



# CONNECTIONS

News and Information from OUC—The *Reliable One* | JANUARY 2019

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HAPPY  
 NEW  
 YEAR

2019

## BILLING ALERTS NOW AVAILABLE



At OUC, we're always seeking innovative ways to enhance your customer experience. That's why we launched OUC Alerts to keep you informed about your electric and water services. We kicked off 2018 with Outage Alerts to keep you in the know during service outages. And, we're ringing in this

new year with Billing Alerts, the newest addition to the OUC Alerts suite.

Billing Alerts will let you know when your bill is ready to be viewed and when your payment is due via your choice of text, email or voice. You can also request your current balance.

### *Not registered for OUC Alerts?*

#### *Register via text*

- Text **REG** to **69682** (myOUC) on your mobile device
- Follow the prompts



#### *Register via your myOUC profile*

- Visit **OUC.com**
- Log in to myOUC
- Click **"Alerts"** in the left navigation menu
- Click **"Manage Preferences"**
- Add your email or phone number
- Select Outage and Billing Alerts preferences

For more information about OUC Alerts, visit [OUC.com/alerts](http://OUC.com/alerts).

#### *Existing OUC Alerts customer? Simply manage your preferences.*

- Visit **OUC.com**
- Log in to myOUC
- Click **"Alerts"** in the left navigation menu
- Click **"Manage Preferences"**
- Add Billing Alerts preferences

## TAKE THE GUESSWORK OUT OF HOME UPGRADES WITH OUC'S PREFERRED CONTRACTOR NETWORK

We know it can be a struggle to find a trusted professional to make repairs and handle upgrades around your home. So, we've taken the guesswork out of it and assembled a list of OUC-trusted contractors in Central Florida. Our Preferred Contractor Network (PCN) includes

professionals who have been vetted by our staff and adhere to a strict code of conduct and ethics. For more information and to find a contractor list categorized by specialty, visit [ouc.com/pcn](http://ouc.com/pcn).



## COLD WEATHER ENERGY EFFICIENCY TIPS

*Did you know winter electric bills can be 2-3 times higher than fall or spring bills? Check out these tips to warm up to savings during cold weather season:*



- Keep your thermostat at 68 degrees. For each degree above 68, the heating portion of your bill can increase four to six percent.
- Set the thermostat fan to “Auto.”
- Be sure to replace dirty filters.
- Install a programmable thermostat to adjust the temperature automatically.
- Keep drapes and blinds open during the day to let in the sun’s heat.
- Set your ceiling fan to run clock-wise to force warmer air toward the floor.



Get more winter safety and efficiency tips at [OUC.com/coldweather](http://OUC.com/coldweather).



## KEEP AN EYE ON YOUR ENERGY CONSUMPTION WITH OUC’S USAGE DASHBOARD

OUC’s online Usage Dashboard helps track energy consumption so you can understand the days and times you use it the most.

Making small changes based on this information can lead to more informed usage decisions and ultimate energy savings. To view your dashboard, log in to [my.OUC.com](http://my.OUC.com) and click the blue “View Usage” button.



## PREPARE YOUR TAXES FOR FREE

Tax season is officially under way and The **Heart of Florida United Way** wants to help ensure you get your full refund! United Way is opening Volunteer Income Tax Assistance (VITA) sites across Central Florida for residents to file their income taxes for free. If you made less than \$66,000 last year, you qualify to have your taxes done for free by an IRS-certified volunteer. Many volunteers are bilingual.

To find the VITA site closest to you, dial **2-1-1** or text “**MyMoney**” to **898-211** or visit [HFUW.org/taxes](http://HFUW.org/taxes).

If you would rather file your own taxes online, United Way has partnered with H&R Block to offer [www.MyFreeTaxes.com](http://www.MyFreeTaxes.com). It is powered by H&R Block’s premium software, so you can trust that filing will be easy, secure and 100% accurate.

The software scans for any tax credit you’re entitled to, including the Earned Income Tax Credit. Plus, you can ask an IRS-certified specialist questions in real time!



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