrying about maintenance and utility bills by following these simple steps:

- **Use a pool cover.** It reduces the amount of make-up water needed, the pool's chemical consumption and cleaning time by keeping dirt and other debris out of the pool.

- **Check for leaks.** Your pool should not lose more than ¼-inch of water a day.
- **Upgrade your filter.** A good filtering system is more effective at removing debris and requires the pump to run less.
- **Install a smaller, higher efficiency pool pump.** In a study of 120 pools by the Center for Energy Conservation at Florida Atlantic University, some pool owners saved as much as 75 percent of their original pumping bill when they used these energy conservation measures (See table).

Savings from Pump Conservation Measures

Condition	Energy Use (kWh/year)	Cost of Energy ($/year)	Energy Savings
Original	3000	240	—
Pump Replacement (downsizing)	1800	140	40 percent
Reduced time (60%)	1200	100	60 percent
Combination of above	720	60	75 percent

Table courtesy of *Home Energy* magazine. These savings represent a typical pool in Florida.

OUC Earns Tree Line USA Honors

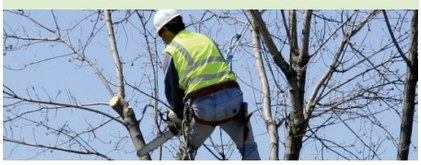
For the 12th year in a row, the Arbor Day Foundation has named OUC a Tree Line USA Utility for OUC's efforts in training our workers to properly care for trees and assisting our customers in planting the right ones near power lines. The award recognizes utilities who demonstrate that they understand the value of trees in conserving energy, cleaning the air and water.

Nearly 20 percent of all power outages are caused by falling trees or limbs that come into contact with electrical lines. At OUC, we keep trees in our service area trimmed to help ensure better, safer service.

- **The shape, size and growth rate of trees affect how often they need to be trimmed. We try to create 10 feet of clearance alongside and below while clearing all branches above our lines.**
- **Directional pruning allows us to train the tree to grow away from power lines. By selectively trimming the tree's branches, we can retain much of the tree's natural crown.**
- **It may be necessary to remove an old/dead tree that has become a hazard to the public or our electrical system. You will be notified if the tree is to be removed.**
- **Please note: OUC does not trim trees that interfere with streetlights.**

LEAVE TREE TRIMMING TO THE EXPERTS

- OUC trims trees along our distribution lines on a regular maintenance cycle employing highly skilled professionals who use the proper tools and safety practices.
- We trim only those trees on our easements and rights-of-way or trees endangering our power lines and equipment.
- If you notice a tree interfering with power lines, please call us at **407.423.9018**.
- Never attempt to trim a tree near electrical wires yourself.



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