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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*
+ tax



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 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

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).

myOUC PUTS YOUR ACCOUNT AT YOUR FINGERTIPS

Registering for a myOUC online account connects you to your utility services and helps you take complete control.

You can:

- Start, stop, move services
- View/Pay your bill online
- Enroll in Autopay
- Sign up for paperless billing
- Monitor electric/water usage via the OUC Usage Dashboard
- Register for OUC Outage and Billing Alerts
- And more!

To register, log in to your *myOUC* account at [OUC.com](https://www.ouc.com). You'll need your OUC account number and the PIN located on your paper bill.



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).



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ORLANDO UTILITIES COMMISSION

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