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OUC is Florida's Most Reliable Electric Provider 16 Years in a Row

For the 16th consecutive year, OUC—The *Reliable One* delivered the highest electric reliability in Florida.

According to 2013 data compiled by the Florida Public Service Commission, OUC customers experienced fewer electric outages than the state's investor-owned utilities last year. When an outage did occur, OUC restored power faster than everyone else.

OUC customers averaged dramatically fewer service outages—*38 percent less*—and when the power did go out it was restored 27 percent faster. In fact, that's 23 *fewer* minutes than the next-best utility in the state.

"Being reliable is crucial to us and our employees work diligently throughout the year to ensure our service is as reliable as possible," said General Manager and CEO Ken Ksionek. "Weather is unpredictable, and Central Florida has its share of severe weather. By working safely and quickly during outages, OUC employees fulfill our commitment to customers to be The *Reliable One*."

Want to learn more about our commitment – Read our annual report online at www.ouc.com/2013annualreport.

Hurricane Season Starts June 1

Hurricane season officially starts June 1, but severe storms can strike at any time. Make sure your family is prepared beforehand.

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, log into myOUC at ouc.com or call **407-957-7373**.



For Restoration Updates Follow OUC



- If tree branches are close to or interfering with power lines, call OUC at **407-957-7373**. Never attempt to trim a tree near an electrical wire yourself.
- Make a family plan, identifying meeting places, key phone numbers and responsibilities.
- Sign up for storm alerts at ouc.com/stormcenter to get safety and outage restoration information including access to our online outage map.

Faces Behind The *Reliable One*

OUC has about 1,100 employees, and each of them has a story to tell about serving you. Our employees have always been the heart of OUC. Whether going above and beyond to get the job done right or coming up with an innovative way to do things more efficiently, reliably and safely, our employees are the reason why OUC is The *Reliable One*.

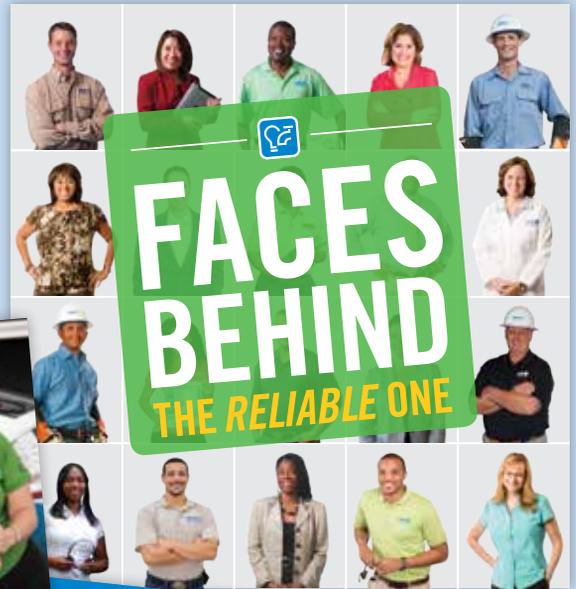
Meet the faces behind The *Reliable One*:

Sheila Rivera, an OUC Conservation Coordinator, is helping bring electric vehicles and renewable energy to Central Florida.

John Perrin and Fabian Richards, engineers in OUC's water and electric departments, work together to meet the needs of businesses that are expanding or relocating to Central Florida.

Luis Beltran, a facilities maintenance technician, transitioned from his job as a meter-reader to a technician helping maintain OUC's state-of-the-art water- and energy-efficient headquarters building in downtown Orlando.

Sheila, John, Fabian and Luis, along with about 1,100 of their coworkers, are dedicated to helping you. They live here and they believe that neighbors should help neighbors. So the next time you go out, be on the lookout for the people that make OUC The *Reliable One*.



Special Needs Registry

Before hurricane season begins June 1, persons with disabilities, medical or mobility problems need to make sure they are registered with the Special Needs Program. Your county's Special Needs Program provides transportation assistance and special medical shelters during severe weather or disaster situations. To sign up or to learn more, Osceola County residents should contact the Osceola County Office of Emergency Management at **407-742-9000** Monday-Friday from 8 a.m. to 5 p.m., or go to **www.osceola.org**. Registration information should be updated annually or as the registrant's needs change.



Join Over 81,000 of your friends and neighbors

Set up your **myOUC** online profile today! Once your profile is set up, you can make payments electronically, start or stop service, report electric or water problems, request a payment extension, ask a question or learn about budget billing. It's fast, it's easy and it's free! To learn more, click the "myOUC" tab at **ouc.com**, watch the video then join the trend to myOUC today.

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