



Limitations due to COVID-19 may cause longer-than-expected restoration times following major storm activity. We ask for your patience and understanding.

TROPICAL WEATHER GUIDE

OUC IS PREPARED TO KEEP YOU SAFE DURING STORM SEASON

As *The Reliable One*, OUC works year-round to prepare for the summer storm season. From trimming trees near power lines to storm hardening our systems, OUC keeps the safety and comfort of our customers top of mind 365 days a year. Our Outage Management System on [OUC.com](https://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, and important phone numbers. You can even register for Outage Alerts, which allow you to receive up-to-date outage notifications via your choice of voice, text or email. Visit [OUC.com/stormcenter](https://www.ouc.com/stormcenter).

HURRICANE SEASON IS JUNE 1 – NOVEMBER 30



POWER LINE SAFETY

- 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 **407-423-9018**.
- 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 **OUC.com** or call **407-423-9018**.

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

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



BEFORE THE STORM

- Register for voice, text or email Outage Alerts at **OUC.com/alerts**.
- Make sure OUC has your correct phone number on file by logging in to your myOUC profile at **OUC.com** or by calling **407-423-9018**.
- 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.

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

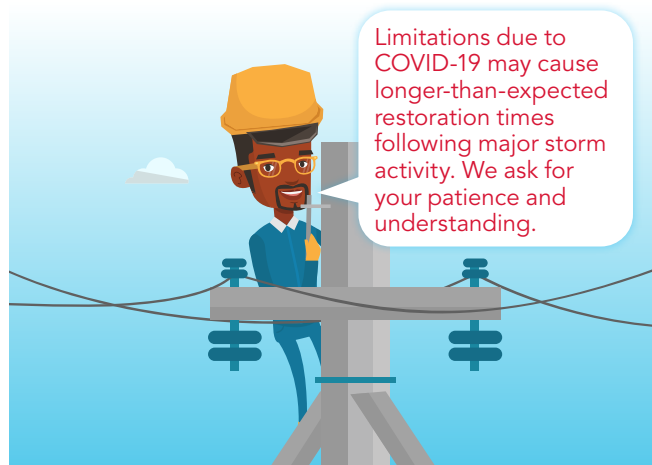
DURING THE STORM

- Unless there is a life-threatening emergency, wait until after the storm passes 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:

1. Evaluate the damage to our electric system.
2. Begin restoring power to critical areas like hospitals, police/fire stations, and other emergency facilities.
3. Make repairs to restore power to the largest number of customers.
4. Repair damage that often affects only a few individual customers at each location.



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

- You may be on a different feeder line or transformer than your neighbors, even if they live next door.
- Your service line, meter, meter base or weatherhead (where the service line meets the meter) may have been damaged. OUC is only responsible for repairing the service line and electric meter. The homeowner is responsible for having a licensed electrician repair the weatherhead or meter base 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: 407-423-9018

Special Needs Registry

407-742-9001 snr.floridadisaster.org

OUC—The *Reliable One*

OUC.com

Florida Division of Emergency Management

flgetaplan.com

Osceola County

osceola.org

National Hurricane Center

nhc.noaa.gov

Federal Emergency Management Agency

fema.gov

American Red Cross

redcross.org



The *Reliable One*®

100 W. ANDERSON ST. ORLANDO, FL 32801
TEL: 407-423-9018 • OUC.COM