



CONNECTIONS

News and Information from OUC—The *Reliable One* | MAY 2013

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OUC Best Reliability in State for 15th Year in a Row

For the 15th year in a row, OUC—The *Reliable One* has lived up to its name by providing the most reliable electric service in Florida as compared to all major utilities in the state.

Based on 2012 data provided to the Florida Public Service Commission, OUC finished well ahead of Florida's investor-owned utilities in key performance areas that measure overall electric distribution reliability.

Distribution reliability is commonly measured by response to and duration of an electrical outage. As a measure of how quickly OUC responds, OUC restored power **40 percent faster** than the second place utility. On average, OUC customers were without power only 39 minutes in 2012—that's 25 minutes less than the next closest utility.

OUC is the second largest municipal utility in the state serving nearly 228,000 customers in the cities of Orlando and St. Cloud and Orange and Osceola counties.

"Our dedicated employees work hard every day to deliver the most reliable and safe electric service for our customers, so we can live up to our name as The *Reliable One*," **General Manager and CEO Ken Ksionek** said. "We take great pride in our name, and these numbers speak for themselves."

40%
FASTER RESPONSE
than the rest



BEST RELIABILITY IN FLORIDA 15 YEARS IN A ROW

OUC 
The *Reliable One*



Get Ready for Start of Hurricane Season June 1



Hurricane season officially starts June 1, but severe storms can strike at any time. Make sure your family is prepared before bad weather hits Central Florida. Here are three steps to get you started:

1. Update your phone number with OUC to ensure you can use our automated phone system to hear estimated service restoration schedules. To verify that OUC has your correct information, call **407-423-9018** or visit **www.ouc.com**.
2. Trim back dead or weak branches from the trees in your yard. If you notice tree branches interfering with power lines, call OUC at **407-423-9018**. Never attempt to trim a tree near electrical wires yourself.
3. Make **www.ouc.com** your one-stop location for safety and preparation tips, hurricane guides, restoration information and outage map. Follow us on **Twitter @OUCReliableOne** to receive important safety information and alerts.

Customer Service Centers to Close on Saturdays

Due to a decline in walk-in traffic, starting June 1, the OUC customer service center in Downtown Orlando will no longer be open Saturdays. OUC is making the change as part of our ongoing commitment to reducing costs and maintaining affordable rates for all customers. Those who need to make a payment on a weekend can pay their OUC bill at any Amscot or visit **www.ouc.com/waystopay** for a complete list of payment options.

Payments made at Amscot will post to your OUC account immediately. With more than 20 Central Florida locations, including many with 24-hour service, it's easy to find a branch close to where you live or work. Simply go to **www.Amscot.com** to find a location near you. Please note that Amscot charges a small fee for processing payments.

Later this year, OUC will be adding more third-party payment locations along with enhanced online, mobile and automated phone system options. Go to **www.ouc.com/waystopay** for a complete list of payment options, including OUC's free eCheck service and more.

COMING SOON...

NEW & IMPROVED
WAYS TO CONNECT
WITH OUC ONLINE
AND ON THE PHONE

ACCESS YOUR ACCOUNT
ANY WHERE
ANY TIME

PAY YOUR BILL

UPDATE
YOUR ACCOUNT INFO

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