



CONNECTIONS

News and Information from OUC—The *Reliable One* | JANUARY 2015

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**HAPPY
NEW YEAR**

2015



Avoid the Wait When You Call



USE THE PRIMARY NUMBER ASSOCIATED WITH THE ACCOUNT.

With OUC's automated phone system, you can easily make a payment, start, stop or move service, report an outage and more. Calling from the primary phone number associated with your account will help you complete your request quicker. You can update your account's primary phone number at any time over the phone or by logging in to your myOUC account at www.ouc.com.

Advanced voice recognition, touch tone options and new menu options allow you to manage your account and services without having to speak to a customer service agent.

If you do need to contact us, our agents are available from 7 a.m. to 6 p.m. Monday through Friday via email at customerservice@ouc.com or by phone at **407-423-9018 in Orlando/Orange County** and **407-957-7373 in St. Cloud/Osceola County**. All calls are answered in the order they are received.

Tips For Space Heaters

We typically experience mild winters in Central Florida, but if temperatures do fall, keep these vital tips in mind to keep your home and family safe while using a space heater:

- Read the manufacturer's instructions before use and be sure that the space heater has been tested by a certified organization.
- Keep space heaters at least three feet from flammable materials such as bedding, clothing, draperies, furniture and rugs.
- Keep space heaters away from wet areas. Check the instructions to see if the heater is intended for use in locations such as bathrooms.
- Don't allow unsupervised children around space heaters.
- Never use a space heater to warm bedding, cook food, dry clothing or thaw pipes.
- Plug your space heater directly into an outlet; don't use an extension cord.
- Be sure that the circuit you plug the heater into can handle the added load.
- Unplug and safely store space heaters when not in use.



Convenient Places To Pay



Did you know that you can pay your OUC bill at all Amscot locations, as well as hundreds of other locations such as convenience and grocery stores around town? In fact, payments made at these locations are applied to your OUC account in real time.

Visit www.ouc.com/paymentcenters to find a location near you. Note: there may be a small fee added to make payments at some locations.



New Vendor For Credit Card Payments



If you use a credit card to pay your utility bill, effective December 29, OUC is switching from Western Union SpeedPay to a new third party vendor – KUBRA. Your cost per credit card transaction will drop from \$5.75 to \$3.75. However, because of new policies in the industry, the credit card cap for residential customers will be lowered to \$1,000 over a rolling 28-day period. OUC offers many other convenient payment options such as eCheck that are either free or carry a small fee.

Visit www.OUC.com/waystopay to learn more.

Central Floridians Can Qualify for Up to \$6,143 in Tax Credits



HEART OF FLORIDA UNITED WAY OFFERING 30+ FREE TAX PREP SITES

With tax season underway, here's a little post-holiday relief for your wallet. Hundreds of thousands of Central Floridians are eligible for credits of up to \$6,143 on their federal returns through the Earned Income Tax Credit (EITC). If you've worked one day in the past year, you may qualify!

To help qualified residents get their taxes prepared for free and claim the credit, Heart of Florida United Way is partnering with the Internal Revenue Service's Volunteer Income Tax Assistance (VITA) program to provide more than 30 free tax preparation sites from the opening of filing season through April 15.

Call **2-1-1** or visit HFUW.org to learn more about eligibility and to find a VITA site near you.

Prefer to file online?
Visit MyFreeTaxes.Com to file for free.



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