



CONNECTIONS

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

INSIDE

Record Cold Spikes Demand
Zero-Emission LEAFs
Efficient Appliance Rebates
The REP Theatre
OUC Payment Options

Record Cold Spikes Demand for Power

Customers are seeing higher bills this month as a result of the longest cold wave to hit Central Florida in years.

When the Arctic air arrived January 1, low temperatures fell below 40 degrees Fahrenheit for 12 consecutive days. The sustained cold forced home heating systems—and OUC power plants—to work like never before. In fact, OUC set an all-time record for power demand as customers used 1,191 megawatts, exceeding the previous mark of 1,182 MW set in July 2007.

Did you know that it requires up to three times more energy to heat a home than it does to cool it? So when temperatures fell as many as 40 degrees below the recommended thermostat setting of 68, heaters were forced to run longer to compensate.

Many other factors affect the amount of heat needed to maintain a comfortable temperature. Older, less insulated homes and homes with less efficient heating systems will use more energy. And higher thermostat settings can increase heating costs as much as 10 percent for each degree above 68.

Customers coping with a life challenge such as a medical emergency or job loss may call 2-1-1 United Way to see if they qualify for OUC's Project Care or other bill assistance programs. Simply dial 211 and follow the voice prompts.

Winter is not over yet. When temperatures dip remember to dress in layers and make sure doors and windows are sealed tightly. Visit www.ouc.com for lots more energy saving tips to help you stay warm and keep your energy bill lower, too.



OUC Fleet to Add Zero-Emission LEAFs



OUC plans to add as many as 10 zero-emission, all-electric Nissan LEAFs to its current fleet, becoming the first city in Florida to feature the cutting edge vehicle. Powered by lithium-ion batteries, the five-passenger hatchbacks can travel 100 miles on a single eight-hour charge and cost about 1.2 cents per mile to operate.

The Nissan LEAFs will join more than 775 vehicles (including 14 hybrids and one plug-in) in the OUC fleet, which logs more than 4.7 million miles annually. The "plug-ins" will be used for OUC service calls and educational purposes.

"OUC hopes to lead the way for Orlando to become 'plug-in ready,'" said Byron Knibbs, vice president of sustainable services for OUC. "Our line trucks run on biodiesel, and the addition of the Nissan LEAFs to our fleet further demonstrates our commitment to making cleaner transportation a priority."

Through a partnership with OUC, Nissan will bring its 22-city North American Tour to Orlando on February 1 and 2, 2010.

Rebate Program Encourages Upgrade to Efficient Appliances

Looking to replace that energy-guzzling refrigerator or water-wasting dish washer?

Then you don't want to miss out on the State of Florida's ENERGY STAR Appliance Rebate Program, which runs from April 16-25. The program is designed to encourage consumers to 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.



Ring in the New Year with the Finest in Family Theatre!

The Giver

A Sideways Series Production
January 29, 2010 - February 28, 2010

Berenstain Bears On Stage:

A Bear Country Musical
February 27, 2010 - March 28, 2010

The REP
Orlando Repertory Theatre
in partnership with UCF

Ramona Quimby

April 17, 2010 - May 23, 2010

Tickets available now! • orlandorep.com • 407.896.7365 ext. 1

OUC Makes Bill Payment Easy

OUC knows your time is valuable which is why we offer a variety of convenient ways to pay your OUC bill. Whether you prefer to pay online, by phone or in person, there's an option for you.

To Pay in Person: Stop by any of the following OUC Customer Service Centers to pay your bill or speak to a customer service representative:

St. Cloud
1300 9th St.
Mon-Fri: 7:30 a.m. to 5:30 p.m.

Reliable Plaza
100 West Anderson St.
Mon-Thurs: 7 a.m. to 6 p.m.
Fri: 7 a.m. to 7 p.m.
Sat: 9 a.m. to 1 p.m.

Southwest Orlando
3800 Gardenia Ave.
Mon-Thurs: 7 a.m. to 6 p.m.
Fri: 7 a.m. to 7 p.m.

Our customer service centers provide full service for our Orlando and St. Cloud customers. All three locations also have 24-hour drop boxes for your convenience. Please note that these centers close on major holidays.

Bank Payment Centers: OUC customers can pay at the select Central Florida bank branches listed below. Please note that St. Cloud customers can only make payments at St. Cloud branches, and Orlando customers can only make payments at Orlando branches. Banks only accept payments if paid before the due date.

IN ST. CLOUD

SunTrust Bank
4290 13th St.

Public Bank
2500 13th St.

Bank of America
4300 13th St.

IN ORLANDO

Orlando Federal Credit Union

1117 S. Westmoreland Dr.
2150 S. Semoran Blvd.
2500 W. Colonial Dr.
(Sheriff's Headquarters)

4500 S. John Young Pkwy.
400 S. Orange Ave.
(inside City Hall)

Amscot and Fidelity Express

Locations: You also can pay your OUC bill at any Amscot location as well as at a number of Fidelity Express locations throughout Central Florida. There is a \$1 fee for payments made at these locations. Go to www.ouc.com to find Amscot and Fidelity Express locations near you.

Pay at Vcom® Kiosks at 7-Eleven®:

Pay your OUC bill at the participating 7-Eleven® stores with Vcom® self-service kiosks throughout Orange and Osceola counties — any time, day or night. There is a \$1.50 charge with each transaction.

Don't Stand in Line

Avoid the lines and the hassles with these convenient online payment options:

Use Rely-A-Pay. When you enroll in Rely-A-Pay, OUC will automatically deduct your monthly bill from your bank account on your bill's due date. Call **407.957.7373** to sign up for this free service.

Enroll in Budget Billing. Budget Billing helps 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 or to enroll, call **407.957.7373** or visit www.ouc.com.

Pay with eCheck. Go to www.ouc.com or call **407.957.7373** to pay your bill with our free electronic check service.

Pay by Credit Card.

SpeedPay, an independent service provider, processes all credit card payments made to OUC. Go to www.ouc.com or call **407.957.7373** to pay your bill by credit card. SpeedPay charges a \$5.75 fee for each transaction.



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

OUC 
The Reliable One®

ORLANDO UTILITIES COMMISSION
ST. CLOUD CITY HALL • 1300 Ninth Street • St. Cloud, FL 34769
Tel: 407.957.7373 • www.ouc.com

 **twitter**
OUCreliableone