



CONNECTIONS

News and Information from OUC—The Reliable One | NOVEMBER 2013

INSIDE

Digital Meter Upgrade
Budget Billing Program
Paying Your Bill is a Snap
Phony Collections Calls
Your Holiday Budget



Meter Upgrade Coming Soon to Your Neighborhood

To give customers better tools to manage their utilities consumption, this fall OUC will be upgrading the electric meters in our St. Cloud service area to digital meters. These new meters will pave the way for new customer programs, such as pre-paid metering, that can give you more control over your utilities costs.

Installation is simple and included as part of your service. To see what to expect when we change out the meter, visit www.ouc.com/meters to view a short video or read the [Frequently Asked Questions](#).

Meters will be replaced based on our regular meter reading cycle. We will be notifying you in advance through postcards or door hangers of when we will be on your street.

As long as we can access the meter, you do not have to be present for the installation. OUC contractors will perform the work. Customers are reminded that all OUC employees and contractors are required to wear and display ID badges.



Simplify Bills with OUC's Budget Billing

With the recent upgrade to our customer information system, OUC is once again offering our **Budget Billing** program, which stabilizes your monthly electric payments throughout the course of the year. This free program:

- Eliminates the seasonal ups and downs of utility bills
- Keeps your bill at a fixed monthly dollar amount
- Assists you in planning and balancing your monthly budgets
- You can choose to un-enroll at any time.

To enroll in **Budget Billing**, simply register for a myOUC online profile at www.ouc.com using your new OUC electric account number and Personal Identification Number (PIN) found on the top left of your OUC bill. If you have already set up a new online profile, simply log in and complete the Budget Billing form.

OUC Makes Paying Your Bill a Snap

Make a Payment



Online: Pay with OUC's free echeck service or by credit card for a small fee. To get started, simply log into www.ouc.com with your existing username and password or sign up for an online profile. Once logged in, you can view your account, securely store banking information for future payments and set up recurring echeck payments.



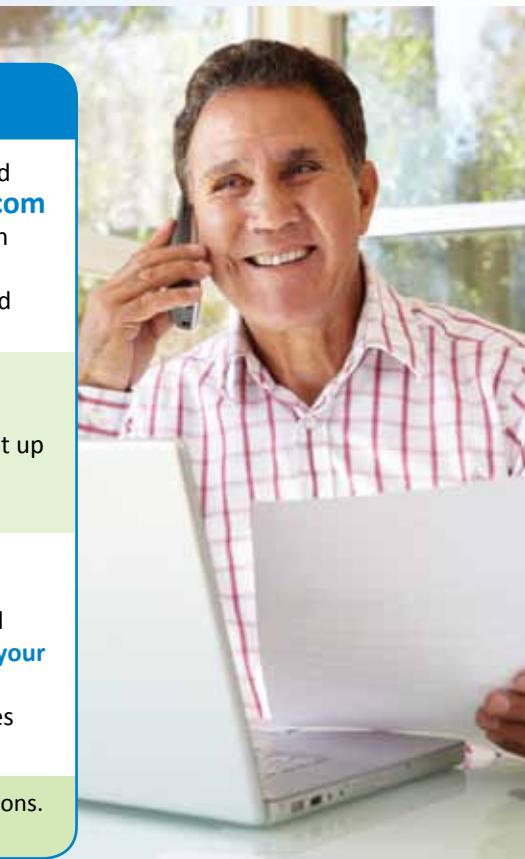
By Phone: Call **407-423-9018** in Orlando/Orange County or **407-957-7373** in St. Cloud/Osceola County to use the automated phone system to make a one-time payment, set up recurring payments, establish a pay plan, report an outage and even start, stop or move service.



In Person: Visit any of the nearly 500 authorized payment centers, including 7-Eleven*, Amscot, CVS/pharmacy, Fifth Third Bank, Publix, Regions Bank, Sedano's, Winn Dixie and more. **Payments made at these locations are credited to your account immediately.** These authorized payment centers charge a \$1.25 fee for each transaction; however, OUC does NOT receive any portion of this fee.

Visit www.ouc.com/waystopay for a complete list of payment options.

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



Beware of Phony Collections Calls



OUC wants customers to be aware of a scam where callers claiming to be from OUC are targeting small businesses and attempting to collect payments and threatening to turn off service. **Customers should beware of messages left with a call-back number of 1-866-438-0243.**

OUC reminds you that we never ask for credit card or banking information over the phone or via email. Customers who have doubts about the legitimacy of any call from OUC, especially one in which payment is requested, should contact OUC directly at customerservice@ouc.com or **407-423-9018 in Orlando** or **407-957-7373 in St. Cloud**.

If you receive a phone call, email or other communication claiming to be from OUC and requesting payment or other personal information, such as your social security number, username or password, do not provide it and do not click on any links or respond in any manner. Please contact OUC and your local law enforcement agency.

Avoid Burning Up Your Holiday Budget

Keep your cool this holiday season by following these simple cooking tips to reduce your energy consumption in the kitchen:

- Since turkeys and hams typically are slow roasted for hours, there's no need to preheat your oven.
- Cook several items at the same time. Just make sure to leave enough room for the heat to circulate around each dish.
- Don't open the oven door to take a peek at what's cooking inside. Opening the oven door lowers the temperature inside—by as much as 25 degrees.

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