



# CONNECTIONS

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

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## GOT QUESTIONS? GET ANSWERS

### Find FAQs and More Online

You have questions; we have answers. So, whether you're wondering how to start service at a new location or find out if it's safe to put a pool in your yard, go to [OUC.com/FAQ](http://OUC.com/FAQ) to find dozens of the most frequently asked questions, as well as other helpful information,

web links, and even how-to videos. Whenever we get questions that we think other customers might benefit from, we post them here. And if you can't find what you're looking for, let us know at [CustomerService@ouc.com](mailto:CustomerService@ouc.com).



**Can I start my service online?**  
*Yes, just go to [www.OUC.com](http://www.OUC.com).*



**There are trees near my power lines; should I trim them?** *No, leave it to the pros like OUC. Visit [OUC.com/trees](http://OUC.com/trees) to make a request.*

**Who do I call before I dig in my yard?**  
*Call 8-1-1 to locate buried lines.*



**Does OUC have any programs for electric vehicles?** *Yes, we offer an EV charging station rebate.*



**Do I need a deposit?**  
*It depends.*



**Does OUC have a rebate for solar?**  
*You bet we do!*

## Manage Your Account with myOUC

OUC is committed to using the latest technology to make your customer experience as quick and seamless as possible. With myOUC, you can easily manage your OUC account – even when you're on the go! Just head to [www.OUC.com](http://www.OUC.com) and click the Register Now button to set up your profile. You'll need your OUC account number and PIN located at the top left of your OUC bill to get started. Once you've created your username, password and set up your security questions, you'll have access to all online features. When you sign up for myOUC, you will be enrolled in paperless billing. Each month, you will receive an email letting you know that your statement is ready to view. If you prefer to continue receiving paper statements in the mail each month, simply change your preference within your myOUC account.

More than  
**107,000**  
customers use  
myOUC



# OUC Usage Dashboard Puts Power In Your Hands

Many residents have already adjusted their power consumption habits to conserve resources and save money thanks to the OUC Usage Dashboard. This online tool allows customers to monitor their electric consumption every day with daily and hourly data and set up email alerts to let them know when they've reached a specific threshold determined by them. To view your Usage Dashboard, simply log-in to your **myOUC** Online Profile and click on the blue View Usage button under Account Summary. Be sure to set your browser to allow pop-ups so the dashboard can open in a new window.



## Victim Service Center

The Victim Service Center of Central Florida provides 24/7 support for victims of sexual assault, violent crime, and traumatic circumstances. Our hotline is answered immediately by a trained, Master's Level Victim Advocate who can provide support to callers in a state of trauma. Our team provides crisis counseling, emergency legal advocacy, and support through the criminal justice process, case management, and referrals to victims in our community. Additionally, VSC also offers free therapy for clients through individual and group sessions along with specialized workshops.

Our crisis intervention experts can assist victims of:

- ✓ Sexual Violence
- ✓ Assault/Battery
- ✓ Stalking
- ✓ Domestic Violence
- ✓ Drunk Driving Crashes
- ✓ Prior Childhood Sexual Abuse
- ✓ Kidnapping
- ✓ Home Invasion
- ✓ Other Traumatic Events



**DO YOU NEED HELP?** Now is the time to start healing. All of our services are 100% free, safe, and confidential. Call our 24/7 Crisis Hotline at 407.497.6701 or visit [VictimServiceCenter.org](http://VictimServiceCenter.org) for more information. For general inquiries, please call 407.254.9415.



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