



CONNECTIONS

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

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UPGRADED USAGE DASHBOARD *Available Now!*

TAKE CONTROL OF YOUR ENERGY USE WITH NEW DASHBOARD TOOLS

OUC's newly upgraded Usage Dashboard helps you see when your home uses the most electricity so you can better manage electric demand and consumption, and uncover opportunities to save. New features let you:

- **Track energy usage by day, hour or 15-minute interval**
- **View your highest 15-minute peak demand**
- **See your current DemandLevel tier**

These tools make it easier to spot when your home's electric demand is highest. If you notice

a spike, review which major appliances were running at the same time and consider spreading out their use. Even small changes can help lower your demand.

The dashboard also tracks your total electric consumption in kilowatt-hours (kWh). With OUC's new DemandLevel pricing, both your energy use (kWh) and your highest demand (kW) help determine your bill.

Log in to your myOUC account to explore the Usage Dashboard's new features.

DemandLevel Pricing Starts in November

Here's How It Impacts Your Bill

With DemandLevel, OUC's new pricing structure, your bill will be based on two factors starting in November:

- Electricity you use (consumption), measured in kilowatt-hours (kWh)
- Peak Demand, your highest 15-minute period of electric use each month, measured in kilowatts (kW)

Previously, your bill was based only on the total electricity (consumption) you used. Under DemandLevel, your energy rate will decrease by 12.5%, helping offset the new demand charge.

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*

Most customers should see little to no change to their overall bill amount. Free tools like the **Usage Dashboard** and **Appliance Calculator** make it easy to track demand and manage costs. Lowering demand also helps OUC delay building expensive new power generation facilities, keeping rates more affordable for everyone.

Power Pass customers: Beginning in October, you'll see a daily DemandLevel amount based on your tier, starting at 16¢.

Learn more details at [OUC.com/demand](https://www.ouc.com/demand).

Keep Generator Safety Top of Mind



We're in the middle of hurricane season, so now is the time to be prepared. Get storm preparedness tips, sign up for outage alerts and discover helpful resources at [OUC.com/storm](https://www.ouc.com/storm).

If you use a generator, follow these guidelines:

- Never run it indoors or in an enclosed space.
- Never plug it into your home's outlets — this can re-energize power lines and endanger crews and neighbors.
- Don't operate portable generators in rainy or wet conditions; keep them dry and sheltered.
- Review all instructions before use.

Find more safety tips at [OUCblog.com/generator](https://www.oucblog.com/generator).

Lessen Your Demand Tip: Stagger, Don't Stack Appliance Use

Most people don't realize that everything in your home using electricity contributes to their demand. Running high-energy appliances together — like your water heater, dryer and oven — can create sharp spikes, especially when the A/C is on. Spread out their use with timers or delay-start features to keep demand low. OUC's free online Appliance Calculator and Usage Dashboard shows which devices drive demand so you can stagger your usage effectively.

For more details, go to [OUC.com/demand](https://www.ouc.com/demand).



OUC Recognized as Most Reliable Utility for 2nd Straight Year



OUC customers experienced the shortest average interruption times among Florida electric utilities in 2025, according to data submitted to the Florida Public Service Commission by investor-owned utilities. This strong performance reflects ongoing investments in infrastructure upgrades, rigorous maintenance, smart grid technology and grid hardening improvements.

Learn more about OUC's reliability commitment at [OUCblog.com/reliable](https://www.oucblog.com/reliable).

Beginning **November 1**, OUC's credit for excess solar energy sent to the grid is changing.

For details, go to [OUC.com/TruNet](https://www.ouc.com/TruNet).



OUC Rebates Help You Replace or Upgrade Your Windows



Increase Efficiency to Reduce Your Cooling Costs

Increase efficiency and lower cooling costs by installing **ENERGY STAR®** windows with better insulation and less air leakage. OUC offers a \$1.50 per square foot rebate, issued as bill credits, for qualifying window replacements, plus year-round savings from improved performance. Even adding heat-reflective window film, eligible for a 55¢ per square foot rebate, can help reduce A/C use. Be sure to apply within six months of purchase.

Learn more 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.



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