



CONNECTIONS

News and Information from OUC—The Reliable One | OCTOBER 2026

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NEW DEMANDLEVEL PRICING BEGINS IN NOVEMBER

SMALL CHOICES.
BIG SAVINGS.

Easy Ways to Cut Your Demand and Save

OUC is launching a new pricing structure called DemandLevel that takes into account how and when you use the most energy, plus a set of tools to give you more control over your bill.

Your bill will continue to reflect your monthly energy use in kilowatt-hours (kWh), and now will include a charge based on your home's highest 15-minute period of electric use — your peak demand, measured in kilowatts (kW). Your peak demand sets your tier level.

DEMANDLEVEL MONTHLY 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

Your November bill will use your peak demand set in October.

To help balance the new demand charge, the non-fuel per kWh rate will drop by 12.5%, making your everyday energy use more affordable. PowerPass customers, who use our pay-as-you-go prepay program, will see a daily DemandLevel charge, starting at just 16¢.

Stagger Appliance Use to Reduce Demand

One of the simplest ways to reduce demand — and save money — is to avoid running major appliances at the same time. If your A/C is already

working hard on a hot afternoon, run the clothes washer first. When the day cools down, start the dryer. Or, if you can, hang your clothes to dry! Spreading out usage helps keep your peak demand lower.

Your DemandLevel Tier Resets Every Month

Each month gives you a fresh chance to reduce your demand charge. Along with staggering appliance use, you can lower demand (and overall energy use) by:

- Upgrading to energy-efficient appliances
- Keeping your home cooling in top shape — maintain your A/C (including cleaning or changing the filter regularly), add insulation, and seal air leaks (even putting towels around leaky doors and windows can help)



$$\text{Total Electric Charges} = \text{Consumption Charge (kWh)} + \text{DemandLevel Charge (kW)}$$

Tools to Help Reduce Demand

OUC offers FREE online tools to help you track and manage your energy use:

- Usage Dashboard (in your myOUC account)
- Appliance Calculator ([OUC.com/demand](#))

Learn more about DemandLevel and discover ways to lower your peak demand at [OUC.com/demand](#).

Lessen Your Demand: Rebates for Energy-Efficient Appliances and Home Upgrades

If your appliances are getting older, switching to energy-efficient models can help lower your electric bill. Look for the ENERGY STAR® label and don't choose based on price alone. Energy-efficient models may cost a bit more upfront, but they can deliver long-term savings. Plus, OUC can help cover part of the cost with rebates, in the form of bill credits, on qualifying A/C systems, water heaters, windows, and other upgrades.

Find out more at [OUC.com/rebates](https://www.ouc.com/rebates).



OUC Named the Nation's Most Trusted Electric Utility by Escalent



OUC has been recognized as the No. 1 electric utility in the nation for customer trust, earning the highest Brand Trust score among all electric utilities evaluated in Escalent's 2026 Cogent Syndicated Utility Trusted Brand & Customer Engagement™: Residential Study.

OUC received a Brand Trust Index score of 771 — the highest score of any electric utility nationwide — placing it among just 32 utilities recognized as a 2026 Most Trusted Brand. Escalent's annual study evaluated 155 gas, electric and combination utilities across the country, measuring customer trust through key factors such as reliability, customer focus, ethics, communications, community support, and overall company reputation.

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

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.



5,000 Participants, 50 Years of Tradition

Join Orlando's Biggest Race Weekend



The 2026 OUC Orlando Half Marathon Weekend is a cherished tradition 50 years in the making, inviting participants of all abilities to walk or run alongside more than 5,000 fellow racers. The OUC Half Marathon is Saturday, December 5, and the Suncoast Credit Union Lake Eola 5K Benefitting WESH 2 Share Your Christmas is Sunday, December 6. Take on both races with the DTO 16.2 Challenge.

Sign up at [OUC.com/halfmarathon](https://www.ouc.com/halfmarathon) for OUC customer discounts:

- **\$10 off the OUC Half Marathon** (13.1 miles) with code: OUC5K7OFF
- **\$7 off the 5K** (3.1 miles) with code: OUCHALFTENOFF
- **\$20 off the DTO 16.2 Challenge** with code: OUCDTODISC

No other discounts apply. Valid only for in-person races, not virtual.

Important Update for Solar Customers

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

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



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



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