



CONNECTIONS

News and Information from OUC—The *Reliable One* | FEBRUARY 2026

EYES IN THE SKY

How OUC is Using Drones to Improve Safety and Reliability

As a drone pilot and research engineer at OUC, Maguire Mulligan has seen firsthand how drone technology is transforming the way the utility handles post-storm damage assessments, infrastructure and facility inspections and other essential tasks. What once required employees to enter hazardous environments can now be done more safely, efficiently and accurately from the sky.

During Hurricane Milton in 2024, drones proved invaluable. They helped guide crews directly to the most critical trouble spots, enabling faster assessments, speeding up power restoration and reducing risks for field restoration teams.

Drones provide real-time, high-resolution views of downed lines, damaged poles and compromised equipment. This aerial perspective allows teams to prioritize repairs without stepping into unsafe areas. With thermal imaging capabilities, drones also can detect if a power line is energized, information which is crucial for safe and efficient restoration work.

OUC formally launched the drone team in 2023. Today, the program includes four FAA-certified pilots and a fleet of seven drones.



Beyond storm response, drones are reshaping routine operations. They can inspect hard-to-reach areas of large facilities in minutes — tasks that previously required weeks of planning and the construction of scaffolding. Thermal imaging also helps identify malfunctioning panels across solar arrays that span hundreds of acres. And as part of OUC's Avian Protection Program, drones assist with inspecting bird nests on power poles and other structures, supporting environmental stewardship.

With these capabilities, OUC is redefining how it prepares for storms, responds to emergencies and evaluates critical assets.

"I see the drone program growing and thriving," said Mulligan. "I see them being the source of historical information about our distribution system and they will do a great job taking care of our critical infrastructure."



Maguire Mulligan, Research Engineer with OUC, gives a drone demonstration to a tour group at the Gardenia Innovations and Operations Center.

For more details on OUC's drone program, go to OUCblog.com/drones.

Keep Your Personal and Financial Information Safe



Scammers are becoming increasingly sophisticated, and utility customers are increasingly being targeted. Stay alert for "spoofing" attempts — fraudulent calls, texts or emails that are disguised to look like they're from OUC and claim your service will be disconnected unless you make an immediate payment. **This is a SCAM. Do not respond.**

While OUC may contact customers by phone or email regarding past due balances, we **never** demand immediate payment. The most important safeguard is to **NEVER** share personal information — such as your Social Security number, credit card number or banking information — with anyone claiming to represent OUC. If you suspect a scam, reach OUC customer service at **(407) 423-9018** or via email at OUC.com/contact.





The Many Ways OUC Helps You Save and Manage Your Monthly Bill

It's a typical pattern: electric bills dip in the Florida winter and climb in the summer as A/C usage rises. With OUC's free Budget Billing program, you can avoid seasonal swings by spreading your payments evenly throughout the year.

If your goal is to lower your bill overall, OUC's conservation specialists can help you identify ways to use energy more efficiently around the house — including simple, no-cost or low-cost improvements you can make right away. You also can use the free **Usage Dashboard** to track your electricity habits and spot opportunities to save.

These are just a few of the money-saving programs OUC offers to help you lower your utility costs, improve home efficiency and make monthly bills more manageable. Learn more at OUCblog.com/assistance.



Empowering Kids to Create a More Sustainable Future

Free Hands-On Workshops Available for Schools



OUC, in partnership with the Orlando Science Center, is helping inspire the next generation of conservation-minded leaders. Project A.W.E.S.O.M.E. (Alternative Water and Energy Supply; Observation, Methods and Education) brings hands-on workshops to public schools in Osceola County, giving students an interactive way to learn about energy stewardship.

The program's STEM-focused activities not only teach the value of conservation but also inspire kids to explore future paths in science, technology, engineering and math as they continue their academic journey.

To find out more and request a workshop, email CommunityEngagement@ouc.com.

Spruce Up Your Home and Save

OUC Rebates for Home Improvements and Appliances

If you're thinking about home upgrades or buying new appliances, start by exploring OUC's rebate

program. A wide range of money-saving incentives are available for energy-efficient upgrades — from A/C systems to water heaters. Rebates appear as a credit on your bill, and the increased efficiency can help you save energy and money all year long.

Discover eligible upgrades and potential savings at OUC.com/rebates.



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



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