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

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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 (EHEAP)** – More information at SeniorResourceAlliance.org/EHEAP.

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





DAYLIGHT SAVING TIME Checklist

As clocks “fall back” **November 1**, be sure to follow this twice-a-year household safety checklist:

- ✓ Check/replace batteries in smoke and carbon monoxide detectors.
- ✓ Check/replace expired items in your first aid kit.
- ✓ Check/replace items in your hurricane/emergency kit.
- ✓ Check fire extinguisher pressure and expiration date.
- ✓ Check/replace burned out or dimming exterior light bulbs.
- ✓ Change flashlight and weather alert radio batteries.



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.



BEWARE OF UTILITY SCAMS

OUC reminds you to always watch out for scam calls, emails or home visits that frequently target utility customers. If you suspect suspicious activity or doubt the legitimacy of a communication, contact OUC directly at customerservice@ouc.com or **407-423-9018**.

To learn more visit OUC.com/Scams.

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 childrensafetyvillage.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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