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

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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.

Our automated phone system lets you manage your account and services without having to speak to a customer service agent. You can call back or log into your myOUC account to check the status of a service or payment.

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 **407-957-7373** in **St. Cloud/Osceola County**. For the shortest possible wait, the best time to call is before 9 a.m. All calls are answered in the order they are received.

Pay by eCheck for FREE Online, Over the Phone

OUC offers a variety of free payment options that help take the stress out of paying your monthly utility bill. Our eCheck service lets you pay your bill securely online or over the phone with a check 24 hours a day, 7 days a week. Your payment is credited immediately, and best of all, the service is free. Simply log in to www.ouc.com using your existing username and password or register for an online account or call **407-423-9018** to use our automated phone system.

Want to make it even easier? Never worry about forgetting a payment again when you enroll in Autopay.

For more payment options and locations, visit www.ouc.com/waystopay.

eCheck FREE 
www.ouc.com/waystopay



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 build a solar-powered car or test 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.

**OUC & Orlando Science Center's
A.W.E.S.O.M.E. Program**

5 Years
Since Starting Program

30,000+
Students Have Participated

1,500+
Electric & Water Labs Conducted

Help Prevent Wildfires

April and May are two of the most active months for wildfires. Longer days coupled with windy, warmer weather conditions and dry vegetation allow for easy fire starts that spread rapidly. So think before you act. Consider that the following objects and activities can start a wildfire, destroying homes, threatening lives and damaging our natural resources:

- Sparks from equipment
- Hot charcoal from barbecue grills
- Tossed cigarettes
- Discarded fireworks
- Abandoned campfires
- Hot vehicle exhaust systems
- Unattended debris burning

Fire restrictions may be in effect in some areas. For information, contact the **Florida Forest Service** at **407-856-6512**, or go to **www.floridaforestservice.com**.



Watch Out for Utility Scams

OUC wants to remind customers about a nationwide utility scam targeting small commercial businesses and attempting to collect payments. We have had numerous, recent reports of this in the Orlando area. And, in several of the cases, customers lost money to criminals claiming to be from the Orlando Utilities Commission. Customers who have any doubts about the legitimacy of any call from OUC, especially one in which payment is requested, should contact OUC directly at **customerservice@ouc.com** or **407-423-9018 in Orlando** or **407-957-7373 in St. Cloud**.

For more information on scams affecting utility customers, visit **www.ouc.com/scams**.



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



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