



CONNECTIONS

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COMING SOON

A PERSONALIZED LOOK AT YOUR ELECTRIC DEMAND

At OUC, we're making it easier than ever to understand your monthly bill. Starting this month, you'll receive personalized videos explaining the new DemandLevel pricing structure (more details in the article below) being introduced this fall. The videos will break down how two charges will determine your energy costs and show how this will impact your bill going forward:

- A lower electric rate per kilowatt-hour (kWh)
- A new electric demand charge

You'll also receive simple, practical tips based on your usage to help you control demand and better

manage your costs. Along with free online tools like the Usage Dashboard, Appliance Calculator and others, these personalized videos will empower you with more information and more choices as DemandLevel is implemented.

To learn more about electric demand and the free tools available to help you manage it, visit [OUC.com/demand](https://www.ouc.com/demand).



DemandLevel Coming Soon

Most customers will see little or no change in their bill amount

Beginning in November, OUC's new DemandLevel pricing structure will give you a clearer picture of how your energy habits affect your costs. Your bill will be based on two things:

- 1 How much electricity you use overall, measured in kilowatt-hours (kWh). This rate is dropping by 12.5%, which is designed to offset your demand charge and help lower the cost of electricity you use throughout the month.
- 2 Your peak demand — the highest amount of electricity you use during any single 15-minute period in billing cycle, measured in kilowatts (kW).

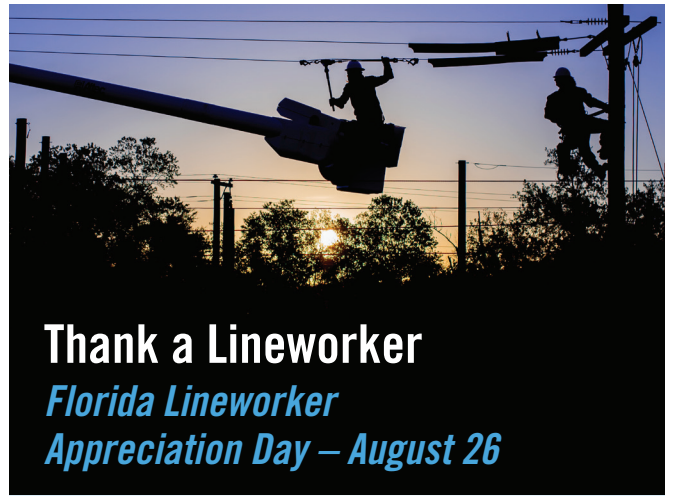
Your peak demand determines your DemandLevel tier. The lower your peak demand, the lower your tier. And because your peak resets every billing cycle, your tier can adjust month to month based on the changes you make in how and when you

use electricity. Power Pass customers will see a daily DemandLevel amount based on their tier, starting at 16¢.

With DemandLevel, most customers will see little or no change in their bill amount. Want to get ahead of the change? **Visit [OUC.com/demand](https://www.ouc.com/demand)** for easy ways to reduce your demand and stay in control of your energy costs. By taking these steps you can help support a smarter energy future with OUC.

DEMANDLEVEL CHARGES*			
	Demand	Residential	Small Business Commercial
Tier 1:	0 – 7.999 kW	\$5	\$7.50
Tier 2:	8 – 11.999 kW	\$10	\$15
Tier 3:	12 kW+	\$15	\$22.50

**pending OUC board approval*



Thank a Lineworker

Florida Lineworker Appreciation Day – August 26

On August 26, we celebrate the dedicated lineworkers who keep our community powered. These highly skilled professionals work tirelessly — through calm weather and in the toughest storms — to ensure electricity is delivered safely and reliably.

Please join us in recognizing their hard work and dedication and the vital role they play daily in keeping our lives running.

Lessen Your Demand Tip:

Stop Cold Air From Escaping Your Home



Cooling accounts for a big portion of your electric bill, so keeping cold air inside is one of the easiest ways to save. A few quick checks around your home can boost efficiency, lower costs and keep you comfortable.

- Look for cracked or missing caulk around windows and replace it with outdoor rated silicone to seal gaps.
- Check exterior doors for worn or loose weatherstripping and add a door sweep if you feel air escaping underneath.
- Ensure your attic has proper insulation, and seal gaps around fixtures, vents and ductwork to keep cool air where it belongs.
- Schedule a FREE home energy audit with an OUC conservation specialist.

For easier weatherization tips, visit [OUCblog.com/weatherize](https://www.ouc.com/blog/weatherize).

Summer-Proof Your Home with OUC Rebates

*Get up to \$1,650
in credits on your bill*



Your A/C and water heater are your home's biggest energy users and drivers of your electric bill. Upgrade to energy-efficient versions and you can lower your peak demand and help lower your monthly bill. Save big while keeping your home comfortable.

- **Heat Pump Water Heater** – Up to \$500 credit on your electric bill, and up to \$4,600 in lifetime energy costs savings.
- **Heat Pump A/C** – Up to \$1,150 credit on your electric bill, and up to \$5,533 in lifetime energy costs savings.



Learn more about these and other OUC rebates at [OUC.com/rebates](https://www.ouc.com/rebates).

2025 Water Quality Report

Learn more about H₂OUC via the 2025 OUC Water Quality Report at [OUC.com/wqr2025](https://www.ouc.com/wqr2025).



En español espanol.ouc.com/wqr2025.

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



ORLANDO UTILITIES COMMISSION

RELIABLE PLAZA • 100 W. Anderson Street • Orlando, FL 32801
Tel: 407-423-9018 • [ouc.com](https://www.ouc.com)

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