



CONNECTIONS

News and Information from OUC—The *Reliable One* | NOVEMBER 2014

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Report Streetlight Outages

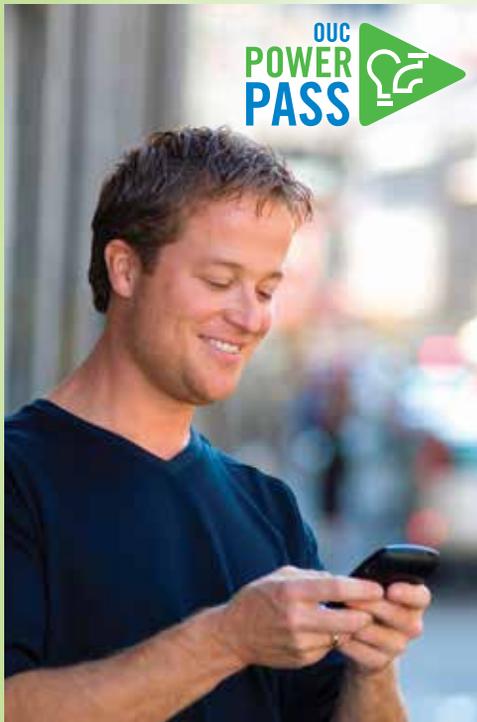


Now that fall is here and winter is right around the corner, it's getting dark much earlier. OUC—The *Reliable One* wants to make sure your community is well lit for better visibility and safety for motorists, pedestrians and law enforcement. OUC crews are working diligently to repair or replace broken or burnt-out streetlights, but with your help, we can do this even quicker!

If you spot a streetlight outage, be sure to report it online at www.ouc.com/streetlightout or by phone at **407-423-9018** in **Orlando/Orange County** and **407-957-7373** **St. Cloud/Osceola**. If you can jot down the asset number on the light pole itself, it will help us pinpoint the broken fixture. We're also in the process of converting many older streetlights to longer-lasting and more energy-efficient LED lights so help us keep our streets out of the dark!



OUC Power Pass Allows Customers to Prepay for Services



OUC recently launched **Power Pass**, a new prepaid program that allows you to pay-as-you-go for utility services. Instead of getting a monthly bill, Power Pass customers can monitor their electric or water usage daily from a computer, tablet or smartphone. With Power Pass you can pay when you want, how you want and the amount you want.

Think of Power Pass like it's your car's gas tank. You pay for gas at the pump and keep an eye on your fuel gauge as you drive around. When the gauge shows you're running low on fuel, it's time to head to a gas station and refill your tank. Power Pass is just that easy!



Power Pass is perfect for customers who want to avoid paying deposits and late fees and like the opportunity to monitor and control their utility usage. Power Pass is also a great plan if you split your utility bill with roommates or if you travel frequently and don't consume electricity and water on a regular basis. For more information about OUC Power Pass or to sign up, visit www.ouc.com/powerpass.

Remember to Water Only Once a Week

With the end of Daylight Saving Time comes a change in irrigation policy. Watering is limited to once a week now until Daylight Saving Time returns on March 8, 2015.

Homes with odd numbered or no addresses may water only on Saturdays, and homes with even numbered addresses may water only on Sundays. Non-residential (commercial, public or industrial) properties may water only on Tuesdays. These rules are set by the St. Johns River Water Management District.

Please water only when needed for no more than one hour per zone and not between 10 a.m. and 4 p.m.

OUC's Water Enforcement Team will leave a notice at properties of those watering on the wrong day or at the wrong time. The notice will include informational material and an offer to set up a courtesy appointment to reset irrigation timers.



Beware of Phony Collections Calls



Please be aware of an on-going utility collections scam targeting small businesses. Scammers typically claim customers have an overdue bill and threaten to disconnect service unless payment is made over the phone.

OUC representatives will **never** request credit card or banking information via phone or email.

Before OUC disconnects service for non-payment, a customer will receive a postcard in the mail notifying them in advance that they are behind on payments. If a customer is called, it would happen **at least one week** prior to disconnection.

If you receive a phone call, email or any other communication claiming to be from OUC that demands payment or other personal information (*social security number, username, password, etc.*), hang up.

If you doubt the legitimacy of a call, please contact OUC directly at customerservice@ouc.com or call **407-423-9018**.

Central Florida Community Arts Presents:

Home for the Holidays –

Celebrating Christmas Through the Music of the '30s and '40s

DATES: Thursday, December 11
Friday, December 12

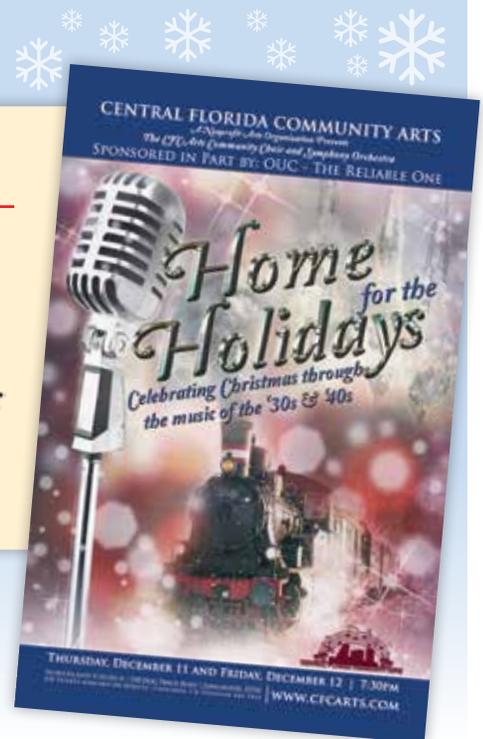
TIME: 7:30 p.m.

LOCATION: Northland Church
530 Dog Track Rd.
Longwood, FL 32750

TICKETS: \$10 tickets available at CFCarts.com
Children 3 and younger will receive free admission



CFCArts exists to enrich our community's quality of life by making the arts accessible and affordable for all. We provide an inclusive and welcoming creative platform where individuals can connect by joining an artistic family, perform for audiences across the socioeconomic spectrum, and use their talents to serve the community.



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



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