



CONNECTIONS

News and Information from OUC—The *Reliable One* | OCTOBER 2022

Follow us
on Instagram
@oucreliableone

PARTNERING TOGETHER TO HELP WITH PAYMENT ASSISTANCE

OUC understands costs are increasing for everything from groceries to building supplies to the fuel we use to generate power for homes and businesses. As your hometown utility, OUC is here to help alleviate this strain. We offer many assistance and payment programs to help keep the lights on. Our energy efficiency programs can

help you take control of energy and water use to keep bills lower.

And we partner with community-based organizations and government programs to provide assistance when it's most needed.



GAIN CONTROL OF YOUR PAYMENTS

- **Pay As You Go with OUC Power Pass** —

This prepaid program allows you to pay-as-you-go for utility services and help pay down accumulated balances over time.



- **Inquire About a Payment Plan** —

OUC can offer payment plans to help pay down balances while maintaining service.

APPLY FOR ASSISTANCE

- **OUC's Project CARE** — OUC's emergency utility payment assistance fund,

administered through the **Heart of Florida United Way**, can help residential customers with temporary hardships, up to \$500.



- **Low-Income Home Energy Assistance Program (LIHEAP)** — This federally funded community assistance program helps low-income households with home energy costs.

- **Emergency Home Energy Assistance for the Elderly Program (EHEAP)** — This federally funded program is available to eligible seniors age 60 or older.

To learn more on how to apply, visit www.OUC.com/assistance.

OUC 'MOST TRUSTED BRAND' IN NATIONAL CUSTOMER SURVEY

OUC has been recognized as a "Most Trusted Brand" among U.S. energy providers, according to a national customer survey conducted by the human behavior and analytics firm Escalent. OUC placed first in the nation among the electric utilities included in the 2022 Cogent Syndicated Utility Trusted Brand & Customer Engagement™: Residential study.



"To be, once again, named a Most Trusted Brand speaks volumes about our values and our relationship with the community we serve," said **Clint Bullock**, General Manager & CEO. "Trust must be earned, so it makes me extremely proud to know that OUC is held in such high regard by our customers."

Read more on this honor at OUCblog.com.

SCARY WAYS YOU'RE WASTING ENERGY AT HOME

Did you know that even when your home gadgets and appliance are turned off, many still consume energy?

We call this **vampire** power, and electronics like computers and TVs are the biggest culprits. To slay energy vampires and reduce usage by nearly 10%, consider these tips:

- Group electronics on one power strip for easy on/off access.
- Invest in energy efficient appliances.
- Unplug electronics and appliances when not in use.
- Use 'sleep' mode when available or turn them off when not in use.

More tips at OUC.com/waystosave.



2021 WATER QUALITY REPORT

Learn more about H₂OUC via the 2021 OUC Water Quality Report at www.OUC.com/wqr2021

ONCE AGAIN, OUC IS A SOLAR 'SUNRISER'

SACE SunRisers

For the fourth consecutive year, OUC has been named a "SunRiser" by the Southern Alliance for Clean Energy (SACE).

"SunRisers are the seven utilities exhibiting the highest solar ambition – measured by the increase in watts per customer solar ratio between the base year (2021) and the four-year forecast (2025)," according to SACE's 2022 Solar in the Southeast report.

The report showed OUC's solar watts per customer increasing by 1,333 to reach 1,932 – the most of any electric utility in Florida – by 2025. That's the year OUC's solar energy capacity is projected to produce 496 megawatts (MW), enough power for 90,000 typical Florida homes. OUC has committed \$420 million to increasing its solar energy footprint, which will include two, 74.5 MW solar farms in 2024.

OUC plans to harness solar power and other emerging clean energy solutions in its drive to reach net zero CO₂ emissions by 2050, with interim carbon reductions of 50% by 2030 and 75% by 2040.

Read more about OUC's solar initiatives at OUCblog.com.



CHILDREN'S SAFETY VILLAGE

The Children's Safety Village of Central Florida (CSV) has been a leader in educating children about safety in the Central Florida community for nearly 25 years. This 501c3 not-for-profit organization has taught thousands of children about fire, pedestrian, and water safety skills all with the mission of preventing child injuries and fatalities through lifesaving education, advocacy and leadership.

Located on eight acres, CSV is a miniature city, complete with buildings, paved streets and sidewalks, a fire safety house with a working smoke machine, a functioning traffic light and railroad crossing and water safety complex for swimming



lessons. Children learn through a realistic approach in recognizing safety hazards found in their everyday lives.

Supporting CSV and its mission is easy!

Donations can be made online at www.childrensafetyvillage.org or by calling **407-521-4673**.



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



ORLANDO UTILITIES COMMISSION

RELIABLE PLAZA • 100 W. Anderson Street • Orlando, FL 32801
Tel: 407-423-9018 • ouc.com

 @OUCReliableOne

 OUCblog.com

 OUCTheReliableOne

 @OUCReliableOne