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News and Information from OUC—The Reliable One | AUGUST 2012

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OUC Board to Vote on Electric Rate Decrease

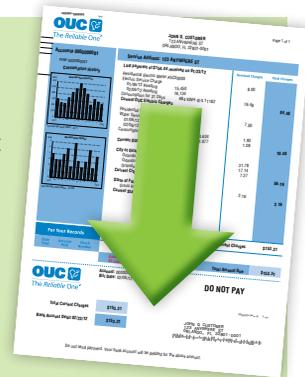
New Rates Would Take Effect October 1

The OUC Board will vote to reduce electric rates for the second time this year at the Commission Meeting on August 21. Thanks to internal cost-cutting initiatives and budget reductions, the electric base rate decrease will reduce the average OUC residential customer bill to \$113.81 a month for 1,000 kilowatt hours (kWh), a savings of nearly 5 percent or almost \$6 a month. Commercial customers will see an average 2.8 percent reduction. The new rates would take effect October 1.

"We've been working to identify efficiencies and cost-savings throughout our organization, and we're excited that we can propose reducing rates at a time

when our customers need it most and help stimulate the economy," OUC General Manager & CEO Ken Ksionek said.

Since January, OUC will have lowered rates 9 percent, saving an average residential customer using 1,000 kWh a month nearly \$11 on their monthly electric bill, or about \$130 a year. Fuel and base energy charges comprise the electric consumption charge. Due to the lower than expected cost of natural gas, OUC reduced the fuel charge March 1.



Nemours Children's Hospital



Hey Kids, Enter to Win!

Submit a drawing showing why you "believe in conservation," along with a completed entry form. Then get your friends and family to 'Like' it on Facebook for a chance to:

- Participate in Nemours' lighting ceremony October 4
- Win \$1,000 for your school *

Entries must be postmarked by September 10, 2012. Go to ouc.com/believe for entry forms, contest and eligibility rules and deadlines.

* Must be in OUC service area

Your Child Could Light Up Nemours Children's Hospital

OUC is teaming up with Nemours Children's Hospital to celebrate the hospital's grand opening by giving elementary age children the chance to participate in a special lighting ceremony. The winners of a **conservation-themed art contest** will get the opportunity to turn on the hospital's colorful lights for the very first time Thursday, October 4. The multi-colored lights are unique to Nemours Children's Hospital, where patients will be able to pick the lighting color in their own rooms. The winners' schools also will receive \$1,000. Schools must be in OUC's service area.

OUC is committed to teaching children of all ages how to save energy and helping families reduce their utility bills through conservation. Nemours also is going green. In fact, 90 percent of the hospital's construction waste has been recycled, and reclaimed water is being used for more than 60,000 square feet of garden space. Nemours is working toward a Leadership in Energy and Environmental Design (LEED) certification.

Go to ouc.com/believe to enter today!



Scam Alert



OUC is alerting customers about a phony nationwide program that promises to credit or pay utility bills in exchange for personal information. The scam, which has been reported in a number of states, claims President Barack Obama is providing credits or applying payments to utility bills. OUC reminds customers we never ask for social security, credit card or online account information over the phone or email.

If you receive a call, email, text or letter claiming to be from OUC and requesting your social security number, username or password, do not provide it and do not click on any links or respond in any manner. Contact your local law enforcement agency. Customers who have made a payment through this scam should know the payment was not valid and they will need to contact OUC Customer Service. If you have doubts about the legitimacy of any call from OUC, please call us at **407.423.9018** in Orlando or **407.957.7373** in St. Cloud.

Cooling Rebates

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. Luckily, 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. OUC also can help you find a licensed professional to do the work with our Preferred Contractor Network.

Once the necessary repairs or improvements are made, the rebates are placed as a credit directly onto the customer's bill.

For an application and a list of all other energy efficient improvements that qualify for residential rebates, visit OUC.com/rebates.



Keep from Getting Scorched with OUC's Water Heater Rebate

The water heater is the second biggest energy user in the home behind the heating and cooling system. The majority of consumers purchase a water heater only when their current unit breaks or leaks and are forced to look for a quick replacement. But it's important to know the facts about water heaters before buying one. These tips can help you choose the best model for your home:

Look to Energy Guides and Rebates

By selecting an ENERGY STAR-qualified heat pump water heater, you'll not only gain the best energy savings, but OUC also will offer a \$650 rebate.

Don't Purchase Based on Price Alone

Water heaters aren't all created with efficiency in mind and a cheaper unit up front may end up costing you

more over time. For example, the GeoSpring Hybrid Water Heater from GE, which could have a higher purchase price, is 62 percent more efficient than the standard electric water heater. This energy savings can mean homeowners save several hundred dollars each year.

When in Doubt, Call the Plumber

Some water heaters simply require a plumber's expertise. Plumbers can also provide recommendations for purchasing water heaters.

Visit OUC.com for rebate forms and OUC's Preferred Contractor Network.



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