



# CONNECTIONS

News and Information from OUC—The Reliable One | NOVEMBER 2024

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## Alleviating Energy Burden

At OUC, we are dedicated to making energy bills more affordable for everyone through energy efficiency and sustainable solutions. While financial limitations can often prevent access to these options, OUC is proud to collaborate with community partners to ensure all OUC customers regardless of income have access to these vital resources.

Our Efficiency Delivered initiative is one way we're helping families reduce energy consumption and save on utility costs—**offering up to \$2,500 in energy efficiency improvements** for qualifying households.

As Central Florida's hometown utility, we remain committed to launching more programs to



empower customers and keep energy both affordable and reliable. For more information on financial assistance programs, visit [OUC.com/assistance](https://www.oucreliableone.com/assistance).

Learn about how OUC is making energy bills more affordable at [OUCBlog.com/energyburden](https://www.oucreliableone.com/blog/energyburden).

UP TO  
**\$2,500**  
ON ENERGY  
IMPROVEMENTS

## Introducing SunChoice: OUC's New Solar Energy Program

OUC is excited to announce *SunChoice*. This new program is designed to make clean, sustainable energy more accessible to everyone, including renters and those unable to install solar panels.

**What's New?** For residential customers, starting March 1, 2025, you can subscribe up to 100% of your monthly electricity usage in 10% increments. The new solar rate is \$0.04667 per kWh, an average annual increase of \$20 for those using 1000 kWh.

For commercial customers, starting October 1, tiered pricing applies, and subscriptions include Green-e® certified Renewable Energy Certificates (RECs).

### Why Choose SunChoice?

- **Sustainable Energy** without upfront costs
- **Community Impact** supporting local solar projects
- **Efficient Investment** in large-scale solar
- **A Cleaner Future** for Central Florida

For more information, visit [OUC.com/sunchoice](https://www.oucreliableone.com/sunchoice).

Harmony Solar Farm

**sun** CHOICE  
OUC

## Help a Family in Need with Project CARE



As many families in our community struggle to pay bills and put food on the table, you can give the gift of energy this holiday season and help those in financial crisis.



Through OUC's Project CARE, for every \$1 you donate, OUC contributes \$2. So, your \$10 donation could easily mean \$20 for a struggling family. And, you can easily add this donation to your monthly bill. All funds are managed by the local nonprofit Heart of Florida United Way.

To contribute, log in to your myOUC account, choose Billing & Payment option, click on Project CARE, and select the Enroll in Project CARE button.

To learn more, visit [OUC.com/projectcare](https://www.ouc.com/projectcare).

## Free In-Home Energy Audits

Take advantage of OUC's FREE In-Home Energy Conservation Audits to learn how efficient your home's energy use is, as well as where you can make improvements to lower your utility bill.

More at [OUC.com/energyaudit](https://www.ouc.com/energyaudit).

## Community Corner: OUC Employees Drive Community Revitalization Through Empowerment Zone Taskforce



OUC's Empowerment Zone Taskforce is leading multiple community initiatives aimed at revitalizing the 32805 ZIP code, one of Orlando's most economically disadvantaged zip codes. The Empowerment Zone Taskforce seeks to help revitalize the community by leveraging OUC's resources and partnerships to enhance educational opportunities, health and wellness programs, jobs training and sustainable housing.

Programs include trade skills training through the Pre-Apprenticeship Program, literacy initiatives

like Little Free Library and Need to Read, and an EV Technician Training Program. The taskforce also collaborates on energy-saving home improvements for low-income residents and provides career exposure for high school students. Health and wellness are promoted through the HEAL program, while OUC's partnership with 4Roots addresses the area's food scarcity with community gardens and sustainable food projects. Learn more about OUC's Empowerment Zone work at [OUCBlog.com/empowermentzone](https://www.ouc.com/blog/empowermentzone).

## Don't Fall for Utility Scams



November 20 marks **Utility Scam Awareness Day**, a day dedicated to educating customers about common utility scams. If you receive a call, email or text asking for personal information or requesting immediate payment to avoid disconnecting your utility services, it's a scam. Hang up or ignore the message. If someone comes to your home making similar threats, don't engage—call the police.

Scammers "spoof" caller IDs to appear as utility companies, warning that your utility bill is overdue and demanding payment. These tactics are used via phone calls, emails, or texts. **OUC will never call, email or text you demanding immediate payment or request personal information.** Payments should only be made through OUC's website or by calling OUC Customer Service 407-423-9018.

If you suspect a scam, contact OUC and local law enforcement.

### Tips to avoid scams:

- Beware of "spoofing" attempts
- Don't share personal or financial information
- Don't click links in suspicious emails or texts
- Never wire money to anyone claiming to represent OUC

Para ver toda nuestra información en español, por favor visite [espanol.ouc.com](https://www.espanol.ouc.com).



ORLANDO UTILITIES COMMISSION

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