



# CONNECTIONS

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

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## DON'T LET FLORIDA'S SUMMER HEAT UP YOUR ENERGY AND WATER COSTS

*Did you know cooling your home to beat the hot summer heat can account for more than 50% of your utility bill? Or, that outdoor irrigation can contribute to nearly half of your water usage?*

### Keep Your Bill In Check

#### Energy Usage Tips:

- ✓ Keep your thermostat set to 78 degrees or higher and keep the A/C fan on AUTO.
- ✓ Consider upgrading to a smart thermostat that helps you keep better temperature control.
- ✓ Keep window treatments like blinds and curtains closed when leaving your home or when the sun is at its hottest.
- ✓ Replace your air filter regularly.
- ✓ Caulk and install weather stripping to seal leaky windows and doors.
- ✓ Use ceiling fans when rooms are occupied.

For more useful hot weather tips, visit [ouc.com/hotweather](http://ouc.com/hotweather).



### Usage Dashboard Lets You Keep an Eye on Your Energy Habits

OUC's online Usage Dashboard lets you monitor your electric and water consumption so you can make better choices to conserve resources and money. Not only can you see hourly usage information, but you can set up email alerts to let you know when you've reached a specific threshold.

To see your dashboard, log in to your myOUC online profile at [ouc.com](http://ouc.com) and click the blue *View Usage* button under *Account Summary*.

### Severe Drought Alert For Central Florida

Central Florida's severe drought conditions recently promoted a water shortage warning from the St. John's River Water Management District (SJRWMD). Now is a good time to ensure you and your family do your part to conserve this precious resource. As outdoor irrigation accounts for more than half of your water usage, it's especially important to follow these guidelines set by the SJRWMD, which OUC follows.

**From March through November, water your lawn or garden only on these days:**

- **Odd-Numbered or No Address:**  
Wednesday/Saturday
- **Even-Numbered Address:**  
Thursday/Sunday
- **Non-Residential Address:**  
Tuesday/Friday



*Remember to water only when necessary and before 10 a.m. or after 4 p.m.*

**Everyday tips to help keep your water usage in check include:**

- Cover your pool or spa to reduce evaporation
- Take shorter showers – 5 minutes or less
- Wash only full loads in dishwashers and clothes washers
- Check for faucet or pipe leaks and make repairs promptly

To learn more about water-saving tips, visit [www.ouc.com/waterconservation](http://www.ouc.com/waterconservation).

# Water Quality Report

— Coming in July



Keep on the lookout for OUC's annual water quality report to hit your mailbox in July. The report details information about our commitment to providing pure, great-tasting water that we proudly call **H<sub>2</sub>OUC**, as well as how we educate the community about the importance of conserving this precious, natural resource.

For more about **H<sub>2</sub>OUC** and how you and your family can help conserve, visit [OUC.com/water](http://OUC.com/water).



# OUC's Online Storm Center

With storm season upon us, check out OUC's Online Storm Center for 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 information, OUC's tropical weather guide and so much more. Visit [ouc.com/stormcenter](http://ouc.com/stormcenter).



## Limited Customer Service

*Thursday, June 29 — Tuesday, July 4*

Due to a system upgrade, self-service via your myOUC online profile and the automated phone system – including service requests and payments – will be unavailable **Thursday, June 29**, until **Wednesday, July 5**. Payments made at third-party payment locations, will not be reflected on your account from **Friday, June 30**, until **Wednesday, July 5**. Also, Customer Service phone agents will be unavailable beginning at **5:30 p.m., Friday, June 30**, until **7 a.m., Wednesday, July 5**.

Should you experience an unplanned power outage or a water problem during this time, please report these via our 24-hour reporting line at **407-423-9018**.

For more information and updates as we approach the upgrade, visit [ouc.com/customerservice](http://ouc.com/customerservice).

## Caribbean American Heritage Month Festival to Feature Reggae Band Third World

The 2017 Caribbean American Heritage Month Festival will celebrate Florida's cultural diversity through performances showcasing both local and international talent, featuring 10-time Grammy Award-Winning reggae band Third World. This year's event will provide attendees a sampling of Orlando's vast cultural diversity with a focus on Caribbean American culture, including steelpan music, a Junk-A-Noo parade, authentic Caribbean food, and a quintessential island experience right in the heart of downtown.

### WHEN:

June 25, 2017  
Noon – 8 p.m.

### WHERE:

Downtown Orlando,  
Church St. between  
Orange Ave. and  
Garland Ave.



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



ORLANDO UTILITIES COMMISSION  
RELIABLE PLAZA • 100 W. Anderson Street • Orlando, FL 32801  
Tel: 407-423-9018 • [www.ouc.com](http://www.ouc.com)

