



TROPICAL WEATHER GUIDE

OUC IS PREPARED TO KEEP YOU SAFE DURING STORM SEASON

Because we are *The Reliable One*, OUC works year-round to prepare for the summer storm season. From trimming trees near power lines and maintaining record response times to storm hardening our electric and water systems, OUC keeps the safety and comfort of our customers top of mind 365 days a year. Our Outage Management System on www.OUC.com allows you to monitor the status of outages in your area and notify us of any issues. You can even get tips to prepare your own family and keep them safe during Central Florida's unpredictable summer weather.

ONLINE STORM CENTER

OUC's Online Storm Center is a one-stop shop to prepare yourself and your family before, during and after a major weather event in Central Florida. You can find special needs information, helpful preparation videos, safety tips, a live outage map, important phone numbers and so much more. Check it out at www.OUC.com/stormcenter.

HURRICANE SEASON IS JUNE 1 – NOVEMBER 30



POWER LINE SAFETY

Vital information to keep in mind regarding power lines:

- Stay away from downed power lines. Always assume the line is energized and never touch it or attempt to move it. If you spot a downed or damaged power line, call OUC immediately at **407-957-7373**.
- Never climb a utility pole or tower.
- When working outdoors, always look up first and keep yourself and any equipment at least 10 feet from a power line.
- Never trim trees near power lines. If you suspect a tree may interfere with a line, report it at **www.OUC.com** or call **407-957-7373**.

OUC IS ALWAYS ONLINE BEFORE, DURING, AND AFTER A STORM

Make **www.OUC.com** and social media channels your go-to places for safety and preparation tips, restoration information, and our online outage map.



BEFORE THE STORM

- Make sure OUC has your correct phone number on file by visiting **www.OUC.com** or calling **407-957-7373**.
- Protect your windows with hurricane shutters or plywood.
- Identify any special medical needs (refrigerated medicines, equipment requiring electricity, etc.).
- Store patio/yard items that may move during a storm.
- Locate the nearest emergency shelters.
- Create a family emergency plan, including meeting places, phone numbers and responsibilities.
- Stock up on supplies: manual can opener, cooler, battery-operated radio, flashlights,

extra batteries, emergency food and water for at least three days.

- Assemble a first aid kit and a two-week supply of required medicines.

DURING THE STORM

- Unless there is a life-threatening emergency, wait until after the storm has passed to contact OUC about your power outage.
- If you lose power, monitor the news on portable, battery-operated televisions, radios or mobile devices.
- Stay indoors. Do not go sightseeing.
- If a tornado approaches, remain in a safe room with few or no windows at the center of the structure. Get into a bathtub and place a cushion over your head.

HOW OUC RESTORES POWER

If a hurricane causes large-scale power outages, OUC immediately launches an established restoration response plan. OUC will:

- First, evaluate the damage to our electric system.
- Begin restoring power to critical areas like hospitals, police/fire stations, and other emergency facilities.
- Quickly and safely make repairs to restore power to the largest number of customers.
- Finally, repair damage that often affects only a few individual customers at each location.



WHY DOES MY NEIGHBOR HAVE POWER BUT I DON'T?

- You may be on a different feeder line or transformer than nearby neighbors.
- The service line to your home may have been damaged and need repairs before your home can be reconnected. OUC is responsible for repairing the service line and electric meter only.
- The weatherhead connection, where electric lines meet the electric meter on your home, may have been damaged and need repair by a licensed electrician before OUC can restore power.

IMPORTANT PHONE NUMBERS & WEBSITES

Medical and Safety Emergencies, call 9-1-1

OUC—The *Reliable One*

Report Power Outage/Emergency Service
Hotline: 407-957-7373

Special Needs Registry

407-343-2133 snr.floridadisaster.org

OUC—The *Reliable One*

www.OUC.com

Florida Division of Emergency Management

www.flgetaplan.com

Osceola County

www.osceola.org

National Hurricane Center

www.nhc.noaa.gov

Federal Emergency Management Agency

www.fema.gov

American Red Cross

www.redcross.org



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