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News and Information from OUC—The *Reliable One* | MAY 2015

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Enjoy Peace Of Mind With New Home Warranty Programs

Did you know that repairs to the water and sewer lines that run through your property are your responsibility? If they break or need repair, it could cost you hundreds or even thousands of dollars. That's why OUC is pleased to announce a partnership with American Water Resources of Florida (AWR) to provide Water Line and Sewer Line Protection Programs.

These warranty programs cover repairs to leaking water lines and clogged sewer lines that can be caused by aging pipes, invasive tree roots and even drastic temperature changes. Most homeowners insurance policies do not cover these repairs.

OUC selected AWR for its proven track record of excellent service protecting more than 1.4 million service lines throughout the U.S. and its A+ rating with the Better Business Bureau.

To enroll in these services or to learn more about similar home warranty protection programs, including Power Surge, Interior Electric Line and In-Home Plumbing Protection Programs, visit www.AWRUSA.com/OUC or call **877-320-4624**.



HOME WARRANTY PROTECTION PROGRAMS

Water Line Protection Program - \$3.99/month

Sewer Line Protection Program - \$5.49/month

**Price added to monthly OUC bill.*



AMERICAN WATER
 RESOURCES®

Of Florida

OUC is Florida's Most Reliable Electric Provider for 17th Year in a Row

Your hometown utility continues to live up to its name by delivering the most reliable service in Florida for the 17th consecutive year.

According to 2014 data compiled by the Florida Public Service Commission, OUC customers experienced fewer electric outages than the state's investor-owned utilities last year. And when an outage did occur, OUC restored power faster than anyone else.

OUC is the second largest municipal utility in Florida serving more than 240,000 customers in the cities of Orlando and St. Cloud along with parts of Orange and Osceola Counties.



Safety Tips For Working Outdoors

It's a great time of year to enjoy our beautiful weather by sprucing up outside your home. But remember to keep cranes, ladders, tree-pruners and other equipment at least 10 feet away from power lines. Electricity can transfer to equipment close to a power line, even if it's not touching.



Look Above You. Check to make sure the area above you is clear of power lines. If you think lines may interfere with your project, call OUC at **407-957-7373** at least two business days prior to starting. We'll give you tips on how to complete the work safely.



Call Before You Dig. Before starting any digging for a project, Florida law requires you to call Sunshine State One at **800-432-4770** or **8-1-1** to find out where underground pipes and electric lines are located. Please call at least two business days before starting, whether it involves heavy equipment or even simple landscaping.

Special Needs Registry



Before hurricane season begins June 1, people with disabilities, medical or mobility problems should make sure that they are registered with their county's Special Needs Program. These programs provide transportation and special medical assistance in the event of severe weather or disasters. To sign up or to learn more, St. Cloud and Osceola County residents should call the Osceola County Special Needs Program at **407-343-2133**. Be sure to update your registration information annually or as your needs change.

MEET: JENNIFER SZARO, *MANAGER OF RENEWABLE ENERGY*

“SUSTAINABILITY IS OUR FUTURE, AND I'M COMMITTED TO PLACING IT AT THE FOREFRONT OF EVERYTHING WE DO.”



Jennifer Szaro knows all too well that you can't grow a farm without a community and a whole lot of sunshine. Szaro used that knowledge to help OUC plant Central Florida's first Community Solar Farm—a dual purpose, covered parking structure and solar

array. Subscribing customers reap the benefits of solar power without the hassle or upfront costs associated with installation. It's just another way OUC is ensuring clean energy for future generations. Learn more at **www.ouc.com**.

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