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News and Information from OUC—The *Reliable One* | JUNE 2014

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Community Events Highlight Conservation

OUC interacted with thousands of customers and Central Floridians through water and energy conservation-related events during April, Florida's designated Water Conservation Month. OUC participated in these events to emphasize using water and energy wisely and efficiently.

At the Central Florida Home & Garden Show, OUC built a model home showing the different home rebates we offer to our customers. Ahmed Hassan, star of DIY Network's *Yard Crashers* (pictured, right inset), took a picture at our booth.

Thousands of customers have taken advantage of OUC's rebates to light, heat and cool their homes more efficiently. By doing a little, you can save a lot! With another hot Central Florida summer nearing, now is the right time to check out OUC's home energy rebates at www.ouc.com/rebates.

OUC customers can also use our free Online Home Energy Audit at www.ouc.com/energyaudit. For additional information, please contact customerservice@ouc.com or **407-423-9018**.

OUC and the Orlando Magic contributed to the Parramore Community Garden (pictured, right) by donating fruit and vegetable plants to encourage healthy lifestyles and the importance of water conservation. OUC also showed a community involvement video during a recent Magic game.



Several OUC employees lent a hand at the Nap Ford Community School event. Look for more of what our employees are doing in the community in the "Faces Behind OUC" series.

FACES BEHIND
 THE RELIABLE ONE

We developed an innovative water game called, "How Much Do You Use?" to educate people about using water wisely. Hundreds of basketball fans played the game and learned important facts about their water use during the Magic's FanFest week.

OUC participated in The Earth Day Celebration at Lake Eola and the Orlando Health Earth Day as an opportunity to educate the public on water issues.

OUC Wants to Hear From You!

OUC has partnered with Market Strategies International, an independent, national marketing research firm to complete customer transactional surveys on OUC's behalf.

As a valued OUC customer, you may be selected to participate in a brief survey to learn about your experience when contacting OUC via phone, email, or while visiting the OUC website. Your feedback will be anonymous and voluntary, and your participation will

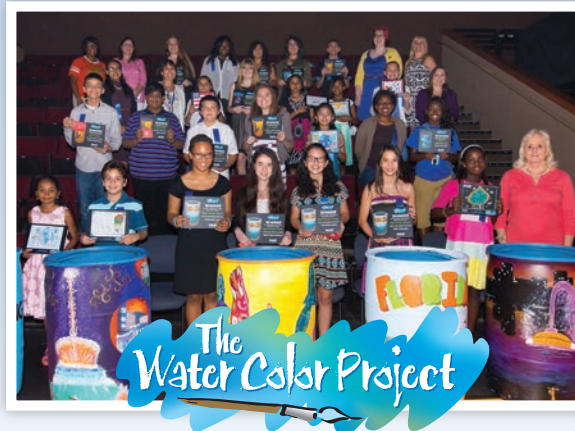
help OUC improve the quality of service. Your responses will be kept anonymous and confidential; they will only be used by OUC management for research purposes.

If you do not wish to participate in this survey or others conducted by OUC, please email customerservice@ouc.com or call Customer Service at **407.423.9018** in Orlando/Orange County and **407.957.7373** in St. Cloud/Osceola County during normal business hours to be removed from our list.

OUC's Water Color Project

April featured OUC's 8th Annual Water Color Project – part of OUC's commitment to show students in the Orange County school district the importance of using water wisely and the need to protect our water resources. The outreach effort included a calendar art contest for elementary students and a rain barrel painting contest for middle and high school students. Students were encouraged to share what they learned about water conservation through their art.

This year, 16 Orange County public schools and more than 2,770 students participated in the calendar contest. Their art was featured in the 2014 calendar



produced by OUC. In addition, 10 schools and more than 90 students painted conservation-themed rain barrels. Those barrels have been auctioned off and proceeds will be used to develop and deliver new educational water conservation materials for students.

Winning entries for the calendar and the rain barrel contest were selected by a panel of judges from the Orlando Science Center, the Orlando Repertory Theatre, United Arts and OUC. More than 80 schools and 17,000 students have participated in the Water Color Project since its launch in 2007. Learn more at www.ouc.com/wcp.

Red Cross Works to Prepare Floridians for Disasters

The American Red Cross has launched a statewide three-year, landmark effort called "Prepare Florida" to inform millions of Floridians about the necessary actions they should take to care for their families, businesses and neighbors before a disaster hits, as well as what to expect during and after a disaster.

Prepare Florida's goals include:

- Increase the number of volunteers from 4,500 to 10,000
- Double meal distribution to 500,000 people per day
- Add 15 new emergency response vehicles to its fleet



- Train 500,000 people in lifesaving first aid, CPR and AED (automated external defibrillator) skills
- Increase the number of people trained in preparedness from 177,500 to 350,000
- Conduct training exercises involving all 67 counties

OUC's Water Quality Report is on the Way!

OUC's water quality report will be sent to customers starting July 1. In related news, OUC's H₂OUC was chosen as "Best Tasting" in an annual contest among 12 other Central Florida water suppliers, including Orange County, Melbourne, Winter Park and St. Cloud.

In a recent article and video, the *Orlando Sentinel* profiled the ozone generation process that OUC uses to make its H₂OUC the best-tasting water in Central Florida. For more information, visit www.ouc.com/wqr.

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