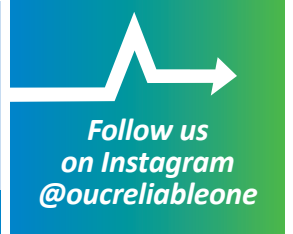




CONNECTIONS

News and Information from OUC—The *Reliable One* | NOVEMBER 2025



USAGE DASHBOARD KEEPS YOU IN THE KNOW ABOUT ENERGY, WATER



OUC's Usage Dashboard, located within your myOUC online account, lets you monitor your electric consumption, and your electric demand, so you can be more efficient and save money.

For water customers, the dashboard also contains a water consumption option that provides insights into usage, which could help you identify opportunities to conserve water.

For electricity, you'll see daily and hour-by-hour consumption in kilowatt hours (kWh). You can also see your kW, or demand, which is the highest amount of electricity you use at any given time, recorded in 15-minute intervals. Knowing your

consumption helps you make choices to conserve energy. Being aware of demand allows you to shift or stagger usage, especially of large appliances, to different times of day to reduce your demand on the grid.

Rooftop solar customers now have access to the Usage Dashboard. Customers can see the kWh delivered to them from OUC; kWh received by OUC (what the customer sends to OUC); and their kW or demand.

For more information about the Usage Dashboard, including how to use it to identify ways to reduce consumption and demand, go to **[OUC.com/usage](https://www.oucreliableone.com/usage)**.

Helping Families in Need *Donate to Project Care*



OUC's Project CARE embraces the spirit of giving – and receiving – for the holidays by using your donations to help families experiencing temporary financial hardships. For every \$1 you donate, OUC will contribute \$2. To donate, log in into your myOUC account and select the Billing & Payment option. Click on Project CARE and select the blue Enroll in Project CARE button to add a specified amount to your monthly bill. All funds are administered by Heart of Florida United Way.

For more information and to apply for financial assistance, go to **[OUC.com/projectcare](https://www.oucreliableone.com/projectcare)**.



Don't Fall for Utility Scams



Scammers take advantage of the hectic holiday season to target utility customers. If you receive a phone call, email, or text claiming to be from OUC asking for private personal and financial information or requesting immediate payment to avoid disconnection, it's a scam. Scammers often use "spoofing" to impersonate utility companies with caller ID in calls and texts and in the sender address of emails.

- OUC will never call or text to demand immediate payment or ask you to pay with pre-paid cards, cryptocurrencies, wire transfers, or by using third-party payment apps like CashApp, Venmo or Zelle.
- If you are contacted, do not respond or click on any links or provide any information. The only ways to pay your OUC bill are online in your myOUC account, by mail, by phone at (407) 423-9018, or in-person at payment locations like Publix and Walmart.

If you suspect a scam, reach OUC customer service at **(407) 423-9018** or via email at **OUC.com/contact**.

OUC Rebate Available for New A/C *Save Money on Your Electric Bill*



Heat pumps offer an energy-efficient alternative to traditional air conditioning and heating systems, and can lower your electric bill while maintaining a comfortable temperature year-round. You can get a rebate of **up to \$1,150** from OUC to help cover the cost of purchasing and installing a heat pump HVAC system. Plus, you could be eligible for a federal tax credit of **up to \$2,000**.

Learn more at **OUC.com/rebates**.

OUC Rebates, Customer Assistance Programs, Flexible Payment Options *and More*



OUC is here to assist you with energy-efficient rebates, conservation and assistance programs, savings tips and flexible payment methods, among many more services that can help save money and manage monthly bills.

You can:

- Pay as you go for utility services with the Power Pass prepaid program.
- Get a rebate for a new A/C, windows, water heater and more.
- Work with a conservation specialist to learn ways to increase your efficiency.
- And much more.

Find out more about OUC programs at **OUCblog.com/assistance**.

Holi-Dos and Holi-Don'ts for Holiday Decorating



As you decorate for the festive holiday season, keep your home and loved ones safe by following these electrical safety tips.

Holi-Dos

- Do discard worn out or damaged power cords, lights and decorations.
- Do use indoor lights and decorations inside only.
- Do keep candles on solid, steady surfaces and away from flammable items.
- Do watch out for overhead power lines when decorating the exterior of your house.

Holi-Don'ts

- Don't overload outlets or power strips.
- Don't leave decorations and lights on all night or when you are away from home.
- Don't string multiple extension cords together.
- Don't run extension cords under rugs or furniture.

Para ver toda nuestra información en español, por favor visite **espanol.ouc.com**.