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News and Information from OUC—The *Reliable One* | OCTOBER 2016

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OUC Crews Help Tallahassee Restore Power Following Hurricane Hermine



Special thanks to the eleven OUC linemen who trekked to the state capital shortly after Hurricane Hermine tore down more than 1,000 trees knocking out power to nearly 70,000 Tallahassee customers. After Hermine made landfall in the Florida Panhandle, the Florida Municipal Electric Association (FMEA) activated its mutual aid system. OUC, which is an FMEA member, immediately jumped into action joining the City of Tallahassee, Kissimmee Utility Authority, Keys Energy Services (Key West), Gulf Power, Lakeland Electric

and others. We sent a convoy of nine trucks, fully-loaded with electric repair supplies on Friday, September 2. After eight grueling 16-hour days, OUC crews returned home safely to their families with a big thanks from the citizens of Tallahassee.

Crew from left to right; Chris A. Hosier, Roger McBride, Charles Wincey, Austin Nettles, Bodie Adkinson, Dewey Harvey, Jason Reynolds, Jeff Cockcroft, Damon Adkinson, Steven Ramos, Spencer Barnes.

October Is National Energy Awareness Month

National Energy Awareness Month is a great time for you and your family to discuss your energy usage and find ways to conserve the environment and save money. In addition to an online Usage Dashboard to track your daily energy consumption, OUC offers a wealth of helpful conservation tips and videos. Visit www.ouc.com/conservation for more.

Learning about saving energy can also be a blast for kids! OUC created Kid's Korner – an energy awareness website for children – to discover all the different forms of energy and ways to conserve. It's a great place to gather information for school reports and projects. Teachers can access classroom resources too. Check out the site at www.ouc.com/kids.

Report Streetlight Outages

The days are getting shorter and that means it's getting dark earlier. OUC crews work diligently to repair or replace broken and burned-out streetlights to ensure our community is safely lit for drivers, walkers, cyclists and public safety personnel. You can help us do the job even quicker by reporting streetlight outages. Contact us online at OUC.com/StreetLightOut or call **407-957-7373**.

If possible, jot down the number stamped on the side of the light pole itself and include it in your report. That will help us pinpoint and fix the problem quickly.





Set Your Clocks

It's that time of year again. Daylight Saving Time ends on **Sunday, November 6 at 2 a.m.** so be sure to set your clocks **BACK** one hour before going to bed Saturday night. Remember the old saying "spring forward – fall back." And savor that extra hour of sleep!

Watch Out For Utility Scams



OUC wants to alert customers about a new scam regarding smart meters. Residents and business owners around Central Florida report being contacted by individuals claiming to work for their local utility and requesting payment for a new smart meter.

This activity is **fraudulent**. OUC representatives will never ask for payment over the phone. If you believe you've been the target of a scam attempt or have any doubt regarding the legitimacy of a call, contact us directly at **customerservice@ouc.com** or **407-957-7373**.

Household Safety Checklist

Our bi-annual time changes are perfect opportunities to check your home for safety. Here's a handy to-do list:

- ✓ Check/replace burned out or dim exterior light bulbs.
- ✓ Change batteries in smoke and carbon monoxide detectors and alarms.
- ✓ Check/replace items in your emergency and first aid kits.
- ✓ Check your fire extinguisher pressure/expiration date.



HUNGRY TO HELP?

Join Feeding Children Everywhere to fight hunger in Central Florida.

More than 3.2 million Floridians are struggling in poverty every day. The face of hunger is most often your next door neighbor, the child on your son's basketball team, one of the girls in your daughter's troop, or the senior citizen in the apartment across the hall.

There are people all around you who are hungry and need help. You want to do something, but what? Just \$1 provides four healthy, delicious meals for hungry families!

Get started at feedingchildreneverywhere.com

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