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

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OUC's Online Storm Center



Always online before, during and after a storm.

Follow our social channels for storm tips, outage updates, restoration information, customer service and more.



With hurricane season underway, the best time to prepare for a storm is when the weather is clear. OUC's Storm Center is your place for useful information on how to protect yourself and your family before, during and after a storm. You'll find special needs information, preparation and safety tips, OUC's tropical weather guide and much more.

Helpful tools you can use on the site:

- **Tree Trimming** – Notice tree limbs that may interfere with power lines? We'll take care of it.
- **Safety Videos** – Learn how we restore power, get weatherhead information, and more.

- **Tropical Weather Guide** – Includes important phone numbers, preparation tips, power line safety information, and more.
- **Outage Map** – Our interactive map provides near real-time information, including outage locations and estimated restoration times.

Visit the OUC Storm Center at www.ouc.com/stormcenter.



Never Approach A Downed Power Line

No matter how sturdy we make our electric infrastructure, we can't always compete with Mother Nature. When a powerful storm knocks down power lines, it's imperative that you stay far away from them. Contrary to popular belief, power lines are not insulated. In fact, what may look like insulation is actually weatherproofing material and is **NOT safe to touch**.

Here are some tips to keep in mind if you see a downed power line:

- Stay as far away as possible and immediately call **9-1-1** or OUC at **407-957-7373**.
- If a line is touching your vehicle, stay in the vehicle and immediately call **9-1-1**. Only exit the vehicle when safety officials say it's safe to do so.
- If a vehicle you're in catches fire after coming into contact with a power line, jump as far away from the

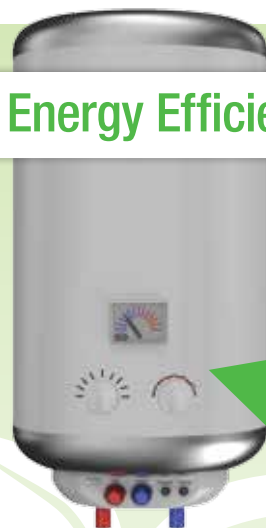
vehicle as possible, making sure no part of your body touches the vehicle and the ground at the same time. Land with both feet together and shuffle at least 20 feet away, keeping your feet in constant contact with the ground.

- **NEVER** drive over a downed power line. Tires will not protect you from an energized line.
- **NEVER** move a downed power line yourself. A line should only be moved by authorized utility workers.

Visit www.ouc.com/safety to view a downed power line safety video.



Energy Efficiency Tip



Turn
Down
to
125°
or
Lower

Energy Efficiency – Did You Know?

Did you know water heaters can account for as much as 17% of your energy bill? For optimal efficiency, wrap an insulation blanket around the tank and adjust the temperature to 125 degrees or lower. More tips at www.ouc.com/conservation.

Report Outages Online

We prepare all year long for the summer storm season, fortifying our infrastructure to keep electric outages to a minimum. But, in the event you do experience a power outage, it's important to let us know as soon as possible.

We make it easy to report outages via your **myOUC** account at www.ouc.com, even on your mobile device. If you don't already have a myOUC account, it's easy to sign up. You'll just need your OUC account number and PIN, which can be found at the top right corner of your paper bill.



Thank You!

We sincerely appreciate your patience during our system upgrade in early July. At OUC, we're always working to enhance your customer experience, striving to live up to our name, The *Reliable One*.

Be Red Cross Ready: Safety Steps for 2017 Hurricane Season

Preparation is the best protection against the dangers of a hurricane. With a little help from the American Red Cross, getting prepared is as easy as **1 - 2 - 3**.

- 1. GET A KIT.** Make sure you are equipped with the proper supplies you may need in a disaster, and tell everyone in the household where emergency supplies are kept.
- 2. MAKE A PLAN.** Talk with household members and create an evacuation plan. Practice the plan to minimize confusion and fear during an event.
- 3. BE INFORMED.** Learn about your community's hurricane response plan and find out how you would receive information from local officials.

DOWNLOAD THE RED CROSS EMERGENCY APP. This free, all-inclusive app lets you monitor severe weather and emergency alerts. Download online at redcross.org/apps.



Need additional help? That's why we're here!
Visit the Greater Orlando Chapter of the American Red Cross online at redcross.org/centralflorida or call 407-894-4141.

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



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