



# CONNECTIONS

News and Information from OUC—The *Reliable One* | FEBRUARY 2014

## INSIDE

FAQs and More  
Manage Account with myOUC  
Utility Scam Alert  
Central Florida Fair  
Bach Festival

## GOT QUESTIONS? GET ANSWERS



**Can I start service online?**

*Yes, just go to [www.ouc.com](http://www.ouc.com).*



**Do I need a deposit?**

*It depends.*

**There are trees near my power lines; should I trim them?**

*No, leave it to the pros like OUC.*



**Does OUC have any programs for electric vehicles?**

*Yes, an EV charging station rebate.*



**Who do I call before I dig in my yard?**

*Call 8-1-1 to locate buried lines.*



**Does OUC have a rebate for solar?**

*You bet we do!*

### FIND FAQs AND MORE ONLINE

You have questions; we have answers . . . not all of them, but a lot. So whether you're wondering how to start service at a new location or find out if it's safe to put that pool in your yard, go to [www.ouc.com/FAQ](http://www.ouc.com/FAQ) to find dozens of the most frequently asked questions,

as well as other helpful information like links and even how-to videos. When we get questions we think other customers might benefit from, we post them here. So if you can't find what you're looking for, let us know at [customerservice@ouc.com](mailto:customerservice@ouc.com).

## Manage Your Account with myOUC

With myOUC, you can easily manage your OUC account online or on the go . . . from any device. Just go to [www.ouc.com](http://www.ouc.com) and click Register to set up your profile, if you haven't already. You will need your OUC account number and PIN located at the top left of your OUC bill. Once you've created your username, password and set up your security questions, you'll have full access to all of our online features, including making a payment, paperless billing, enrolling in Autopay and more.

When you sign up for myOUC, you will be enrolled in paperless billing and each month you will receive an email letting you know your statement is ready to view. If you prefer to continue receiving paper statements, simply change your preference when logged into your myOUC account.



**More than 81,000 OUC customers**

have signed up for a myOUC online account to pay their OUC bills, go paperless, track their energy and water usage, report a problem and more.

## Utility Scam Alert



OUC wants to make you aware of a nationwide utility scam targeting small commercial businesses and attempting to collect payments. We've had recent reports in the Orlando area. In several cases, customers lost money to criminals claiming to be from OUC. If you receive a call threatening disconnection if a payment is not made immediately using a GreenDot Money Pak pre-paid card, please hang up and contact local law enforcement and then alert OUC.

OUC does not require customers to use pre-paid cards. We provide advance notification via post card regarding past due bills and potential service interruptions. If we do call, it is a week in advance and we do not request personal information, such as social security or credit card numbers.

For more on how to avoid utility scams, visit [www.ouc.com/scams](http://www.ouc.com/scams)

## HERE COMES THE FAIR!

### SPECIAL OFFER FOR OUC CUSTOMERS

Present this coupon at the Central Florida Fair for **one FREE admission for a child 12 and under.**

Valid any one day from February 27 – March 9, 2014.

Additional tickets may be purchased at a discounted price at [www.ouc.com/fair](http://www.ouc.com/fair)

Ten percent of ticket sales made through this site will benefit United Way.



## Bach Festival Runs from February 14 to March 2



The Bach Festival Society of Winter Park has the distinction of being the third-oldest continuously operating Bach Festival in the United States and is well known internationally. The highlight of the society's season is the annual Bach Festival. This year the 79th annual festival will feature five outstanding programs.

J.S. Bach's magnificent *St. John Passion*, a visceral work of raw emotion, returns for this year's festival alongside Haydn's monumental *Creation*, a dramatic portrayal of the creation of the earth presented with humor and fervor. A playful and passionate *Concertos by Candlelight* program featuring Vivaldi's *Bassoon Concerto* and violinist Lara St. John performing Bach's *Violin Concerti 1 and 2* and an organ recital from Ken Cowan.

**What:** The 79th Annual Winter Park Bach Festival

**Where:** Knowles Memorial Chapel at Rollins College, 1000 Holt Ave., Winter Park, FL 32789

**When:** February 14 – March 2

**Cost:** Tickets from \$25 to \$65

A complete festival schedule, ticketing and information are available at [www.bachfestivalflorida.com](http://www.bachfestivalflorida.com) and by calling the Bach Festival Office at **407.646.2182**.

Para ver esta edición de *OUConexión*, por favor vaya en línea a [espanol.ouc.com](http://espanol.ouc.com).



ORLANDO UTILITIES COMMISSION

RELIABLE PLAZA • 100 W. Anderson Street • Orlando, FL 32801  
Tel: 407-423-9018 • [www.ouc.com](http://www.ouc.com)

