



CONNECTIONS

News and Information from OUC—The *Reliable One* | JULY 2013

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Coming Soon! Same Great Services, Two Separate Bills

OUC is in the process of upgrading our customer information system. As part of this change, OUC will handle only the billing for electric services, and City of St. Cloud will take over the billing for all other services, including water, storm water, sewer, garbage and emergency medical. **Beginning in October**, you'll receive a monthly statement from OUC for just electric services and a separate monthly bill from the City for all city services. Your rates and reliable service will not change, you'll just need to make one payment to OUC for electric service and a separate payment to City of St. Cloud for all of your other services.

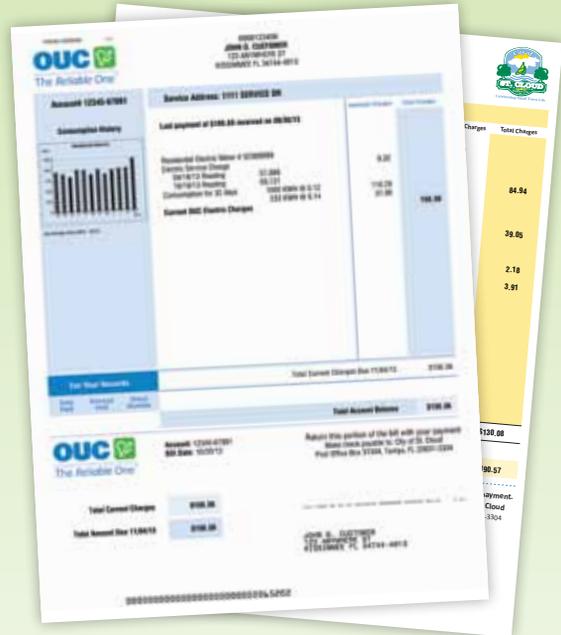
The OUC walk-in center at City Hall will close **Sept. 27**. The City of St. Cloud will take over the space and re-open to customers **Oct. 14**. OUC and the City are working hand-in-hand to ensure a smooth transition that minimizes the impact to you. For more information about the transition, visit www.stcloud.org and go to City of St. Cloud News section.

OUC Adding More Payment Options & Locations

This fall we will be upgrading www.ouc.com and our phone system to automate the services customers use most:

- **Starting, stopping and moving service**
- **Making a payment**
- **Reporting an outage and more.**

These new features will allow you to manage your account and services **any time, day or night** without



**Sample bill is subject to change.*

having to speak to a customer service agent. And if you do need assistance, don't worry; our agents will be there to answer your call.

We'll also be adding **new third-party payment centers**, at places like 7-Eleven, Walmart, Publix and CVS, in your area to make it easier to pay your monthly electric bill close to where you live, work or shop. Customers can rest assured that payments and deposits made at these locations will be applied to your OUC account immediately. Many of these locations offer expanded hours of service and are open 24-hours a day, seven days a week, so you can pay your bill on your schedule.

Protect Yourself Against Scams



OUC wants customers to watch out for scams this summer. As a reminder, OUC never calls or sends emails asking for social security or credit card information.

If you receive a phone call, email or other communication claiming to be from OUC and requesting your social security number, credit card number, username

or password, do not provide it and do not click on any links or respond in any manner.

Customers who have doubts about the legitimacy of any call from OUC, especially one in which payment is requested, should contact OUC directly at customerservice@ouc.com or **407-423-9018** in Orlando or **407-957-7373** in St. Cloud.



Take Cover in a Tornado

While we typically have days to prepare for a hurricane's approach, tornadoes can spin off from a thunderstorm or hurricane with little to no warning, cutting a swath of destruction in mere moments. This storm season make sure your family is ready in the event a tornado touches down near you.

If your area is under a tornado watch:

- Listen to your local radio stations, watch your local news or listen to NOAA Weather Radio.
- Stay alert, watch for signs a tornado is approaching. Look for:
 - Dark, often greenish clouds
 - Wall cloud
 - Cloud of debris
 - Large hail
 - Funnel cloud
 - Roaring noise
- A tornado warning means one has been sighted or indicated by weather radar. Tornado warnings indicate imminent danger to life and property.

- Find shelter. Stay away from windows. Go to the lowest point of your house or go to a room or hallway that doesn't have windows. As a last resort, get under heavy furniture and stay away from windows.
- If you're outside and can't find shelter, try to find the lowest point in the ground, such as a ditch. Cover your head with your hands or blanket if possible.

After a tornado:

- If you suspect any damage to your home, shut off electrical power, natural gas and propane tanks to avoid fire, electrocution or explosions.
- Use battery-powered lanterns rather than candles if your power is out.
- Never use generators, grills, camp stoves or other gasoline, propane, natural gas or charcoal-burning devices inside your home, garage or camper—or even outside near an open window, door or vent. A build-up of carbon monoxide (CO) — an odorless, colorless gas— from these sources can cause sudden illness and death if inhaled. Seek prompt medical attention if you suspect CO poisoning and are feeling dizzy, light-headed or nauseated.

Adult Education Opportunities

Adult Learning Center Osceola (ALCO) is a proud member of the School District of Osceola County. We provide educational programs and services designed to help adults finish high school, improve career skills or learn English.

Coming Soon! The current version of the GED test is expiring this year. Passing scores on completed parts of the test will expire if the remaining parts are not passed by December 2013. Act now so you won't have to re-take parts of the test you've already passed!

Whether you need to start or finish the GED, we are here to help. ALCO offers flexible GED prep classes in the day or evening, online and at multiple locations. Counseling is also available. ALCO's fall semester begins Aug. 19. Visit us at alco.osceola.k12.fl.us or call **407-518-8140** to learn more.

Medical Alert Program

Power can be more than a convenience. For some people, it is a medical necessity. That's why OUC provides a Medical Alert Program to customers who require life-sustaining equipment, such as heart monitors, oxygen concentrators, feeding pumps, dialysis machines and more.

For more information, call **407-957-7373**. An OUC customer service representative will give you details about the program and how you might qualify.



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



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