In a world where events seem to be accelerating at warp speed, FY2017 began and ended for OUC – The Reliable One with high-velocity events. While bookended by two major hurricanes, the year also saw steady, measured progress marked by increased revenues; renewed commitment to operational excellence, reliability and sustainability; and an upsurge in solar energy … continuing OUC’s trajectory toward becoming The Best Utility in the Nation.
GAINING VELOCITY

S etting the pace as one of the most reliable utilities in the nation, and #1 in Florida for the 19th year running, OUC – The Reliable One gained velocity in FY2017, powering the economic engines of Central Florida while weaving sustainability through everything we do. What has fueled our bottom line for the past five decades – steady, sustainable growth – is now propelling us into the future. Orlando continues to lead the nation in job growth, adding more than 1,000 jobs per week across a broad base of industries. In Lake Nona, the fastest-growing sector of our service territory, two major new projects are on the horizon. Retail giant Amazon is building a new 900,000-square-foot fulfillment center, and accounting powerhouse KPMG recently broke ground on a new 55-acre, $430 million training center. Existing customers are in growth mode, too. Orlando International Airport, which recently announced a record 43 million passengers over the past year, is undergoing a $1.8 billion expansion. Highlights include a new terminal and an intermodal transit hub that will link Orlando with Miami.

Our largest customer, Universal Orlando Resort, just opened its Volcano Bay water theme park and is building the new, 600-room Aventura Hotel onsite. These four customers will add a combined 20 megawatts (MW) of new electric load when fully operational and continue to diversify OUC’s commercial customer base.

In downtown Orlando, OUC/Gcooling is expanding with the addition of two large new facilities. The Dr. Phillips Center for the Performing Arts, one of OUC’s largest chilled water customers, is expanding with a 1,700 seat, three-tiered acoustical hall, and the Tremont Tower mixed-use facility offering hotel/offices/retail space is slated to open in the fall of 2018. On the sustainability front, OUC is in full support of the City of Orlando’s quest to dramatically shrink its carbon footprint over the next 30 years. We have increased our use of renewables including solar and landfill gas, while launching new programs to help our customers monitor, track and reduce their consumption. OUC recently brought online 13 MW of clean, renewable solar energy at the Stanton Energy Center. Consisting of 37,544 panels covering 24 acres, the community solar farm is one of the first in the nation to be partially located atop a closed byproduct landfill. Another unique installation for OUC is Florida’s first floating solar array that injects 31.5 kilowatts (kW) of power directly to the grid. And throughout our territory, iconic solar sculptures provide striking visual reminders of OUC’s commitment to solar energy.

Preparing for our region’s future needs, OUC continues to take a leadership role in the search for innovative, reliable solutions while still providing clean, great-tasting water for our customers today. Mindful of our environment, we are helping to develop an alternative water source through the Taylor Creek Reservoir/St. Johns River Project. When completed, it has the potential to provide Central Florida with drinking water for generations to come. Always seeking ways to better serve our customers, OUC successfully completed a complex transition of our customer information system from Peoplesoft Enterprise Revenue Management to Customer Care & Billing. Project Momentum also included a new bill design and upgrades to our Meter Data Management system and Enterprise Service Bus. In addition, we added proactive outage alerts and a new online Storm Center map to provide customers with instant notification when their power goes out and an estimated restoration time without having to wait for them to contact us.

OUC is focused on continuous improvement, and our new Center of Excellence is designed to identify areas where there is an opportunity to enhance processes for better efficiency, cost savings and speed.

One area where OUC continues to excel is our ability to respond to storms and keep customers informed every step of the way. The strength of our reputation as The Reliable One was put to the ultimate test in FY2017, which began and ended with major hurricanes. The first storm, Hurricane Matthew, caused moderate damage. Hurricane Irma, nearly a year later, significantly impacted our community. Irma slammed into Florida, knocking out power to millions including more than 145,000 OUC customers. Crews worked around the clock to swiftly and safely make repairs, restoring nearly all customers within days. OUC then sent reinforcements to other storm-ravaged areas, including the island of Puerto Rico – struck first by Irma and then devastated by a direct hit from Category 5 Hurricane Maria.

In a year bookended by high-velocity events, OUC remained committed to operational excellence while powering the local economy, bringing top-quality, sustainable technology to our customers and continuing on an upward trajectory toward becoming The Best Utility in the Nation serving the Greenest City in the Southeast.

Gregory D. Lee
Commission President

Ken Ksionek
General Manager & CEO

OUC Commission 2017
OUC is built on a strong fiscal foundation with outstanding credit ratings.

Through economic development and expansion of existing commercial customers, OUC added more than 20 megawatts of new load.

OUC benefits greatly from being part of the Florida Municipal Power Pool, which serves 20 cities from our Energy Control Center. The pool generates up to 4,700 MW, of which 1,800 come from OUC. Over the past two years, OUC has saved more than $41 million thanks to the flexibility provided by the power pool.

OUC's Executive Team is pictured in a hangar at the Orlando Executive Airport, one of the utility’s customers.

Clint Bullock, Vice President of Electric & Water Delivery, was selected by the OUC Board of Commissioners to become the next General Manager & CEO effective January 29, 2018. Bullock has led the Commission’s electric and water delivery operations, including engineering, construction, maintenance and operations of the transmission and distribution systems, since 2012. His tenure with the utility includes overseeing customer relations and sustainability, strategic planning, conservation and renewable energy. Bullock, a second generation OUC employee, began his OUC career 28 years ago as a summer student.

A graduate of the University of Central Florida with a Bachelor of Science in Business Administration, he earned his Master of Business Administration from the Crummer Graduate School of Business at Rollins College.

EXECUTIVE TEAM
GAINING VELOCITY

OUC BOARD SELECTS GENERAL MANAGER & CEO
Ken Ksionek transitioned the Stanton Energy Center (SEC) into the most fuel-diverse generation site in Florida with the addition of natural gas, landfill gas and two solar photovoltaics (PV) farms. His namesake, the Kenneth P. Ksionek Community Solar Farm, is a part of SEC.

Ksionek began his OUC career in 1985 as Director of Construction for the Stanton Energy Center (SEC) Unit 1. He then served as co-project manager for the SEC Unit 2 construction project while holding the position of Managing Director of Electric Transmission and Distribution. In 1995, he was promoted to Vice President of the Energy Delivery Business Unit, where he led OUC to national prominence for its reliability.

In 2004, Ksionek guided the organization through the most active hurricane season in its history, with three back-to-back storms – Hurricanes Charley, Frances and Jeanne – over a 45-day period. After each storm, Ksionek coordinated OUC’s massive restoration efforts that returned power safely to customers in nine days after Charley, four days for Frances and three days for Jeanne. In October 2004, he was named General Manager & CEO. Under Ksionek’s direction, OUC weathered tough economic times and their financial impact on the company. Today, OUC’s strong fiscal performance, high bond ratings, and astute refinancing have allowed it to hold the line on costs and provide customers with affordable rates in addition to record reliability and outstanding water quality.

Additionally, Ksionek’s focus on improving customer service through smart-grid technology, advancing sustainability and clean energy initiatives, and developing expertise through employee empowerment and active succession planning has elevated OUC’s position on the national stage.

As Ksionek’s tenure winds down, it’s only fitting that his OUC career ends the same way it began, steering the utility through one of the strongest hurricanes to hit Florida in more than a decade. Hurricane Irma, which struck Florida in September 2017, wiped out power to nearly 60 percent of OUC’s customers. And once again, under Ksionek’s guidance, the utility rose to the occasion, restoring power 4 to 7 days faster than the state’s investor-owned utilities.

TRIBUTE TO KEN KSIONEK

A POWERFUL LEGACY

Ken Ksionek (left) and Gerald Hardage, of ZHA Construction, review SEC construction project plans in 1983.

AFTER 32 YEARS, 14 AT THE CONTROLS, KEN KSIONEK IS RETIRING AS GENERAL MANAGER & CEO OF THE ORLANDO UTILITIES COMMISSION. A LICENSED PILOT, HE GUIDED OUC WITH A STRONG AND STEADY HAND ON ITS ASCENT TOWARD BEING THE BEST UTILITY IN THE NATION.

After serving more than 32 years with OUC, Ken Ksionek, General Manager & CEO, announced his retirement to the OUC Board of Commissioners, effective February 1, 2018. Passionate about reliability, sustainability and emerging technologies, Ksionek has successfully led OUC’s efforts to be “The Reliable One” and “The Sustainable One,” too. His expertise, leadership and devotion have made OUC one of the most forward-thinking utilities in the nation.

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Orlando City Soccer Opens New Stadium
Orlando City Soccer built it … and the crowds came. In February 2017, fans flocked to the new 25,500-seat stadium, which is part of the proposed downtown Sports and Entertainment District (SED). The SED runs from the Dr. Phillips Center for the Performing Arts to Camping World Stadium.

Universal Orlando Resort Expands
Blending entertainment and technology, Universal’s Volcano Bay water theme park made a huge splash when it opened in May 2017. Billed as the next-generation water park, Volcano Bay provides visitors with smart technology, called Tapu Tapu wristbands, to reduce their wait times. On tap for summer 2018: the new 600-room Aventura Hotel — which, when it opens, will bring the number of on-site hotel rooms at Universal to 6,200. For OUC, the expansion represents 5 to 7 MW of additional load with annual revenue of more than $3 million.

Amazon Fulfills Expectations for Growth
In summer 2017, online retail giant Amazon announced plans to open a new fulfillment center near the Orlando International Airport. Located on a 78-acre site, the 850,000-square-foot center is expected to bring 1,500 new jobs to Central Florida when it opens in 2018. The impact to OUC will be 3.6 MW of electric load and 14.2 MGAL of water a year, yielding $2 million in annual revenue. Additional opportunities are being explored with Amazon — ranging from electric vehicle charging stations to OUConvenient Lighting.

OUC Establishes Empowerment Zone
OUC has created an Empowerment Zone to help the most economically disadvantaged ZIP code in its service territory. Together with LIFT Orlando, the utility is working to help families build better lives by bringing jobs and mixed-income housing to the neighborhoods around Camping World Stadium, including Parramore.

To accommodate faster-than-anticipated growth, Orlando International Airport (MCO) has completed construction on the first leg of a $3.5 billion, multi-year Capital Improvement Program. Opened in fall 2017: the South Airport Automated People Mover (APM) and Intermodal Terminal Facility (ITF) complex, along with a six-story, 2,400-space parking garage. The APM will transport passengers via a pair of three-car trains along a 1.5-mile guideway to the Main Terminal. The ITF transit hub is ready for Brightline, the train that will connect Orlando to Cocoa, West Palm Beach, Fort Lauderdale and Miami. MCO will be the only airport in the nation that is a hub for intercity rail connectors. Adjacent to the APM/ITF, site work is also underway on Phase 1 of the new South Terminal, which will add 14 gates capable of accommodating up to 21 aircraft. The new terminal is expected to open in fall 2020. For OUC, the expansion represents 6 MW of load growth worth $14 million in new revenue over the next five years.
NEW AND ONGOING PROJECTS DEMONSTRATE OUC’S COMMITMENT TO RENEWABLE ENERGY.

More Renewables, Less Carbon

After setting a goal to meet 20 percent of its expected retail energy requirements with sustainable resources by 2020, OUC is well on the way to meeting that target through a combination of solar, landfill gas, nuclear and energy efficiency measures.

OUC plans to add more than 60 MW of renewables to the mix to further reduce carbon dioxide emissions. As OUC looks to the future, renewables will play an increasingly significant role in the resource portfolio and in the quest to power the Greenest City in the Southeast with 100 percent renewable energy by 2050.

Like Rooftop Solar, Without the Rooftop

Among the first of its kind in the nation, OUC’s newest sustainability endeavor – the Kenneth P. Ksionek Community Solar Farm – sits atop a byproduct landfill near a power plant.

Located on 24 acres at the Stanton Energy Center in East Orlando, the farm has nearly 40,000 solar panels that provide 13 MW of energy – enough to power 2,100 homes. The new farm more than doubles OUC’s solar capacity, allowing both commercial and residential customers to harness the energy of the sun whether they own or rent.

Floating a Power Plant of Renewable Energy

OUC’s renewables team is constantly researching ways to reposition the way solar shines in Florida. In February, an expanse of blue panels was stretched across a pond at the Gardenia Operations Center, marking OUC’s adoption of floating solar as a new, innovative way to soak up the sun. The technology utilizes the area’s nearly 9,000 bodies of water, from ponds to lakes, to house floating solar panels – or “floatovoltaics.” The arrays, which are rare in the U.S. but common in Europe and Asia, take advantage of wide open waterways devoid of trees to capture sunshine, providing clean, renewable energy to homes and businesses.

Turning Old Spaces into Green Ideas

Not everyone would have viewed it as inspiration, but when OUC’s conservation department found an old drive-through at the Gardenia Operations Center, they saw a blank canvas – and the green ideas started flowing. The team transformed the space into a beautiful oasis of sorts, complete with a living wall and rain harvest garden.

The vertical garden uses low-volume (or micro) irrigation to conserve water while supporting edible, Florida-friendly, drought-tolerant vegetation. The garden works in harmony with nature, has minimal impact on the environment, and includes educational placards to teach conservation in a relaxing setting.

Challenging Minds and Changing the Environment

Combining art and engineering was the creative force behind a joint solar energy project among OUC, the University of Central Florida (UCF) and the Tavistock Group. OUC engineers were tasked with placing solar sculptures around the community to inspire conversations about renewable energy. They quickly realized what a valuable teaching opportunity the sculptures could be. Harnessing the creativity and ingenuity of some of the brightest minds in the area, OUC engineers partnered with UCF professors and undergraduate students in the disciplines of art, engineering and computer science to begin working on the year-long project.

The result: a solar-powered sundial sculpture that uses sound engineering principles like strong wind resistance and sun exposure optimization to power electrical features while conveying artistic concepts, such as reflections and shadows, and taking outdoor elements into consideration. The sculpture will be installed in Lake Nona’s Laureate Park in 2018.

Students from the University of Central Florida proudly stand by their winning sundial sculpture to be installed in Lake Nona in 2018. Pictured from left to right: Marie-Jo Gordo, junior, studio art; Daniel Schutt, sophomore, graphic design; Dominique Russell, senior, mechanical engineering; Peter Warren, senior, mechanical engineering.

OUC offers a wealth of solar solutions – from rooftop, floating and decorative sculptures to utility-scale and community farms that supply thousands of homes with clean, renewable energy.
DOUBLE TROUBLE: HURRICANES MATTHEW AND IRMA BOOKEND FY2017

AFTER A DECADE WITHOUT A MAJOR HURRICANE, OUC FACED DOWN TWO POWERFUL STORMS IN ITS OWN BACKYARD, THEN STEPPED UP TO PROVIDE ASSISTANCE AFTER A THIRD.

Most organizations don’t start and end their fiscal year with a hurricane. Yet, OUC handled both in stride. In October 2016, after a 10-year hiatus from major storms, Hurricane Matthew barreled toward Florida and was expected to cause destruction in the area. The storm, however, stayed to the east, causing a smaller-than-anticipated impact to OUC’s service territory. About 39,000 OUC customers lost power, with full restoration completed in those days.

Nearly a year later, Hurricane Irma, a vicious Category 3, plowed through the middle of the state, delivering a much larger blow to Central Florida. Nearly eight straight hours of tropical-force and hurricane-force winds caused unprecedented damage to the OUC grid (see “Irma: By the Numbers” sidebar). More than 60 percent of OUC customers lost power, but OUC restored it 4 to 7 days faster than investor-owned utilities in the area.

Readying the Team

As millions of Floridians made hurried preparations, OUC mobilized a response team nearly three times the size of its normal work force. These efforts included not only securing crews from states as far away as Michigan and Massachusetts, but also preparing to house and feed the hundreds of line technicians and tree trimmers once they arrived.

Despite 7 million Floridians losing power with extensive damage to more than 200 transmission lines, public power companies like OUC provided the quickest restoration times. The efforts put forth by OUC teams and the out-of-town crews were true testaments to the unmatched dedication of municipal utilities to the communities they serve.

OUC Assists Storm-Ravaged Puerto Rico

Not more than two weeks after Irma left a trail of destruction, Hurricane Maria followed in her path. While Florida was spared, Puerto Rico was not. Back-to-back hurricanes proved to be too much for the island’s vulnerable electric infrastructure and resulted in the need for a near-complete grid rebuild.

So, OUC jumped into action. Just weeks after restoring its own system, OUC sent a team of line technicians, engineers and fleet personnel, along with equipment and supplies, to aid in rebuilding Puerto Rico’s electric grid. Crews worked alongside fellow utilities from the U.S. mainland to help the island’s residents return to normalcy.

THE SOCIAL MEDIA TEAM WORKS 24/7

During the storm, OUC’s Call Center fielded thousands of customer calls and emails, while the Communications team ensured that appropriate messaging and information were available across a range of options, including the web and automated phone system. Customers relied heavily on Twitter, Nextdoor and Facebook social media channels, with nearly 2,000 inquiries an hour coming in at one point. The social media team was supported for hurricane Irma, included employees from Communications, Marketing, Customer Service, and Conservation. Employees were dispatched to the field to capture real-time photos and videos to show customers the extent of the damage and just how diligently crews were working to restore power.
Backup Generator Rotor Decreases Downtime

To save money and protect the reliability of Stanton Energy Center’s (SEC) two coal-fired units, OUC plans to purchase a backup turbine generator rotor. The recommendation stemmed from Unit 1’s planned outage in 2016 when engineers determined an immediate need to rewind the rotor. The only solution was to send the massive 75-ton machine to Missouri on the back of a huge truck, which extended the outage and cost more than $4 million to purchase replacement power. To reduce the risk of another unplanned or extended outage going forward, OUC decided to acquire a spare rotor that is compatible with both coal units. Plans are already in place to rewind Unit 2’s rotor during its next turbine generator overhaul scheduled for fall 2018. While the cost to purchase the backup rotor is $3.1 million, it will pay for itself by dramatically decreasing the unit’s downtime. The rotor, which went into service in 1978 and was formerly owned by Commonwealth Edison, will be rewound, and tested electrically and mechanically as part of the purchase price. It has a projected useful life of 30 years.

Landfill Agreements Help Lower Fuel Costs

Methane landfill gas-to-energy agreements between OUC and the Orange County landfill have offset the need for coal by co-firing methane in SEC Units 1 and 2. The agreements benefit both parties because the methane created by decaying trash must either be flared off or used as an energy source. Methane is significantly less expensive than coal, natural gas, solar or biomass. Since 1998, there have been multiple agreements as sections of the landfill were closed. The most recent, in 2008, was for a 30-year term in which the energy output peaks at around 20 MW in 2035. During each project, there is a lifecycle of decay where methane production increases before peaking and then declining. However, production occurs during the entire cycle, which lasts several decades.

OUC will build and operate a methane production facility generating about 4 MW on the site of the closed landfill cells. Conservatively, this project is expected to last five years, but quite possibly many more. When all OUC existing landfill gas agreements are combined, OUC will reach 70 MW by 2030.

Using landfill gas offsets the need for 90 million pounds of coal and supports OUC’s strategic initiative to promote the sustainable use of electric and water resources.

Upgrading Ozone Generators to Provide the Highest Quality Water

In 1997, OUC was the first utility in the nation to completely adopt ozone generation at all of its water treatment plants. By removing the sulfur smell that occurs naturally in water, ozone helps reduce the amount of chlorine that must be added. The result is clean, fresh-tasting water with a sparkling appearance. To continue delivering award-winning H2OUC, the utility began the process of upgrading the aging ozone generators at its water plants, beginning with the Southwest Water Treatment Plant, in 2014. Work will begin at the Pine Hills Water Treatment Plant in southwest Orlando in early 2018.
GAINING VELOCITY 2017 OUC ANNUAL REPORT

The TripSaver II device works by clearing faults on lateral or neighborhood trees or animals getting into overhead infrastructure. The devices are intended to reduce the Commission’s Momentary Average Interruption Frequency Index (MAIFI) score and minimize deployment of crews for long-term outages. An area in St. Cloud, which includes about 2,100 customers, was chosen as a pilot site for the project because of its equal mix of overhead and underground infrastructure.

The devices are designed to reduce the number of customers affected. The devices are intended to reduce the Commission’s Momentary Average Interruption Frequency Index (MAIFI) score and minimize deployment of crews for long-term outages. An area in St. Cloud, which includes about 2,100 customers, was chosen as a pilot site for the project because of its equal mix of overhead and underground infrastructure.

With the TripSaver II device works by clearing faults on lateral or neighborhood lines when a problem occurs and avoids the need to “blink” or disturb the main feeder and other lateral lines. If the fault is temporary, the device restores power in seconds. If it is permanent, as in the case of a tree falling on a line, the TripSaver II coordinates with other protective devices to isolate the fault, limiting the number of customers affected.

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Testing Smart Grid Technology to Reduce Momentary Power Outages

With more electronic and digital devices than ever in homes and businesses, any interruption in the power supply can cause frustration. Clocks and security systems have to be reset, and computers must be rebooted. OUC is testing new technology designed to minimize these interruptions or faults (momentary outages or half-second blinks), often caused by lightning, fallen trees or animals getting into overhead infrastructure.

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Dr. Phillips Center Expands

The Dr. Phillips Center for the Performing Arts, Central Florida’s crown jewel of cultural space, broke ground in March 2017 on a $237.5 million, second-phase expansion. It encompasses the 1,700-seat Steinmetz Hall, a three-tier acoustical hall; the Green Room, a 9,000-square-foot gathering space for performers and guests; and other backstage operations space. The expansion is slated to be complete in 2020.

As an OU Cooling customer, the center currently uses about 650 tons of chilled water from the downtown Orlando district to keep patrons cool and comfortable. The expansion will increase usage to 900 tons or more.

New Downtown Skyscraper

An exciting new project on the horizon is the Tremont Tower in downtown Orlando. OU Cooling is in talks to enter into a 20-year agreement with Lincoln Property Company, the owners of the soon-to-be-built 28-story, multi-use high rise at the corner of Garland Avenue and South Street. When completed in fall 2018, the cooling capacity will be between 590 to 735 tons.

Eagle Creek Shining Brightly

OUC is entering into a 20-year OUConvenient Lighting agreement with the Homeowners Association of Eagle Creek, one of the utility’s single largest lighting contracts to date. In August 2017, the golf community determined it was more cost effective to transfer private ownership of the community’s 785 streetlights to OUC.

As part of the agreement, existing metal halide lamps will be replaced with more energy-efficient LED lamps to provide significant savings in energy usage and maintenance over time. The new lights are simple to install and will reduce energy consumption by 62 percent annually. This aligns with OUC’s strategic initiatives to provide competitive rates and expanded service options, and promote the sustainable use of electric and water resources.

Winnie Palmer Hospital Lights the Way

As part of OUC’s commitment to sustainability, OUConvenient Lighting offers a turnkey LED lighting upgrade for commercial customers. Businesses that opt for the retrofit package save energy and money. This year, Orlando Health made the switch to LED and is expected to save 10 percent in energy costs, while getting better quality lighting and the ability to change exterior lighting colors for the time of year or a special event.

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The Dr. Phillips Center for the Performing Arts hosts hundreds of events a year from touring Broadway shows and educational programs to outdoor festivals.

Orlando Health’s Winnie Palmer Hospital for Women & Babies campus displays a pink LED theme for Breast Cancer Awareness during the fall.
Pursuing an Alternative Water Supply for Future Generations

For decades, OUC has actively encouraged water conservation while ensuring the safety and quality of this precious resource. Now the utility is exploring more ways than ever to protect it.

As part of a commitment to the environment and responsibility to future generations, OUC has taken a leadership role in the search for innovative, reliable solutions while still providing clean, great-tasting water for customers today. One solution is the development of an alternative water supply to meet future drinking water demands. To that end, OUC is working with the City of Cocoa, Orange County Utilities, Toho Water Authority and East Central Florida Services on the Taylor Creek Reservoir/St. Johns River Project. When completed, the project will provide 5 million gallons of water daily (mgd) for OUC customers and about 40 mgd for Central Florida.

Customer Campaigns Help Orlando Weather Extreme Drought

In March, OUC enhanced its efforts around a Water Education and Awareness Program (WEAP) – a partnership with the St. Johns River Water Management District – to encourage high-water consumers to schedule a free irrigation system evaluation. Performed by an OUC preferred contractor, the program also provides a monetary incentive to help with needed repairs.

Then in April, when Orlando was faced with some of the lowest rain amounts in nearly a century, customer education about the importance of conserving water became even more crucial. Through traditional and social media, as well as digital marketing efforts, the Marketing, Communications & Community Relations department provided vital water-saving tips to help all customers protect precious water resources and save on their utility bills.

Educating the Next Generation about Water Conservation

Instilling the importance of environmental stewardship in children is crucial to ensuring a water-wise next generation. This year, OUC reached more than 12,000 public school students from Orange and Osceola counties with its award-winning Project AWESOME (Alternative Water & Energy Supply, Observation, Methods and Education) and The Water Color Project. Project AWESOME is a partnership between OUC and the Orlando Science Center that, in addition to teaching energy awareness, educates school children about the importance of water conservation through hands-on projects like building an aquifer and testing low-flow showerheads. The Water Color Project tasks students with encouraging conservation efforts through an annual calendar contest and rain barrel painting.

EACH YEAR, OUC WATER TECHNICIANS:

- Conduct 20,000 chemical and bacterial water quality tests
- Test for more than 135 regulated and unregulated substances
- Maintain OUC water at 100% allowable levels
LETTER FROM THE COMMISSION PRESIDENT & GENERAL MANAGER/CEO

ALL SYSTEMS ARE “GO”

Bill Redesign Creates Wiser Consumers

A newly designed bill, launched in March 2017, is providing OUC customers with more detailed information about their energy and water consumption. The larger format provides exact usage breakdowns and easy-to-read, colorful charts with monthly comparisons. They can also review their daily average usage, access efficiency tips, and receive tailored messaging.

Customers were informed about the new design and the bill’s added features via multiple channels: social media, a new web page (OUC.com/mynewbill) and the Connections newsletter.

Proactive Outage Alerts and New Storm Center Outage Map

In September 2017, OUC launched a new outage alerts program and online outage map designed to keep customers informed every step of the way during power restoration. Using integrated advanced meter information and OUC’s Outage Management System, customers can report an outage, get notification when their power goes out and receive restoration updates via text message, email or phone. Billing/payment, consumption alerts and marketing messages are expected to be integrated in 2018.

Center of Excellence Promotes Continuous Quality Improvement

In March 2017, OUC launched the Continuous Improvement Center of Excellence as part of the Commission’s strategic initiative to improve organizational effectiveness. Applying continuous improvement principles – from defining and aligning metrics to driving process efficiencies – will enable OUC to aggressively compete and prepare for the future. The Center focuses on assessing efficient uses of time and cost with a commitment to ultimate quality. Working alongside business units to identify areas of improvement, the Center’s team collaborates with employees to assess design, and implement and measure processes to ensure efficiency and quality.

FROM UPGRADING TO A NEW CUSTOMER INFORMATION SYSTEM AND NEW BILL FORMAT TO PROACTIVE OUTAGE ALERTS AND LAUNCHING A CENTER OF EXCELLENCE, OUC IS IMPROVING THE WAY IT SERVES ITS CUSTOMERS.

New Customer Information System Preps for the Future

OUC’s Customer Information System (CIS) implementation was a massive effort that took 2½ years, over 300,000 hours of effort and 30,000 hours of Quality Assurance testing. It involved more than 200 OUC employees, contractors and third-party vendors to convert PeopleSoft Enterprise Revenue Management to Oracle Utilities Customer Care & Billing (CC&B). The system handles OUC’s day-to-day operations, touching 246,000 electric and water customers, both residential and commercial.

Replacing it was a complicated and critical effort that was necessary to maintain OUC’s commitment to a quality customer experience that leverages technology. Ultimately, while fireworks lit the Orlando sky, celebrations erupted across OUC as the new customer information and billing system went live on July 4, 2017.

The project was named Momentum: To CC&B and Beyond, or simply, Project Momentum, to present the upgrade as a driving force that would lay the foundation for future improvements and efficiencies in support of OUC’s strategic initiatives.

The team that worked tirelessly on Project Momentum celebrated with a barbecue lunch.

A new online outage map provides customers detailed outage information with live weather radar, colorful symbols, messaging, outage reporting capabilities and more.
2017 EMPLOYEE VOLUNTEER HOURS: BY THE NUMBERS

Last year, OUC employees donated nearly 10,000 hours of their personal time and talent in our community.

- 34%
- 11%
- 29%
- 9%
- 17%

Boy Scouts of America
Youth Sports
Charities
Local Schools
Other

2017 OUC ANNUAL REPORT