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News and Information from OUC—The *Reliable One* | MAY 2020

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OUC TO CONTRIBUTE \$12.1 MILLION TO HELP COMMUNITY THROUGH COVID-19 CRISIS

May Bills to Drop, Assistance Programs for Those Most in Need

For nearly 100 years, OUC has been committed to supporting our customers through times of need. As our community continues to experience the impacts of COVID-19, we want you to know we're here for you every step of the way. Here's how we're helping:

\$7.5 MILLION will offset the fuel charge portion by approximately 39% for May residential bills.

\$2.6 MILLION will be contributed to Project CARE, an OUC utility bill assistance fund for residential customers, supported by OUC employees and customers.

\$1.5 MILLION in customer credits will benefit small commercial customers.

\$500k will be used to waive the first monthly customer charge for new PowerPass customers.

"As the hometown utility, we are committed to helping as much as possible through this tough time," said **Clint Bullock**, General Manager & CEO. "We're here no matter what, and we believe this multifaceted approach will provide customer and community support now and in the months ahead."

For additional information on OUC's COVID-19 response, visit ouc.com/coronavirus.

To help customers experiencing financial hardships as a result of COVID-19, disconnections due to non-payment have been suspended and late fees waived until further notice.

HELP NEIGHBORS IN TIME OF CRISIS: DONATE TO PROJECT CARE

Through **Project CARE**, OUC's emergency assistance program administered by the Heart of Florida United Way, neighbors can help neighbors during this time of crisis. For every \$1 donated to the program, OUC will contribute \$2 and match up to \$100,000 total in addition to the \$2.5 million lump sum donation.

To contribute, please log in to your **myOUC** account and select the *Billing & Payment* option. Click *Project CARE* and select the blue "Enroll in Project CARE" button.

OUC customers who need assistance should call **United Way** at 2-1-1.





KEEP YOUR BILL AT BAY WITH HOT WEATHER SAVING TIPS

Central Floridians are spending more time indoors, staying safe and avoiding rising temperatures. We want to help you keep your cool AND cash with these simple tips.

- Keep your thermostat at the energy-efficiency sweet spot – 78 degrees.
- Use blinds, drapes or other window coverings to keep the sun and heat out.
- Set your ceiling fans to turn counterclockwise to maximize their efficiency.
- Visit OUC’s Usage Dashboard to help you monitor your consumption.

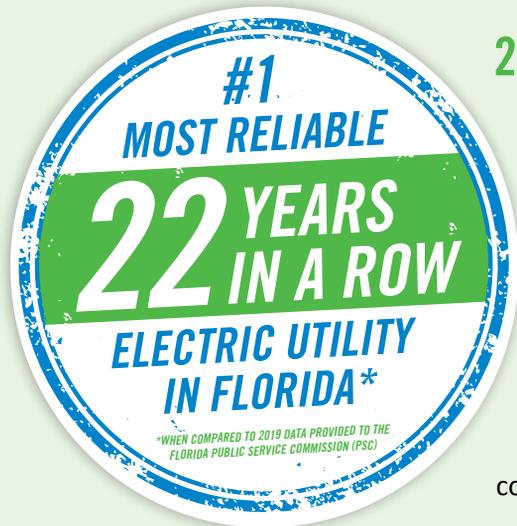
Check out more ways to beat the heat at ouc.com/hotweather.

FIGHT BOREDOM AT HOME WITH KID POWER

Looking for ways to keep the kids entertained?

OUC's Kid Power zone offers loads of fun and educational content, quizzes and games, all from the comfort of your home.

Head to ouc.com/kidpower to get started!



22 YEARS IN A ROW AS FLORIDA'S MOST RELIABLE ELECTRIC UTILITY

In 1998, as part of our 75th anniversary, we named ourselves The *Reliable One*. And now for the 22nd straight year, OUC has delivered the highest electric reliability in the state, according to 2019 Florida Public Service Commission data.

That means, compared to Florida’s investor-owned utilities, our customers experienced fewer electrical outages and were restored faster.

As we approach our 100-year anniversary in 2023, our commitment to reliability and to you remains stronger than ever.

Para ver esta edición de **OUConexión**, por favor vaya en línea a espanol.ouc.com.



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