RELIABLE. SUSTAINABLE. RESPONSIBLE.

CONNECTED

2019 COMMUNITY RESPONSIBILITY REPORT
Since 1923, OUC has provided safe, dependable, affordable electric and water service to our customers. Over the years, you have come to know us as The Reliable One ... and as The Sustainable One, too, for our commitment to environmental stewardship.

But, that is only part of the OUC story. Behind what we do is who we are. A trusted employer. A valued community partner. An acknowledged industry leader. A company with core values that are grounded, simply, in doing the right thing.

At OUC, we believe in serving responsibly: being accountable for our actions ... doing business with integrity ... bringing passion and energy to the relationships we build ... promoting a diverse, inclusive workforce ... working vigorously to generate a cleaner, safer, more sustainable environment ... and improving the lives of those we serve by providing essential electric and water services.

In doing that, we are acting in the best interest of all our stakeholders – to create a better company, a better community and a better world.
OUC: CONNECTED
MESSAGE FROM THE GENERAL MANAGER & CEO

To Our Stakeholders:

For nearly a century, OUC has proudly provided dependable, affordable essential electric and water services to our customers.

This is what we do. But, beyond that, what do we as a company stand for? What does it really mean to be reliable, sustainable, responsible and connected? And what do we pledge to you, our stakeholders?

For us, it begins with adhering to the core values that have guided us for decades – and applying those principles to our business practices, corporate governance and operational performance, day in and day out.

Our values also guide our vision: to be recognized as The Best Utility in the Nation. With that in mind, in 2018 we launched Connected 2025 – a sweeping strategic plan that sets goals and priorities, established key initiatives, and pinpointed areas where OUC should be forward-thinking, act on new and innovative ideas, invest in new technology, and support economic vitality.

As the name implies, we are implementing this strategic plan by staying connected – to our customers, our employees, our community – and to a sustainable environment.

Providing outstanding service to our customers is one of OUC’s most important priorities. We continuously strive to improve the customer experience – not only by reliably delivering power and water, but also by leveraging technology and education to encourage smarter electric and water usage.

OUC recognizes that our employees are our most important asset, so we are proactively developing a team that is talented, dedicated, diverse and inclusive. We focus on creating a compelling, satisfying employee experience and a positive workplace culture – where safety comes first.

A longstanding, trusted community partner, OUC is passionate about giving back and improving the lives of the people we serve through educational programs, volunteerism and disaster relief. We also play a critical role in economic development and cultivate strategic partnerships to further job creation and growth in Central Florida.

OUC’s commitment to sustainability does not end at the boundaries of our service territory. It extends to the world we all live in. We strive to be steadfast stewards of our environment by protecting our air and water, reducing greenhouse gas emissions, managing solid waste, protecting wildlife and their habitats, and conserving precious natural resources.

We understand all of this is a constant work in progress – and it will require new thinking, imagination and innovation. But as a responsible energy and water provider in a rapidly evolving industry, we realize the biggest risk as a company would be to move forward without changing.

So, we are embracing change and finding opportunity in it. This Community Responsibility Report will give you information about how we will propel the company forward – as we invest in a brighter, smarter energy future and create lasting connections for generations to come.

Clint Bullock
General Manager & CEO

2018

FEB
Listening Tours
Begin: Bullock begins 105-day listening tour to hear from OUC employees, customers and community members.

MAY
FMPA Solar Panel Event: OUC invests in more than 108 megawatts of solar power through a partnership with the Florida Municipal Power Association (FMPA).

JAN
Bullock becomes OUC General Manager & CEO.

2019

FEB
EV Test Drive: OUC hosts first Electric Ride & Drive event for our customers to provide information and education to support adoption of electric vehicles (EV) throughout Central Florida.

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OUC: ABOUT US

400,000
metered accounts

1,800 MW
of generating capacity

> 1,200
employees

> 1,842
miles of water distribution lines

200 MW
of solar capacity by 2020

> 393
circuit miles of electric transmission lines

29 billion
gallons of water delivered annually

> 2,578
circuit miles of distribution lines

OUC—The Reliable One is a municipal utility owned by the citizens of Orlando. We provide electricity, water, chilled water and lighting services to approximately 246,000 customers in Orlando, St. Cloud, and parts of Orange and Osceola counties. Our mission is to provide clean, safe, reliable and affordable energy and water to our customers while maintaining environmental responsibility and regulatory compliance.

OUR VALUES
At OUC, we are proud of our set of core values, the process we used to identify them and the degree to which our team has embraced them. These values are the basis upon which we make decisions, plan strategies and interact with each other and our stakeholders. Quite simply, they define who we are.

SAFE
Always working in a manner to ensure the safety of employees and customers.

RESPONSIBLE
Taking ownership for meeting high performance expectations and doing the right thing.

CUSTOMER-FOCUSED
Making the needs of customers our priority.

EFFICIENT
Implementing ideas to effectively use time, money and resources.

COLLABORATIVE
Working together to foster teamwork, flexibility and adaptability.

INNOVATIVE
Thinking about the needs of tomorrow, today.

LEADERSHIP OVERSIGHT
OUC’s five-member governing board, known as the Commission, is responsible for setting our rates and operating policies. All Commissioners, with the exception of the Mayor of Orlando (an ex officio member), may serve up to two consecutive four-year terms. All serve without compensation.

POLICY AND ENGAGEMENT
As part of our mission to build relationships and maintain open dialogue with our stakeholders, OUC engages with various trade associations, governmental agencies and research organizations involved in developing and overseeing energy sector policies. They include:

Environmental Protection Agency (EPA): We provide feedback to the EPA on regulatory matters, such as changes to the Clean Air Act, through face-to-face meetings and by submitting public comments.

Department of Energy (DOE): We collaborate with the DOE on research and development projects centered on carbon capture and alternative fuel sources, such as algae.

Large Public Power Council (LPPC): OUC is a member of LPPC, which represents the largest 25 public power utilities in the country.

American Public Power Association (APPA): OUC is actively engaged with APPA, our national trade organization, on federal policy development.

Florida Public Service Commission (FPSC): While not regulated by the FPSC, we work with the commission on price structure and setting conservation goals.

Florida Department of Environmental Protection (FDEP): Working together, we ensure environmental compliance for all air, land and water permits.

Florida Water Management Districts: To maintain our consumptive use permit, we work with the South Florida and St. Johns River Water Management Districts.

Florida Municipal Electric Association (FMEA): We are actively engaged with our statewide trade organization for Florida’s municipal utilities on legislative, regulatory, training, customer service, operational and educational topics.

American Water Works Association (AWWA): AWWA serves as the national trade association for water utilities and professionals. OUC is an active member and works with AWWA on state and federal regulatory issues.
To responsibly meet the needs of all our stakeholders, OUC is strategically making connections today to prepare for the demands of tomorrow.
INVESTING IN SMART TECHNOLOGY

Throughout our history, OUC has been a leader in the industry by focusing on the future, investing in emerging technologies and introducing innovative programs that benefit all of our stakeholders.

SMARTER, MORE SUSTAINABLE ENERGY

Smart Cities – Our Advanced Metering Infrastructure and Smart Grid are providing the foundation for a smart city and community. Today, by leveraging our infrastructure and blending it with data and customers’ needs, we are finding new opportunities to make Smart Cities a reality.

Smart Lighting – Working with the City of Orlando, OUC is piloting smart street lighting to test new technology, including outage detection, parking and traffic analytics, video surveillance, controllability, and WiFi connectivity.

Distribution Projects – As part of our Smart Utility Strategic Roadmap, we are constantly testing and leveraging new technology designed to minimize interruption of power delivery. Newly introduced: Fault Location, Isolation, and Service Restoration (FLISR) and TripSaver II, which can diagnose operational issues and correct them without human intervention.

Championing the EV Charge – OUC helped make Orlando one of the Top 10 EV-ready cities in America by installing 165 public charging stations. To date, the stations have provided more than 17,000 charging sessions, resulting in avoidance of 46,510 kilograms of greenhouse gas emissions.

Bringing Electric Buses Downtown – OUC is partnering with LYNX to bring a new “elbus” pilot program to downtown Orlando. By outfitting LYNX’s electric-powered buses with charging infrastructure, the program provides opportunities to learn more about load demand as we plan for the future of transportation.

Compressed Natural Gas – To help reduce carbon dioxide emissions and dependence on petroleum, OUC continues to add compressed natural gas (CNG) vehicles to our fleet. We are also building and maintaining CNG fueling stations to help fleet customers transition to this cheaper, greener and more efficient alternative to traditional fuels.

Energy Storage – Working with the National Renewable Energy Laboratory, we are studying the costs and benefits of battery storage across different use cases – from residential to large-scale commercial customers and on the energy grid.

Predictive Analysis for Solar Power Generation – Around Orlando, OUC has deployed 25 weather stations with weather-prediction software to provide minute-by-minute updates on cloud formation and movement. These stations can impact solar-panel energy production and, if needed, reroute energy from other sources, preventing power interruptions.

Solar Initiatives – OUCollective Solar and OUCommunity Solar programs are making renewable power affordable and accessible to all of our customers. In 2018, OUC joined 11 municipal utilities from across the state and signed an agreement with the Florida Municipal Power Agency to build three solar farms in rural Orange and Osceola counties. OUC will serve as the anchor tenant, purchasing 108 of the 223.5 megawatts, or enough energy to power 20,000 residential customers. Adding to our solar portfolio, we installed a floating solar array that sends up to 31.5 kW of solar energy into the grid.

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In early 2019, OUC and the City of Orlando hosted Michael Bloomberg, former New York City Mayor and current UN Special Envoy on Climate Change, at our Gardenia Operations Facility. Bloomberg was there to highlight efforts between OUC and the City to reduce greenhouse gas emissions. Orlando is one of 25 U.S. cities to each receive a $2.5 million award from Bloomberg Philanthropies as part of its American Cities Climate Challenge, designed to show the significant cities can make by accelerating or implementing programs that combat climate change. We are playing an integral role in the City’s sustainability plans by increasing energy efficiency in buildings, expanding power and adding 150 EV charging stations throughout Orlando.
PUTTING MORE POWER IN THE CUSTOMER’S HANDS

Smart Energy Use – OUC’s Efficiency Delivered® program provides eligible residential customers with up to $2,000 of energy and water efficiency upgrades. These improvements are determined by an OUC conservation specialist and implemented by a licensed contractor. Customers pay only for their share of the cost, and, if they qualify, can arrange a payment plan for up to 12 months on their utility bills. In the past five years, the program has saved 93,785 Megawatt-hours (MWh).

OUC Alerts: Outage and Billing – The OUC Alerts program, which includes Outage Alerts and Billing Alerts, provides convenient, practical options – allowing customers to report and receive updates on outages and billing through their choice of text, voice or email communication. The Billing Alerts program also notifies customers when statements are ready, payments are due or payment status changes.

Saving Energy, Water and Money – As a partner in EPA’s ENERGY STAR® program, OUC helps customers save money and protect the environment through superior energy efficiency. Our online Interactive Conservation Guide provides information on saving energy, water and money around the home. We also offer conservation tips and videos, as well as online and in-home energy audits. Over the past five years, through energy audits and rebates, OUC customers have saved more than $1.5 million.

CONNECTED TO OUR CUSTOMERS

At OUC, we’re all about the customer experience. And serving our customers is about a lot more than delivering electricity and water. It also means empowering them with the tools and services they need to be more informed and more energy-conscious consumers.

OFFERING BRIGHTER WAYS TO SAVE

Commercial EV Charging Service – OUC brings reliability from the grid to the road with our Commercial EV Charging Service. Designed to help commercial customers keep their workforces on the move, this program allows businesses to offer hassle-free, cost-effective EV charging stations not only to their own fleet and employees, but also to their customers.

OUConvenient Lighting – OUConvenient Lighting provides commercial customers with a full spectrum of customized lighting solutions. Outdoor applications range from industrial parks to sports complexes to residential developments. Indoors, customers can upgrade to more cost-effective and energy-efficient lighting by retrofitting ballasts, replacing inefficient lamps and installing intelligent lighting controls. Orlando Health, Orange County Public Schools and the Homeowners Association of Eagle Creek are among those that have taken advantage of this bright way to save.

OUCooling – Operating more than 50,000 installed tons of chilled water services, OUC is the largest provider of chilled water in the Southeast. By outsourcing the production of chilled water for their air-conditioning needs, OU Cooling’s large commercial customers – including Dr. Phillips Center for the Performing Arts and Amway Center – have lowered A/C-related electricity charges and reduced capital and operational costs.

CONNECTING CUSTOMERS TO SOLAR SOLUTIONS

OUC is providing creative new ways to connect customers with solar energy. OUCollective Solar is an aggregation program designed to make it easier and more affordable for homeowners to install Solar Photovoltaic panels on their roofs by utilizing OUC’s buying power. Through this program – launched in July 2018 – customers have access to wholesale pricing from the top solar panel manufacturers in the industry. Another program, OUCommunity Solar, allows OUC customers to contribute to the production of clean energy from a large centrally located solar array, delivering all the advantages of solar without the expense of installing panels on their homes or businesses.
PUTTING SAFETY FIRST

At OUC, the health and well-being of our employees is a top priority, and we have developed best-practices training to promote on-the-job safety. Our Safety and Technical Training Division provides training and state-of-the-art equipment for our in-house Emergency Response Team. From classroom instruction to real-world scenarios, employees are trained to respond to chemical leaks, medical emergencies and fires. We also encourage dialogue among employees to further reduce injuries and accidents.

COMMITTED TO EMPLOYEES’ SUCCESS

By promoting and accelerating learning and development, OUC is attracting and retaining a skilled workforce in an ever-competitive labor market. At the same time, we’re implementing programs to improve employee engagement.

Education Reimbursement – Investing in our employees’ professional development is vital to our success as a community partner and employer. Through our Education Assistance Program, we offer financial assistance for employees pursuing associate’s, bachelor’s and master’s degrees and some certificate programs at accredited institutions, including technical schools and online programs.

CULTIVATING TOMORROW’S WORKFORCE

To more effectively recruit the workforce of the future, OUC is identifying skillsets that will be needed in our rapidly evolving industry and aligning them with our employee programs. Our internship programs are designed to attract top talent by providing challenging and meaningful work. Through our Emerging Student Program, we employ college students in a variety of areas across the company – from engineering to marketing – where they can work and learn in fast-paced environments. When internships are completed, many are given the opportunity to apply and interview for full-time roles.

Voice of the People – We launched Engage, a company-wide employee engagement initiative, to gather feedback that will be used to create action plans to improve our work environment over time.

Company-wide, OUC strives to create a safe and productive work environment that embraces employees’ personal and cultural identities. Forging a community that bridges cultures, builds lasting friendships and promotes inclusiveness is more than just good business; it is the right thing to do.
LENDING A HELPING HAND

Giving Back – 2018 was a record year for charitable outreach at OUC. Employees made the 2018 OUCares Workplace Giving Campaign the most successful yet, raising $208,086 to benefit the Heart of Florida United Way, United Arts of Central Florida and Project CARE, our emergency assistance program. Our additional charitable giving, including sponsorships, for the past five years totals more than $7 million and extends to non-profit organizations and foundations across the region, many of which are identified by employees who are dedicated to those particular causes.

Empowering Communities – OUC is currently engaged in an economic development partnership with the Central Florida Foundation to support the Parramore Asset Stabilization Fund. Along with several other organizations, we will participate in the renovation of 83 residential units in the Parramore community, providing energy and water efficiency upgrades such as attic insulation, duct work repair, ENERGY STAR® windows, A/C and water heaters, WiFi capable thermostats, irrigation and more. In addition, OUC will develop cost-saving programs and provide conservation education through neighborhood advisory councils.

Volunteering – When it comes to community service, OUC employees walk the walk – quite literally. We can be seen at events like the IOA Corporate 5K, Juvenile Diabetes Research Foundation Walk, American Heart Association Heart Walk and Making Strides Against Breast Cancer – as well as Ride 4 Ronald, OneBlood (Florida’s Blood Centers) blood drives and many others. Over the past five years, OUC employees have contributed more than 42,000 hours of their own time to Central Florida endeavors.

PROVIDING MUTUAL AID IN TIMES OF CRISIS

Hurricanes are a fact of life in Florida – and OUC is actively involved in planning and preparedness, as well as storm response and restoration. In 2018, for the second consecutive year, OUC hosted the 2018 Florida Mutual Aid Assistance Workshop, bringing together emergency managers, communicators and others to discuss best practices for efficiently working together when major weather events affect the state. Participants included Florida Power & Light, Duke Energy Florida, Tampa Electric, The Weather Company and the State of Florida.

OUC put those best practices to work in the fall of 2018 as Category 5 Hurricane Michael approached the Florida Panhandle. As part of the mutual aid agreement, OUC sent 21 employees and 17 trucks to Tallahassee the day before the storm struck so they could be rapidly deployed to help assess damage and restore power. In addition, water crews joined the effort once the storm passed, working to rebuild critical infrastructure. Similarly, when Hurricane Maria devastated Puerto Rico in 2017, we sent a team of line technicians, engineers and fleet personnel, along with equipment and supplies, to aid in rebuilding the island’s electric grid.

For OUC’s 2019 Earth Month Community Project, OUC employees volunteered alongside the Orlando City Foundation to revitalize the Quest Inc. Training Center in Orlando.

Todd Jernigan, Water Operations Manager, pressurizes a section of a water main in Bay County, after a direct hit from Hurricane Michael in October 2018.

In October 2018, about 90 OUC employees and family members took to the streets of Lake Nona for the 9th annual Ride For RMHCCF benefiting Ronald McDonald House Charities of Central Florida. OUC riders raised more than $19,000.
CONSERVATION THROUGH EDUCATION

Sustainability and the conservation of precious natural resources have always factored prominently into OUC’s community outreach efforts. To foster environmental stewardship, we’ve designed a number of programs to teach young people and adults to respect the value of energy and water.

Promoting Sustainability – Also dedicated to educating adults on the importance of sustainability, OUC conservation specialists make public appearances throughout the year to talk about energy and water conservation and renewable energy. These presentations are available to schools, business expos, professional organizations and homeowner associations.

MegaWatt Ventures: Creating Clean Energy Entrepreneurs – Sponsored by the U.S. Department of Energy, OUC and the University of Central Florida, MegaWatt Ventures is an annual clean-tech business competition for university student teams to compete for venture capital to help launch and grow their clean-tech innovations into successful businesses. By entering the competition, applicants have access to resources and educational programs and are surrounded with experienced business mentors, investors, technical experts and clean-tech industry veterans who assist them in commercializing their innovations.

Encouraging Water Conservation – In 2018, OUC reached more than 12,000 public school students in Orange and Osceola counties with our award-winning Project AWESOME (Alternative Water & Energy Supply, Observation, Methods and Education), a partnership with Orlando Science Center. AWESOME educates school children about the importance of water conservation through hands-on projects, such as building an aquifer and testing low-flow showerheads. Another OUC educational initiative, The Water Color Project, encourages students to conserve through an annual calendar contest and rain barrel painting.

This rain barrel, designed by Maitland Middle School students, is featured in the 2019 OUC Water Color Project.

MegaWatt Ventures grand prize winner Mahdi Eghbali, co-founder of VerdiLife and a doctoral student at the University of Iowa (center), poses with Alice Wang, U.S. Department of Energy; and Dr. Tom O’Neal, University of Central Florida.

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ENHANCING ECONOMIC DEVELOPMENT

Across the Orlando area, OUC has helped to drive economic development. We work closely with local partners to support growth and attract companies that are bringing jobs and business opportunities to the region.

Expanding Strategic Partnerships – LIFT Orlando, a local non-profit organization, illustrates how businesses across the region are partnering with residents to accelerate community transformation. One of LIFT’s largest projects is an $8 million revitalization of Lake Lorna Doone Park in west Orlando. OUC’s role in the project is sponsoring a 4,800-square-foot solar entertainment pavilion, EV charging stations and hydration stations. In addition, we are working to partner with the City of St. Cloud to build a 21-acre complex that will include LEED-certified operations and maintenance, logistics and fleet facilities; enhanced storm restoration facilities; joint facility support services; and a future 5-acre substation site.

Supporting Growth in Lake Nona – OUC’s strategic partnerships with Lake Nona, UCF and other local organizations helped the City of Orlando capture the $60-million United States Tennis Association (USTA) 64-acre National Campus. Our EV and solar-powered mobile-device charging stations, as well as our hydration stations, are helping the USTA enhance its eco-friendly blueprint. OUC and Orlando International Airport were also able to help Lake Nona capture KPMG’s $400-million, 55-acre world training headquarters, set to open in late 2019.

Bringing Creativity Downtown – OUC is providing 9 megawatts of electric infrastructure to Creative Village, the University of Central Florida and Valencia College’s downtown campus. Our engineering team has been working to ensure that we meet expected customer demands and our reliability targets.

OUC installed hydration stations at USTA’s training complex.

Construction progresses on Creative Village in downtown Orlando.
As the most economical renewable energy source, landfill gas is an essential part of OUC’s energy portfolio. In partnership with Orange County, OUC has captured methane emissions from county landfill cells and piped it to Stanton Energy Center since 1997, where it is used to generate electricity. In addition to reducing greenhouse gas emissions from the landfills, the 8-megawatt (MW) green energy program displaces more than three percent of the fossil fuel required and provides enough electricity every day for 12,000 homes. Our facility at the Orange County Landfill produces more than 100,000 megawatt hours (MWH) of reduced-emissions power — offsetting about 44,000 tons of coal each year. We have also signed new agreements with Orange County for future landfill projects — expanding capacity to 22 MW.

OUC and other local partners have secured $2.9 million in funding from U.S. Department of Energy’s National Energy Technology Lab (NETL) for two joint demonstration projects to study the use of algae for carbon capture, as well as its utilization into valuable bioproducts, such as a renewable fuel or high-quality animal feed. Construction and research on a one-acre test site is underway at Stanton Energy Center to grow algae and determine its feasibility as a method of capturing and utilizing carbon and nutrients.

In today’s world, there is no greater mandate for a utility company than to work relentlessly toward a greener future. OUC recognizes the critical role we play in reducing greenhouse gas and carbon emissions, protecting our air and water, and preserving our environment.

In 2017, the Kenneth P. Keaneek Community Solar Farm, a 13-megawatt array, began providing electricity to the power grid.

A meter transmission unit uses soundwave technology to detect small leaks before they become large-scale problems.

PROTECTING AND CONSERVING WATER

Water Education and Awareness Program — To help customers avoid high water usage, we have partnered with St. Johns River Water Management District (SJRWMD) to offer a Water Education and Awareness Cost-Share Program (WEAP), which is focused on decreasing water use for high-irrigation customers. Grant money received from SJRWMD is passed along to the customer through irrigation service improvements, performed by qualified contractors.

Advanced Metering Infrastructure (AMI) — OUC focuses on providing high-quality, great tasting water — with efficiency and with a record of better-than-average losses. The more water we can capture in our distribution system, the less water we’ll need to pull from the aquifer, which makes AMI capabilities and other Smart-Grid technologies so important. Our entire service area utilizes digital electric and water meters, which provide customers with easy-to-read, detailed information about water use and consumption alerts. The new AMI meters also offer access to immediate, accurate information that allows us to better predict and prevent outages and restore power faster.
OUC’s Green Team is made up of employees from across the Commission. In April, the team held an e-waste collection across OUC that diverted 36,342 pounds from local landfills.

**SUSTAINABILITY AT WORK**

OUC has created a workplace culture that encourages employees to implement practical, sustainable operations at work. Our Green Team identifies ways to improve energy and water efficiency in our buildings, reduce waste, use product inventories more efficiently, lower emissions from operations, and create a healthier, happier environment for employees and customers.

Part of this effort involves waste management. Since 2010, we have recycled – in an environmentally responsible way – thousands of gallons of hazardous materials, as well as thousands of pounds of cardboard and paper, porcelain insulators, wooden pallets, wooden wire and cable reels, retired brass water meters, and steel, aluminum and copper. We also continue to develop internal procedures for using electronic document storage, online document review, double-sided printing, and recycled paper and office products. In addition, OUC offers an electronic recycling program so employees can drop off old or unused computers, small household appliances and phones, as well as office, A/V and gaming equipment.

OUC pumps nearly 32 billion gallons of water per year to customers across a 200-square-mile service area.

OUC’s state-certified water quality lab tests water, which is sourced from an aquifer fed by rainwater, for regulated and unregulated substances to ensure that families receive safe, great-tasting water.

OUC’s water lab conducts thousands of water-quality tests annually, including those for more than 135 regulated and unregulated substances.

**PROTECTING WILDLIFE**

**Avian Protection** – With more than 66,000 distribution poles in our service area, OUC takes the safety of our bird populations very seriously. Many birds build nests on power poles and utility structures, increasing risks for them and our electric system. Using computer modeling, we track nesting locations and foraging behaviors of bald eagles. To protect them, we install coverings on conductors, transformers and poles.

**Preserving Wildlife Habitats** – Our extensive forest management program protects an undeveloped wildlife refuge and habitat that makes up more than two-thirds of Stanton Energy Center’s 3,280 acres. The refuge is home to endangered species such as the rare Red-cockaded woodpecker (pictured below), as well as a variety of other wildlife, including eagles, deer, red foxes, alligators, gopher tortoises, sandhill cranes and red-wing blackbirds. To ensure their long-term survival and rejuvenate forest growth, we conduct prescribed burns of approximately 1,600 acres of vegetation at Stanton.

**Reforestation of Stanton Energy Center** – In 2018, OUC employees and volunteers replanted sections of Stanton Energy Center where trees have thinned due to storms and age. More than 17,000 longleaf pine trees were selected to improve the habitat of wildlife. In addition to improving the natural attributes of the site, the trees will recycle carbon dioxide from the air, and our team of environmental specialists will measure and track how this process offsets CO2 emissions from the generating units.

**Tree Line USA Award** – For the 20th consecutive year, OUC—The Reliable One was recognized by The Arbor Day Foundation for its commitment to proper tree pruning, planting and care of the City of Orlando’s impressive tree canopy. The utility’s efforts help maintain affordable rates and record reliability by protecting existing electric infrastructure. The 2019 Tree Line USA designation also recognizes OUC’s commitment to helping customers plant the right tree in the right place as part of its comprehensive vegetation management program. OUC has achieved and kept its Tree Line USA status by meeting five stringent standards including maintaining quality tree care, providing annual employee training for best tree-care practices, sponsoring tree plantings and public education programs and participating in an Arbor Day celebration.

In January, OUC partnered with the City of Orlando for the Plant Seedlings for Civil Rights event and sponsored a giveaway of 120 (3-5 gallon) fruit and canopy trees. The trees’ maximum height is less than 15 feet, which is utility-line friendly, and provide an annual harvest for customers.

In 2018, OUC employees and volunteers planted more than 2,000 native fruit and canopy trees. The trees’ maximum height is less than 15 feet, which is utility-line friendly, and provide an annual harvest for customers.

In 2018, OUC pumps nearly 32 billion gallons of water per year to customers across a 200-square-mile service area.

OUC’s water lab conducts a 200-square-mile service area.

OUC’s Green Team is made up of employees from across the Commission. In April, the team held an e-waste collection across OUC that diverted 36,342 pounds from local landfills.

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OUC is one of the largest water utilities in Florida and serves a population of approximately 442,000.

OUC pumps nearly 32 billion gallons of water per year to customers across a 200-square-mile service area.

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