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News and Information from OUC—The *Reliable One* | NOVEMBER 2017

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Streetlights Keep Our Community Safe

*See one out around you?
Spot It. Snap It. Send It.*

Now that it's getting dark outside earlier, OUC wants to ensure your community is well lit for better visibility and safety for motorists, pedestrians and law enforcement.

Our crews work diligently to repair or replace broken or burnt-out streetlights, but with your help, we can do it even quicker! More Information at ouc.com/streetlight.

SPOT IT. SNAP IT. SEND IT.



Text "STREETLIGHT" and a photo of the pole number to 25101.



**COMING SOON:
New Outage Map and Alerts
Via Phone, Text or Email**

At OUC, we know it's never convenient to lose power. But when an outage does occur, we want to keep you informed every step of the way as we work to get you back up and running as quickly and safely as possible.

Soon, we'll launch our new Outage Alert System, making it easier than ever for you to stay up-to-date regarding your service via phone, text or email. We'll let you know when your home or business loses power and provide an update on the restoration process. You can even use the system to alert us about electric issues.

Electric Rates Remain Unchanged – Nine Straight Years with No Increase

OUC's Board of Commissioners recently approved the 2018 Operating Budget with no increase to electric rates. This is a testament to our commitment to always provide affordable, reliable electric and water services to more than 245,000 customers in Orlando, St. Cloud and parts of unincorporated Orange and Osceola counties.

A typical residential OUC customer saves nearly \$180 each year due to a string of rate decreases. Last July, we identified cost savings that allowed us to decrease our fuel rate by nine percent, yielding about \$23 million in annual customer savings. And, in 2012, OUC lowered electric rates twice.



Help a Neighbor in Need With Project CARE Utility Assistance

The effects of this year's hurricanes have made it difficult for some area residents to make ends meet, especially with the holidays upon us. That's why OUC sponsors Project CARE through the Heart of Florida United Way. Project CARE provides emergency assistance to those who have experienced a personal or family crisis and are in danger of losing utility services. For every dollar donated, OUC contributes two dollars.

To learn more or to donate, visit OUC.com/projectcare or call **407-957-7373**.

OUC customers in need of assistance should call the United Way at **2-1-1**.

Energy Efficient Kitchen Tips for the Holidays

- Keep the oven door closed while cooking. Turn on the light, peek through the glass, and keep the heat inside.
- Use small appliances like microwaves, slow cookers, electric skillets and toaster ovens. These consume about 33% less energy than an oven.
- Consider roasting your turkey on an outdoor grill.
- To ensure efficient heat distribution, clean stovetop burners and reflectors.
- Keep fridge/freezer doors closed. These are some of the largest energy consumers in your home.
- Since turkeys and hams slow roast for hours, avoid pre-heating the oven before popping them in.



Register Now for OUC Orlando Half Marathon or Lake Eola 5k

Track Shack and OUC – The *Reliable One* are running to build healthy communities and a healthy environment through sports! The OUC Orlando Half Marathon & Track Shack Lake Eola 5k was awarded a Silver Level certification from the Council for Responsible Sport for its commitment to green event practices. By tapping fresh H₂OUC from hydrants along the course to keep runners hydrated, we eliminate the need for nearly 2,700 plastic gallon jugs.

Sign up to run, walk or cheer and enjoy a scenic downtown Orlando course with cheering fans, and an unforgettable post-race party – ALL benefiting young people in our community! Register at OrlandoHalfMarathon.com!



**Register now to receive an
OUC Customer discount!**

Race day is Saturday, December 2

**Half Marathon—Use code: [OUCOH5off](#)
5k—Use code: [OUCOH2off](#)**

Valid for online registration only at
OrlandoHalfMarathon.com.

*Deadline to register
is Friday, December 1.*

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



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