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

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Raise a Glass to Drinking Water Week



On May 4-10 join OUC, the American Water Works Association and its members to celebrate **Drinking Water Week** by choosing to drink tap water over bottled water. It not only reduces your carbon footprint, you actually conserve water.

OUC's water is clean, great tasting and available right from your tap. We start with water from the Lower Floridan Aquifer, a well-protected reservoir located hundreds of feet below ground. Before it gets to you, we treat this already high quality water with ozone, the strongest disinfectant available. Our water sparkles like spring water and is just as fresh and clean tasting.

Invest in a reusable glass or metal bottle and fill it at home or at the office. It's cheaper, easier and better for the environment because it keeps disposable bottles out of the landfills.

For more information about OUC's drinking water, go to www.ouc.com/water.

Water Wisely During Water Conservation Month

April is Water Conservation Month, which makes it the perfect time to spruce up the yard with water-wise plants and check that your irrigation system is working properly. Now that Daylight Saving Time has returned, residential lawns can be watered twice a week for up to one hour per zone. Irrigation for **odd-numbered addresses is allowed Wednesdays and Saturdays**. Watering for **even-numbered or no addresses is allowed Thursdays and Sundays**. Non-residential properties can water Tuesdays and Fridays. There are exceptions for new lawns and plantings, which can be watered every day for up to 30 days, but make sure your sprinklers are not running between 10 a.m. and 4 p.m., when watering is restricted. And don't forget to check for broken or damaged sprinkler heads.

Urban vegetable gardens are popping up all over the Orlando area and many are designed with water conservation in mind. Check with your local agricultural extension office for tips on hand-watering, drip irrigation and rain barrels. To learn more about water conservation, visit us at www.ouc.com/water.

Up to 50%
of a typical home's
water use goes
to irrigation

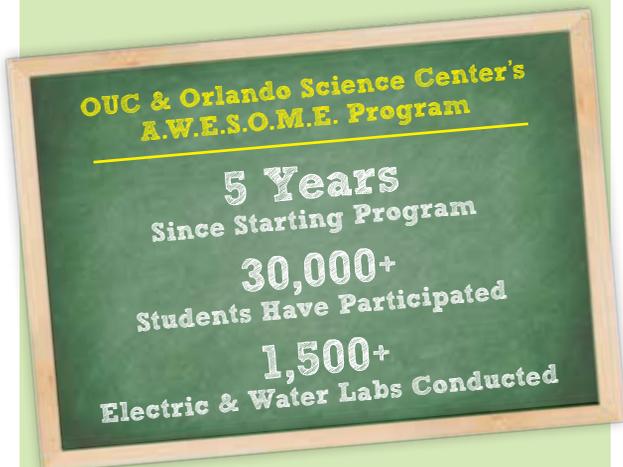


Awesome Starts Early With OUC

At OUC, we believe awesome starts early when it comes to conservation. So OUC's **A.W.E.S.O.M.E. (Alternative Water & Energy Supply; Observation, Methods & Education) Project** gives fifth grade students in Orlando and St. Cloud the opportunity to test low-flow showerheads or compact fluorescent light bulbs (CFLs) against traditional fixtures in their classrooms.

OUC, in partnership with the Orlando Science Center, delivers interactive electric conservation and alternative energy sources education to Orange and Osceola county public school classrooms within our service territory. The Orlando Science Center, using content approved by OUC, has developed a curriculum and designed activities that meet Sunshine State Standards and target fifth graders, who are preparing for their first Science FCAT test.

The program includes classroom workshops for students, as well as hands-on labs and pre- and post-classroom activities. To meet the growing needs in the fields of Science, Technology, Engineering and Mathematics (STEM), OUC recently expanded the program to include design-based challenges, such as building a model green roof and floating gardens, to align with new Common Core Standards, Sunshine State Standards and 21st Century Learning Skills.



Avoid The Wait When You Call

USE THE PRIMARY NUMBER ASSOCIATED WITH THE ACCOUNT

With OUC's automated phone system, you can make a payment, start, stop or move service, report an outage and more. Whether you need to check your balance or report an outage, calling from the primary phone number associated with your account helps complete your request faster. You can update the phone number on your account at any time over the phone or by logging into **myOUC** at www.ouc.com.

If you do need to contact us, our agents are available from 7 a.m. to 6 p.m. Monday–Friday by emailing customerservice@ouc.com or calling **407-423-9018** in **Orlando/ Orange County**.

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