



NEW WATER TREATMENT PROCESS INCREASES EFFICIENCY IN PURIFYING WATER



OUC is upgrading each of its seven water treatment plants with a sidestream ozone-injection system like this one.

OUC is investing in new water treatment technologies that will reduce the amount of energy needed to produce clean, tasty water. The sidestream ozone-injection system is a pipeline through which untreated well water flows as bubbles of ozone are injected into it. The process

removes the pungent scent of hydrogen sulfide in water pumped from the Lower Floridan aquifer.

With this new ozone-injection process, OUC is able to deliver the same high-quality potable water to customers but use less

ozone and liquid oxygen (LOX). The reduction in ozone use also means less energy is needed to produce it at our water treatment plants, creating greater value to customers.

By lessening the amount of liquid oxygen needed to treat water, OUC is reducing its vulnerability to possible shortages of the component, such as the one that occurred this past summer. For seven weeks, OUC customers cut back on water consumption while our water treatment capacity was impacted by a regional liquid oxygen shortage.

Three of seven OUC water treatment plant have undergone the upgrade so far. Each project takes about two years to complete.

LEARN MORE ABOUT HOW WE'RE CREATING VALUE AT [OUC.COM/CONNECTED](https://www.ouc.com/connected).

OUC HONORED FOR COMMUNITY INVOLVEMENT

For the seventh consecutive year, OUC was honored as a recipient of the Florida Municipal Electric Association's (FMEA) "Building Strong Communities" award. OUC earned the recognition for its extensive community involvement, touching upon everything from energy and water conservation to neighborhood revitalization to small business assistance.

FMEA recognized 22 public power utilities for leading programs that improve the environment,

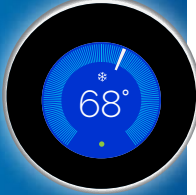
provide community education, collect charitable donations, focus on crime prevention, and set up lights for playgrounds, ball fields and holiday displays. FMEA also presented awards to utilities for installing charging stations for phones and electric vehicles, participating in community celebrations and hosting blood drives and career fairs and more.



COLD WEATHER ENERGY EFFICIENCY TIPS

Did you know winter electric bills can be two to three times higher than fall or spring bills? Check out these tips to warm up to savings when cold weather comes our way.

- Keep your thermostat at 68 degrees. For every degree below 68, you can save \$4 to \$6 on your bill.
- Set the A/C fan to 'auto'.
- Replace dirty A/C filters monthly.
- 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 clockwise to force warmer air toward the floor.



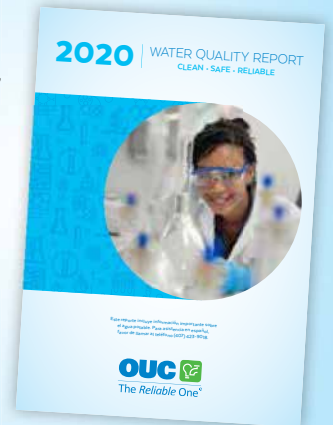
Find more winter safety and efficiency tips at OUC.com/coldweather.

2020 WATER QUALITY REPORT

Learn more about H₂OUC via the 2020 OUC Water Quality Report at OUC.com/wqr2020. The report contains important information about the source and quality of your drinking water.

To request a printed copy of the 2020 Water Quality Report, call **407-423-9018** or visit OUC.com/wqrrequest.

*Para conocer más en español sobre el Reporte Anual de Calidad de Agua 2020, llámanos al **407-423-9018**.*



UPGRADE INSULATION AND GET A REBATE!

Adding attic insulation is one of the most effective and least expensive things you can do to increase the energy efficiency of your home. OUC offers residential customers a rebate of 10 cents per square foot on upgraded attic insulation with an R-30 value or higher.



DOOR/WINDOW LEAKS CAN DRAIN YOUR WALLET

Sealing door and window leaks can improve energy efficiency, leading to bill savings. Simple fixes can include installing weather stripping on doors and caulking around windows. Older homes can even reap major benefits from ENERGY STAR® windows and OUC can help with the costs with a \$1.50/square foot rebate.

Visit OUC.com/rebate for more on OUC's energy rebates.

Para ver esta edición de **OUConexión**, por favor vaya en línea a espanol.ouc.com.



ORLANDO UTILITIES COMMISSION

RELIABLE PLAZA • 100 W. Anderson Street • Orlando, FL 32801
Tel: 407-423-9018 • ouc.com

