



CONNECTIONS

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

INSIDE

Most Reliable 18 Years...
Hurricane Season, June 1
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#1
RELIABILITY
18 YEARS IN A ROW

31%
FASTER

46%
MORE RELIABLE

OUC is Florida's Most Reliable Electric Provider for 18th Year in a Row

For the 18th consecutive year, OUC – The *Reliable One* delivered the highest electric reliability in Florida.

According to 2015 data compiled by the Florida Public Service Commission, OUC customers experienced fewer electric outages last year than the state's investor-owned utilities. And when an outage did occur, OUC restored power faster than anyone else.

OUC customers averaged dramatically fewer service outages – 46 percent less – and when the power did go out, it was restored 31 percent faster.

For more on our continued commitment to being The *Reliable One*, check out OUC's annual report online at www.ouc.com/2015annualreport.

Hurricane Season Starts June 1

Hurricane season officially begins **June 1**, but severe storms can strike anytime. Make sure your family is prepared beforehand. Here are a few tips to get you started:

- 1 Update your phone number with OUC to ensure that you can use our automated phone system to hear estimated service restoration schedules. To verify that OUC has your up-to-date information, sign in to your myOUC account at www.ouc.com or call **407-423-9018**.
- 2 If tree branches appear too close to power lines or currently interfere with them, call us at **407-423-9018** to let us know. It's important to never attempt to trim a tree near an electric wire on your own.
- 3 Make a family plan, identifying meeting places, key phone numbers and specific responsibilities.

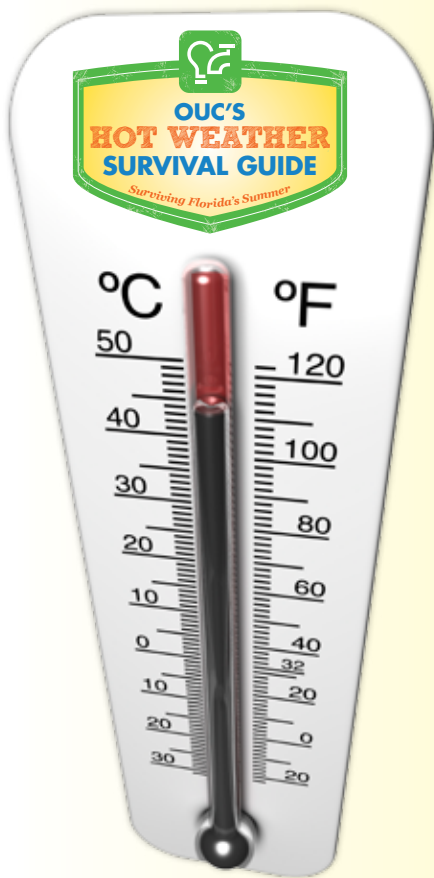


- 4 Sign-up for storm alerts at ouc.com/stormcenter to get safety and outage restoration information, including access to our online outage map.

Follow us on social media for real-time restoration updates during a major weather event.

[f OUCTheReliableOne](https://www.facebook.com/OUCTheReliableOne) [@OUCReliableOne](https://twitter.com/OUCReliableOne)

Look for a more detailed Hurricane Guide in the June issue of CONNECTIONS.



Hot Weather Is Coming: Rising Temperatures Mean Rising Energy Bills

Did you know that cooling your home during the summer months can account for more than 50 percent of your electric consumption? Or that lowering your water heater temperature even just a little bit can reduce your energy costs? Here are a few ways to keep the scorching temperatures from wreaking havoc on your utility bill this summer:

- Set your thermostat to 78 degrees or higher
- Keep your central A/C fan set to AUTO
- Use ceiling fans to make rooms feel cooler when occupied
- Replace your air filter regularly
- Caulk and install weather stripping around leaky windows and doors
- Wash only full loads in your dishwasher and clothes washer
- Use the cold or warm settings on your clothes washer, rather than the hot one
- Set your water heater temperature no higher than 120 degrees
- Visit www.ouc.com/hotweather for even more helpful tips

Be sure to take advantage of OUC's online home energy survey.

This FREE tool can help you see how efficient your home's energy use is and even identify areas where you can make improvements to lower your utility bills. Check it out here: www.ouc.com/energyaudit.

Mascot Games

Join in the fun with our furry friends! The 23rd annual Mascot Games presented by WAWA to benefit **New Hope for Kids** will take place on **June 17th and 18th**. This exciting event will feature about 30 mascots from top-tier professional and collegiate sports including the NBA, NFL, MLB, NCAA, MLS, and NHL.

This family-friendly event will be sure to make you laugh and get on your feet to cheer on your favorite mascot and their respective teams – GREEN, BLUE, RED or YELLOW. On Saturday, the VIP Huddle will allow fans the opportunity to meet their favorite mascots, take pictures, and get their autographs on the field.



TICKETS ON SALE NOW

**Friday, June 17 &
Saturday, June 18, 2016**

Amway Center

General admission tickets start at \$12 and can be purchased through mascotgames.org, amwaycenter.com, Chase Box Office at Amway Center, Ticketmaster retail locations, charge-by-phone at 800-745-3000, or at Ticketmaster.com. For more information, visit mascotgames.org.

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