



# CONNECTIONS

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

## INSIDE

Stay Safe This Storm Season  
 OUC Water Quality Report  
 Energy Efficiency Tip  
 Beware of Phony Calls  
 Red Cross Emergency Plan

## OUC IS PREPARED TO KEEP YOU SAFE THIS STORM SEASON

*Because we are The Reliable One, OUC works year-round to prepare for the summer storm season. From trimming trees near power lines and maintaining record response times to storm hardening our electric and water systems, OUC keeps the safety and comfort our customers top of mind 365 days a year.*

*We've improved our Outage Management System on **OUC.com** to allow you to monitor the status of outages in your area and notify us of any issues. You can even get tips to prepare your own family and keep them safe during Orlando's unpredictable summer weather.*

### IMPROVED ONLINE STORM CENTER

OUC's improved Online Storm Center is a one-stop shop to prepare yourself and your family before, during and after a major weather event in Central Florida. You can find special needs information, helpful preparation

videos, safety tips, a live outage map, important phone numbers and so much more. Check it out at [www.OUC.com/stormcenter](http://www.OUC.com/stormcenter).

### POWER LINE SAFETY

Here is some vital information to always keep in mind regarding power lines:

- Stay away from downed power lines. Always assume the line is energized and never touch it or attempt to move it. If you spot a downed or damaged power line, call OUC immediately at **407-423-9018**.
- Never climb a utility pole or tower.
- When working outdoors, always look up first and keep any equipment at least 10 feet from a power line.
- Never trim trees near power lines. If you suspect a tree may interfere with a line, report it at [www.OUC.com](http://www.OUC.com) or call **407-423-9018**.

### OUC IS ALWAYS ONLINE BEFORE, DURING AND AFTER A STORM

Make OUC's website and social media channels your go-to places for safety and preparation tips, hurricane guides, restoration information and our live online outage map. [www.OUC.com](http://www.OUC.com)

OUCTheReliableOne @OUCReliableOne



## OUC Water Quality Report Coming Soon



Expect our annual water quality report to arrive in your mailbox in July. In this report, you'll learn about our commitment to providing pure, great-tasting water that we've proudly nicknamed "H<sub>2</sub>OUC."

We provide water service to residences and businesses within the city of Orlando and portions of Orange County. Our water is drawn from the lower Floridan Aquifer and meets or exceeds all standards set by the Federal Safe Drinking Water Act. For more information about H<sub>2</sub>OUC, visit [www.ouc.com/water](http://www.ouc.com/water).

## Energy Efficiency Tip

Remember to keep your thermostat set to 78 degrees for maximum savings. More tips at [ouc.com/hotweather](http://ouc.com/hotweather).



## Beware of Phony Collections Calls



Please be aware of an on-going utility collections scam targeting small businesses. Scammers typically claim customers have an overdue bill and threaten to disconnect service unless payment is made over the phone.

OUC representatives will **never** request credit card or banking information via phone or email.

Before OUC disconnects service for non-payment, a customer will receive a postcard in the mail notifying them in advance that they are behind on payments. If a customer is called, it would happen **at least one week** prior to disconnection.

If you receive a phone call, email or any other communication claiming to be from OUC that demands payment or other personal information (*social security number, username, password, etc.*), hang up immediately.

If you doubt the legitimacy of a call, please contact OUC directly at [customerservice@ouc.com](mailto:customerservice@ouc.com) or call **407-423-9018**.

## Red Cross Recommends An Emergency Evacuation Plan Update

Tropical events are inevitable here in Central Florida. The Tropical Meteorology Project from Colorado State University predicts that the "2016 Atlantic basin hurricane season will have average activity" with a total of 13 named storms and six hurricanes. But it only takes one powerful storm to wreak havoc on our beautiful paradise.

The Red Cross recommends that all residents update their family evacuation plan, and emergency preparedness kit, as well as download the free Red Cross Emergency App. And be sure to share your plans with neighbors and friends.

### Emergency Evacuation Plan

- Make a disaster kit and a plan (and help others prepare)
- Download the free Red Cross Emergency App
- Share your plans with your neighbors and friends
- Get trained in lifesaving CPR, first aid and AED skills

As vulnerable as we are here in Florida, we are a resilient community when we work together to be ready should disaster strike. For more information, visit [www.redcross.org](http://www.redcross.org).



American Red Cross

PrepareFlorida

Para ver esta edición de *OUConexión*, por favor vaya en línea a [espanol.ouc.com](http://espanol.ouc.com).



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