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

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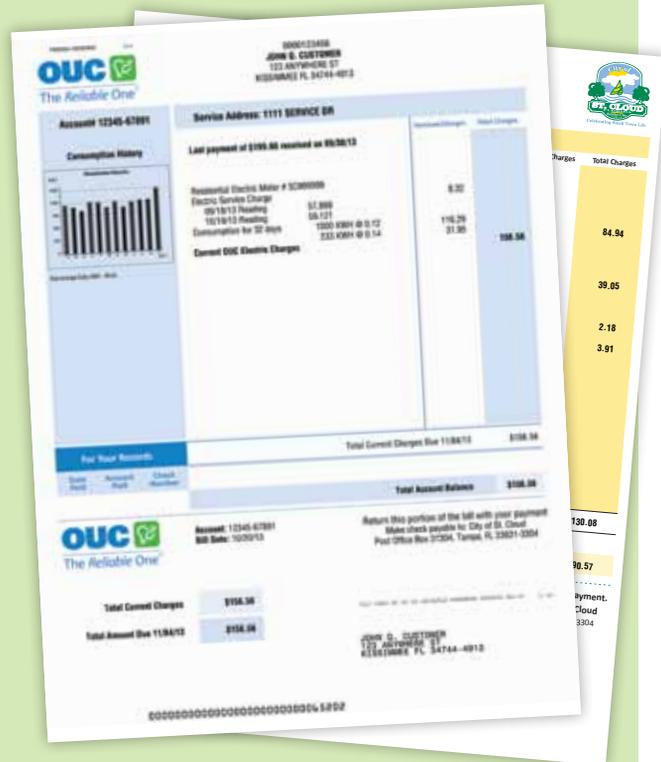
OUC Closing All Walk-In Centers Sept. 28

This Fall Look For 2 Separate Bills From OUC & the City of St. Cloud. More and more of our customers are going online or using a mobile device to manage their OUC accounts, make a payment, report an outage and even stop, start or transfer service. They are also making payments at third-party locations. To be able to provide the convenient services customers want at rates you can afford, we will be closing our three walk-in centers, including the one in St. Cloud City Hall, beginning September 28.

When the OUC walk-in center at City Hall closes, the City of St. Cloud will take over the space and re-open to customers October 14. 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.

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 and for key dates, visit www.stcloud.org and go to City of St. Cloud News section.



Starting this October, you will receive two separate bills—an OUC bill for electric services and a City of St. Cloud bill for all others.

Hundreds of Places to Pay:



- More than 400 locations near you
- Many open 24/7
- Payments processed immediately

Pay today at any:

7-Eleven*	Direct Auto Insurance	Publix
ACE Cash Express	Fifth Third Bank	Sedano's
Amscot	Kmart	Walmart
CVS		Winn Dixie

*Available only at 7-Eleven locations offering Bill Payment services.

For a complete list of payment locations:
www.ouc.com/waystopay

Now More Than 400 Places to Pay; Find a Location Near You

OUC Adds 400+ Authorized Payment Locations. OUC is making it easier to pay your bill and manage your account. We recently upgraded our website and added more than 400 new authorized payment locations in our service area. Now you can pay your OUC bill closer to where you live, work or shop at any of our authorized payment centers, such as 7-Eleven, CVS, Publix, Walmart, Winn Dixie, Sedano's and Amscot, as well as some local neighborhood shops.

These authorized payment centers charge a \$1.25 fee for each transaction; however, payments are credited to your account immediately. In addition, many provide extended hours of operation giving you the flexibility to make payments on your schedule.

For a complete list or to find a location near you, visit www.ouc.com/waystopay.



Register Now for OUC Orlando Half Marathon or Lake Eola 5k

Run or walk with friends from across the street and around the world at the 37th Annual OUC Orlando Half Marathon on Saturday, December 7 at Lake Eola. OUC has been supplying runners with thirst-quenching race day water from hydrants along the 13.1 mile route since 1999. We invite you to join us to run, walk, cheer or volunteer.

5k fans will love the Track Shack Lake Eola 5k held the same day. The 3.1 mile distance is perfect for walkers, runners or those who do a little of both. Get started with a free Training Guide at OrlandoHalfMarathon.com!

Register now to receive an OUC Customer discount!

Half Marathon—Use code: [OUCLakeEolaHalf](#)
5k—Use code: [LakeEola5k](#)

Valid for online registration only at OrlandoHalfMarathon.com.

Deadline to receive the discount is September 13, 2013.

Call Before You Dig

Before beginning any excavation work, call [Sunshine State One](#) at **800-432-4770** or **8-1-1** to determine where underground pipes and electric lines are located. Law requires diggers to call this number **at least two days before** starting excavation, whether it's a project involving heavy equipment or a simple backyard landscaping job.



Look Up First

Remember to look up when working near overhead power lines. If power lines may interfere with your work, call OUC at **407-957-7373** at least **two business days before** beginning the job. OUC can explain the safest way to perform the work.

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



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