



# CONNECTIONS

News and Information from OUC—The *Reliable One* | MAY 2017

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## OUC is Florida's Most Reliable Electric Provider for 19<sup>th</sup> Year in a Row

According to 2016 data from the Florida Public Service Commission, OUC delivered the highest electric reliability in Florida for the **19th year in a row**. This means that 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 the others.

Check out more on OUC's commitment to being The *Reliable One* at [OUC.com](http://OUC.com).

## Hurricane Season Begins June 1 – *Prepare Now*

The official Atlantic hurricane season starts June 1, but Central Florida's heavy storms can strike any time. It's smart to be prepared before a big one hits. Here are some tips to help get you and your family prepared ahead of time:

- 1 Update your phone number with OUC.** Ensuring we have your most up-to-date phone number makes it easier for you to use our automated phone system to report outages or hear estimated power restoration times in the event of a service interruption. Even if your phone number hasn't changed, it's good to make sure we have your correct information. To do so, sign in to your myOUC account at [OUC.com](http://OUC.com) or call **407-423-9018**.
- 2 Let us know about trees in need of trimming.** We do our best year-round to keep trees and limbs away from our power lines. If you notice a branch that's either too close to a line or currently interfering with one, **DO NOT** attempt to trim it yourself. Call **407-423-9018**, and we'll take care of it.

- 3 Make a plan.** Make sure your family knows what to do in the event severe weather hits. Identify meeting places, important phone numbers, and specific responsibilities.
- 4 Gather supplies.** Check your storm supply kit for expiration dates and fresh batteries.
- 5 Sign up for storm alerts.** Visit [OUC.com/stormcenter](http://OUC.com/stormcenter) to make sure you're registered for OUC storm alerts. These will notify you of safety information and outage restoration updates. You can also find our online outage map here.
- 6 Follow us.** OUC uses Facebook and Twitter during severe weather events to notify customers about pertinent information.

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



## Moving in July?

*Request Start, Stop, Move Services by June 26*

### *Are you planning a move this July?*

Please submit any requests to Start, Stop, or Move electric and/or water service by **5 p.m., Monday, June 26**. We're moving to a new billing system in early July, and while our team is working on a smooth conversion, this helps us ensure your service is seamless.

Also due to the upgrade, self-service options via telephone or your myOUC online account will be limited **June 29 through July 4**. And customer service agents will be unavailable July 3 and 4.

To make service requests, visit [OUC.com](http://OUC.com) or call **407-423-9018**.



# Special Needs Registry



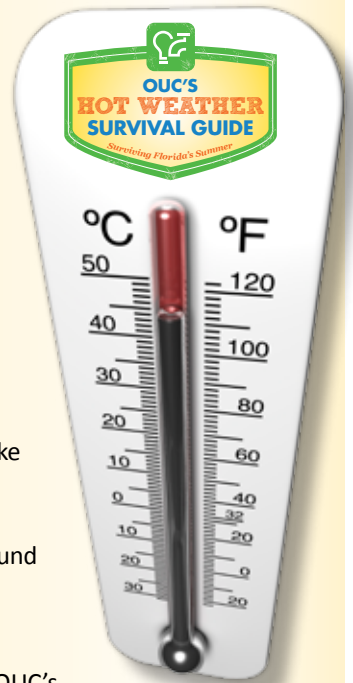
Before hurricane season begins June 1, people with disabilities, medical or mobility problems should make sure they're registered with their county's Special Needs Program. These programs provide transportation and special medical assistance in the event of severe weather or disasters. To sign up or to learn more, Orlando and Orange County residents should call the Orange County Special Needs Program at **407-836-9319**. Be sure to update your registration information annually or as your needs change.

# Beat The Heat and Rising Energy Bills

Cooling your home during the summer can account for more than 50 percent of your electric consumption. Here are a few ways to keep your energy bill in check:

- ✓ Set your thermostat to 78 degrees or higher
- ✓ Keep your central A/C fan set to AUTO
- ✓ When occupied, use ceiling fans to make rooms feel cooler
- ✓ Replace your air filter regularly
- ✓ Caulk and install weather stripping around leaky windows and doors

Visit [www.ouc.com/hotweather](http://www.ouc.com/hotweather) for even more helpful tips. And check out OUC's FREE online home energy survey at [www.ouc.com/energyaudit](http://www.ouc.com/energyaudit) to see how efficient your energy usage is and identify areas where you can make improvements.



# Mascot Games

*Join in the fun with our furry friends!*  
The 24th annual Mascot Games, presented by **WAWA** to benefit **New Hope for Kids**, will take place **Friday, June 23, and Saturday, June 24**. This exciting event will feature about 30 mascots from top-tier professional and collegiate sports including the NBA, NFL, MLB, NCAA, MLS, and NHL.

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



**TICKETS ON SALE NOW**

Friday, June 23 &  
Saturday, June 24, 2017

**Amway Center**



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

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