



# CONNECTIONS

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

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## HURRICANE GUIDE

This hurricane season OUC wants to make sure you and your family are ready before a storm hits. This guide contains helpful tips and important contacts, so keep it handy for easy reference in an emergency.

Visit [OUC.com/stormcenter](http://OUC.com/stormcenter) to view our mobile outage map and find extensive storm preparation and safety information. And be sure to follow us on [Twitter @OUCReliableOne](https://twitter.com/OUCReliableOne) for updates during a major storm.

### Before the Storm

- Make sure OUC has your correct phone number on file before a storm strikes by visiting [www.OUC.com](http://www.OUC.com) or calling **407-423-9018** (Orlando/Orange County) or **407-957-7373** (St. Cloud/Osceola County).
- Protect your windows with hurricane shutters or plywood.
- Identify special medical needs (refrigerated medicines, equipment requiring electricity, etc.).
- Store patio/yard furniture, toys, potted plants and other items that may move during a storm.
- Locate the nearest shelters.

### During the Storm

- Unless there is a life-threatening emergency, wait until after the storm has passed to contact OUC about your power outage.
- If you lose power, monitor the news on portable, battery-operated televisions, radios or mobile devices.
- Do not go outside or drive to “sight-see.”
- Remain in a safe room with few or no windows at the center of the structure. In the event of an approaching tornado, getting into a bathtub and placing a cushion over your head may provide the best protection.

### After the Storm

- Before entering your home, make sure the main electrical switch is turned off.
- Report your power outage by visiting [www.OUC.com](http://www.OUC.com) or calling **407-423-9018** (Orlando/Orange County) or **407-957-7373** (St. Cloud/Osceola County).
- If your power is out, ensure that your stove is in the off position.

- Before turning on water taps or flushing toilets, find out if sewage lines are intact.
- Avoid downed power lines and notify OUC as soon as possible. DO NOT touch, move or repair them.
- DO NOT drive through standing water if it is in contact with a downed power line. If a power line falls across your vehicle while driving, continue to drive away from the line.

### How Can You Prepare Now?

- Create a family plan, including meeting places, phone numbers and responsibilities.
- Stock up on supplies: manual can opener, cooler, battery-operated radio, flashlights, extra batteries, emergency food and water for three days.
- Assemble a first aid kit, manual and two-week supply of required medicines.

### Important Phone Numbers & Websites

#### Medical and Safety Emergencies, call 9-1-1

OUC—The *Reliable One*  
Report Power Outage/Emergency Service Hotline:  
407-957-7373

City of St. Cloud Public Information Line:  
407-957-7161 (when activated)

City of St. Cloud Water Trouble Line:  
407-957-7344 (M-F),  
407-891-6700 (After Hours & Weekends)

Special Needs Registry: 407-742-9000 (Persons with disabilities, medical or mobility problems should register with the Special Needs Program, which provides transportation assistance and special medical shelters during disasters.)

OUC—The *Reliable One*  
[www.ouc.com](http://www.ouc.com)

City of St. Cloud  
[www.stcloud.org](http://www.stcloud.org)

Osceola County  
[www.osceola.org](http://www.osceola.org)

National Hurricane Center  
[www.nhc.noaa.gov](http://www.nhc.noaa.gov)

Federal Emergency  
Management Agency  
[www.fema.gov](http://www.fema.gov)

American Red Cross  
[www.redcross.org](http://www.redcross.org)



## Why Does My Neighbor Have Power, But I Don't?

- You may be connected to different feeder line or transformer than your neighbor.
- The service line to your home may have been damaged and needs repairs before your home can be reconnected. OUC is responsible for repairing the service line and electric meter only.
- The weatherhead connection, where the electric lines connect to your electric meter, may be damaged. Customers are responsible for having a licensed electrician repair the weatherhead and meter base before OUC can properly restore power.

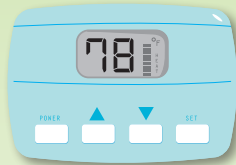
## How OUC Restores Power

If a storm causes large-scale power outages, OUC immediately activates a restoration response plan. OUC will:

- First, evaluate the damage to its electric system.
- Begin restoring power to critical areas such as hospitals, police/fire stations and other emergency facilities.
- Make repairs that will restore power to the largest number of customers in the quickest and safest manner possible.
- Finally, repair damage that affects only a few customers at each location.

## Keep Your Cool and Your Cash

Do you know cooling your home in the summer can account for more than 50 percent of your electric consumption? That can really add up in the Florida heat. The steps you take today can add up to major savings tomorrow. With the extreme heat and humidity of summer, your air conditioning unit may be working overtime and driving up your electric bill.



So what can you do? Keep your thermostat at 78 degrees or higher, and when you leave your house, go ahead and turn it up a couple of degrees. But don't turn it off, as the system will have to work too hard when you get home. Remember to close blinds and drapes and use ceiling fans. To learn more ways to save, visit [www.ouc.com/waystosave](http://www.ouc.com/waystosave) for hot weather energy saving tips that will keep you cool while keeping cooling costs in check.



## Want to Save Even More?

OUC offers residential rebates for Duct Repair or Replacement, Energy Efficient Heat Pumps and Air Conditioner Proper Sizing. These improvements use less energy to cool the home and reduce the operating costs of air conditioning equipment. Go to [www.ouc.com/rebates](http://www.ouc.com/rebates) for our list of rebates.

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



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