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News and Information from OUC—The Reliable One | OCTOBER 2020

For the latest on OUC's Electric Integrated Resource Plan (EIRP), visit OUCroadmap.com.

STORM TEAM AIDS HURRICANE LAURA RECOVERY IN LOUISIANA



OUC line technicians spent 10 days helping restore power to the residents of Alexandria and Winnfield, La.

OUC deployed a 12-member storm response team to central Louisiana to aid two municipal utilities' power restoration efforts in the wake of Hurricane Laura. For 10 straight days, working from sunup to well past sundown, 11 powerline technicians toiled in stifling heat and humidity as they rebuilt electric utility infrastructure and reconnected power to the residents of Alexandria and Winnfield. Meanwhile, a fleet mechanic maintained the team's trucks and equipment and helped clear debris from work sites.

The team was originally dispatched to Lafayette, La., on Aug. 27, but it was redirected to Alexandria because that city's municipal utility was in greater

need of assistance, with more than 25,000 customers without power. After spending six days in Alexandria, from Aug. 29-Sept. 3, the team departed for the City of Winnfield, where it spent four days in the field.

It is common for municipal utilities to help one another in times of need. Mutual aid agreements are put in place well before storm season to ensure rapid deployment following hurricanes or other emergency situations. These agreements were revisited earlier this year to include enhanced precautions amid the COVID-19 pandemic. Read more about the crew's journey at OUCblog.com.

UTILITY BILL ASSISTANCE FUNDS REMAIN AVAILABLE

Financial assistance is still available to OUC customers in danger of service disconnection due to the COVID-19 pandemic. *Options include:*

- **Project CARE** – Up to \$500 from OUC, administered by the **Heart of Florida United Way**. Call 2-1-1, text your zip code to 898-21, or visit HFUW.org/211.
- **OUC Power Pass** – A prepaid utility program. First month's customer charge can be waived, and security deposits can be applied to account balances. Visit OUC.com/powerpass.
- **Small Business Assistance** – Up to \$2500. Apply at OUC.com/smallbusinessassistance.



- **Payment Arrangements** – No-interest arrangements up to 12 months. Call **407-423-9018**.
- **Low-Income Home Energy Assistance Program (LIHEAP)** – Call **866-674-6327**.
- **Emergency Home Energy Assistance for the Elderly Program (E HEAP)** – More information at SeniorResourceAlliance.org/EHEAP.

Learn more at OUC.com/assistance or call **407-423-9018**.

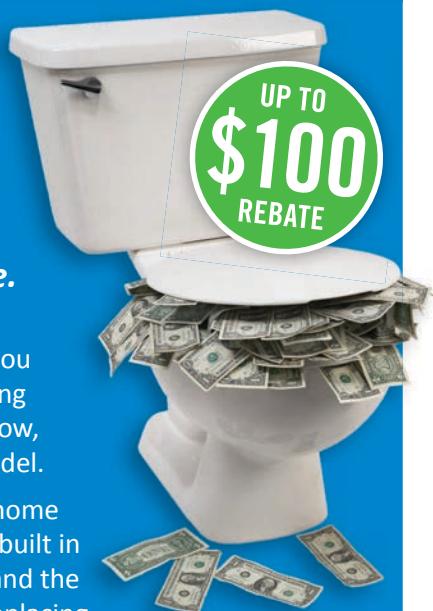
STOP FLUSHING SAVINGS

Upgrade your toilet and save.

OUC will give you up to \$100 when you replace your existing toilet with a low-flow, water-efficient model.

- To qualify, your home must have been built in 1994 or earlier, and the toilet(s) you're replacing had to be manufactured in 1993 or earlier.
- Toilet must be replaced with WaterSense certified models that consume 1.28 GPF or less.

Save 60–80% per flush by switching to more efficient toilets. Visit ouc.com/rebates to see if your toilets qualify and to apply.



DON'T LET ENERGY VAMPIRES TAKE CONTROL OF YOUR HOME

Did you know that even when your home gadgets are turned off, many still consume electricity? We call this **vampire** power, and electronics like computers and TVs are the biggest culprits. Consider unplugging these devices when they're not in use, or plug them into a power strip so you can shut them off easily.



OUC WATER QUALITY REPORT

Learn more about H₂OUC via the OUC Water Quality Report at OUC.com/wqr2019. It contains important information about the source and quality of your drinking water. To request a printed copy of the 2019 Water Quality Report, call **407-423-9018** or visit OUC.com/wqrrequest.

*Para asistencia en español con el Reporte Anual 2019 de la Calidad del Agua favor de llamar al teléfono **407-423-9018**.*



CHILDREN'S SAFETY VILLAGE



CHILDREN'S SAFETY VILLAGE
OF CENTRAL FLORIDA

"Our mission is to prevent injuries and fatalities of children through lifesaving education, advocacy and leadership"

For over 25 years, the Children's Safety Village (CSV) has been a leading authority on child safety, injury prevention programs, information and statistics pertaining to childhood preventable accidents and injuries in Central Florida.

Since 1994, the Safety Village has educated over 100,000 Central Florida children at its 8-acre complex. Open year round, classes are provided on water safety, pedestrian safety, bicycle and helmet safety, 911 for Kids, dangerous person awareness, poison safety, internet safety, fire safety and gun safety.

The Safety Village is the only one of its kind in Florida with a working stop light, sidewalks, paved streets, a working railroad crossing, fire safety house and water safety building. Additionally, there are swim lessons, car seat installations and giveaways and family events hosted by the Children's Safety Village.

Supporting CSV and its mission is easy!

For more information, visit childrenssafetyvillage.org or call **407-521-4673**.

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



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