



# CONNECTIONS

News and Information from OUC—The *Reliable One* | MARCH 2016

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## A Message From OUC Board President — Linda Ferrone

### Flint's Water Ills No Problem in Orlando

I have been watching events unfold in Flint, Michigan with heartbreak and concern. I want to assure the residents of Orlando that I, Mayor **Buddy Dyer**, General Manager & CEO **Ken Ksionek**, and the other members of the Orlando Utilities Commission (OUC) board are vigilant in our efforts to provide safe, high-quality water to this community.

OUC draws its water from the pristine Lower Floridan Aquifer. We have used the same source since 1957 with a proven track record of producing water that meets the highest standards of purity.

We closely monitor and sample our water as it is pumped from a system of 31 deep wells. We treat it with ozone, the strongest disinfectant available, at all seven of our water treatment plants. We then continue to test our water at multiple points along the way to your tap.

OUC does not use lead service pipes like those employed in older cities and we take corrosion control measures to not only protect our nearly 1,800 miles of water mains, but everything else our water touches on the way to our customers' faucets.

In addition to meeting all federal and state regulations, OUC has its own Water Quality Lab that conducts 20,000 tests per year to ensure the quality and safety of our drinking water. Our chemists test for more than 135 regulated

and unregulated substances including lead and copper. If a customer has a concern about their water quality, they can call our lab at **407-434-2549** to speak with a water quality professional.



Additionally, OUC mails its annual Water Quality Report to all water customers. It contains detailed information about our drinking water and the steps we take to ensure its safety. These consumer confidence reports outline what we test for, OUC levels, and allowable levels. There is even a section publishing the results of our lead and copper sampling at customer taps. The past eleven years of Water Quality Reports are available on our website [www.ouc.com](http://www.ouc.com).

In conclusion, at OUC, we take our name The *Reliable One* seriously and we work very hard to live up to our reputation every day. I want to assure the citizens of Orlando that we proudly accept our responsibility to maintain the public trust, and are committed to providing safe, high-quality, great-tasting water today and for generations to come.

*This letter appeared in the Orlando Sentinel.*



## Fixing Leaks Makes Good Watersense

Did you know that household leaks waste more than one trillion gallons of water each year nationwide? That's why OUC and the Environmental Protection Agency's WaterSense program urge you to participate in this year's **Fix-A-Leak Week March 14-20**. Detecting and repairing leaks in your plumbing fixtures and irrigation systems can save valuable water and money all year long! For more information about water conservation, as well as tips on repairing leaks, visit [www.ouc.com/water](http://www.ouc.com/water).



## Schedule Home Service and Repairs With Peace of Mind

OUC receives thousands of calls each year from customers who need the assistance of home repair and service professionals. We are pleased to put these customers in touch with members of our Preferred Contractor Network (PCN). These trusted professionals have been vetted by OUC and adhere to strict standards of conduct and a Code of Ethics.

For more information on OUC's Preferred Contractor Network, visit [www.ouc.com/pcn](http://www.ouc.com/pcn). Here you'll find contractor contact information categorized by specialty.



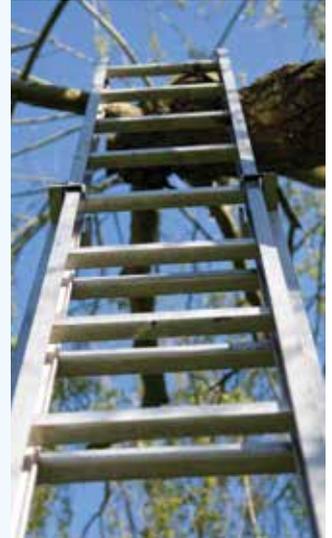
## Safety Tips for Working Outdoors

It's a great time of year to enjoy our beautiful weather by sprucing up outside your home. But remember to keep cranes, ladders, tree-pruners and other equipment at least 10 feet away from power lines. Electricity can transfer to equipment that's too close to a power line, even if it's not touching.

**Look Above You.** Check to make sure the area above you is clear of power lines. If you think lines may interfere with your project, call OUC at **407-423-9018**

at least two business days prior to starting your project. We'll give you tips on how to complete the work safely.

**Call Before You Dig.** Before starting any digging on your property, Florida law requires you to call Sunshine State One-Call at **800-432-4770** or **8-1-1** to find out where underground pipes and electric lines are located. Please call at least two business days before starting, whether it involves heavy equipment or even simple landscaping.



## Don't Miss This Year's Bacchus Bash on April 1

The Central Florida Hotel & Lodging Association will host the 30th annual Bacchus Bash – "Food, Drink and Fun for Everyone" supporting Central Florida Hospitality Education.

This fundraising event will occur on **Friday, April 1, 2016** at the Orlando Premium Outlets® - Vineland Avenue, from 5 p.m. until 10 p.m. Attendees of this "FREE PARKING" and "FREE ADMISSION" event may purchase "Bacchus Bucks" which may be used to sample some of Central Florida's finest food, beverages and desserts from premier hotels and restaurants.

Additionally, a Silent Auction with over 200 items and a raffle will be held on the night of the event. All Bacchus Bash net proceeds benefit the CFHLA Foundation, Inc., which provides scholarships and grants to Central Florida hospitality students and schools.

For additional information, please visit [www.bacchusbashorlando.com](http://www.bacchusbashorlando.com) and [www.facebook.com/cfhla.bacchusbash](https://www.facebook.com/cfhla.bacchusbash).

**What:** Bacchus Bash: Food, Drink & Fun for Everyone

**Where:** Orlando Premium Outlets® - Vineland Ave  
8200 Vineland Avenue,  
Orlando, FL 32821

**When:** Friday, April 1, 2016  
from 5 P.M. – 10 P.M.



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



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