



# CONNECTIONS

News and Information from OUC—The *Reliable One* | FEBRUARY 2021



## MORE THAN 20,000 CUSTOMERS ENJOY PEACE OF MIND WITH OUC'S HOME WARRANTY PROTECTION PROGRAMS

OUC's home warranty programs have helped thousands of Central Florida residents cover the costs of unexpected home repairs.

From unpredictable power surges – especially during storm season – to clogged sewer lines, these programs can provide peace of mind knowing you and your wallet are safe from problems that may not be covered by homeowners insurance or are not the responsibility of your utility.

OUC has partnered with American Water Resources of Florida (AWRF) to provide these home warranties. AWRF has a proven track record of excellent service, protecting more than 1.4 million service lines nationwide with an A+ rating with the Better Business Bureau.

*"Our problem was handled without dispute... and we were sent a very reputable company to do the repair." – Alex B., Orlando*

### Programs Available:



Water Line Protection Program

**\$4.99/month\***



Sewer Line Protection Program

**\$6.49/month\***



Interior Electric Line Protection Program

**\$4.49/month\***



Surge Protection for Renters Program

**\$4.99/month\***



Power Surge Protection Program

**\$9.99/month\*  
+ tax**



In-Home Plumbing Protection Program

**\$4.49/month\***

*\*Added to monthly OUC bill.*

To enroll in these services or learn more, visit [www.AWRUSA.com/OUC](http://www.AWRUSA.com/OUC) or call **877-320-4624**.

## PROUD TO PARTNER WITH BRONZE KINGDOM

OUC is proud to partner with **Bronze Kingdom**, a museum with more than 2,000 bronze, beaded and wooden sculptures representing all of Africa. The partnership supports the development of the "America to Africa Power Project," an upcoming interactive exhibit that will expose Orange County Public Schools students, as well as students on the continent of Africa, to the vital role reliable energy serves in everyday life. Through an online portal, local students and those in Africa will have the opportunity to share how their experiences differ in an effort to promote the importance of a reliable grid and sustainable energy.



Bronze Kingdom Museum  
 6464 International Dr.  
 Orlando, FL 32819  
[BronzeKingdom.com](http://BronzeKingdom.com)

## STANTON ENERGY CENTER LAWSUIT DISMISSED

On Wednesday, November 18, 2020, the federal district court entered an Order dismissing, with prejudice, all claims against OUC in the lawsuit filed in 2018.

The court's order, which terminates the lawsuit in its entirety, was issued in response to Plaintiffs' request to dismiss their claims against OUC. This request for dismissal was a voluntary and unilateral decision by Plaintiffs to abandon their claims — it was not based on any settlement or agreement with OUC.

Read the full court order at [OUC.com/Stanton](https://www.ouc.com/Stanton).

## ADJUST IRRIGATION SETTINGS

When clocks move up an hour March 14, so do the St. Johns River Water Management District's irrigation rules. Here are the days you're allowed to water your yard beginning DST:

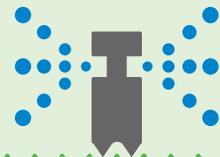
**Saturday & Wednesday:** Homes with odd-numbered or no addresses.

**Thursday & Sunday:** Homes with even-numbered addresses.

**Tuesday & Friday:** Non-residential (commercial, public, industrial) properties.

Remember to water only when necessary for **no more than one hour per zone and never between 10 a.m. and 4 p.m.**

Learn more about watering restrictions at [SJRWMD.org](https://www.sjrwm.com).



Learn more about H2OUC via the OUC Water Quality Report at [OUC.com/wqr2019](https://www.ouc.com/wqr2019) or to request a printed copy, call **407-423-9018** or visit [OUC.com/wqrrequest](https://www.ouc.com/wqrrequest).

*Para asistencia en español con el Reporte Anual 2019 de la Calidad del Agua favor de llamar al teléfono **407-423-9018**.*



## NEW IMAGE YOUTH CENTER

Located in the heart of Orlando's Parramore neighborhood, New Image Youth Center (NIYC), "The Good in the Hood," has served nearly 130 local youth annually at no cost for 17 years. NIYC's after-school and summer camp programming includes activities and resources for academic support, social development, health and fitness, and social justice to grades K-12. Crisis intervention services, including mental health counseling and short-term financial support, also are available for youth and their families in times of need. Over 130 youth are served annually, and all services are provided at no cost to participants.

Learn more at [NewImageYouth.org](https://www.NewImageYouth.org).



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



ORLANDO UTILITIES COMMISSION

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