RELIABLE. SUSTAINABLE. RESPONSIBLE.

CONNECTED



2019 COMMUNITY RESPONSIBILITY REPORT

OUC
The *Reliable* One®

COMMUNITY RESPONSIBILITY STATEMENT

Since 1923, OUC has provided safe, dependable, affordable electric and water service to our customers. Over the years, you have come to know us as The *Reliable* One … and as The *Sustainable* One, too, for our commitment to environmental stewardship.

But, that is only part of the OUC story. Behind what we do is *who we are*. A trusted employer. A valued community partner. An acknowledged industry leader. A company with core values that are grounded, simply, in doing the right thing.

At OUC, we believe in serving *responsibly*: being accountable for our actions … doing business with integrity … bringing passion and energy to the relationships we build … promoting a diverse, inclusive workforce … working vigorously to generate a cleaner, safer, more sustainable environment … and improving the lives of those we serve by providing essential electric and water services.

In doing that, we are acting in the best interest of *all* our stakeholders – to create a better company, a better community and a better world.

Pictured below, the iconic Lake Eola Fountain, installed in 1912, was gifted to the City of Orlando by OUC in 1957.

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OUC: CONNECTED

MESSAGE FROM THE GENERAL MANAGER & CEO



To Our Stakeholders:

For nearly a century, OUC has proudly provided dependable, affordable essential electric and water services to our customers.

This is what we do. But, beyond that, what do we as a company stand for? What does it really mean to be reliable, sustainable, responsible and *connected*? And what do we pledge to you, our stakeholders?

For us, it begins with adhering to the core values that have guided us for decades – and applying those principles to our business practices, corporate governance and operational performance, day in and day out.

Our values also guide our vision: to be recognized as *The Best Utility in the Nation*. With that in mind, in 2018 we launched **Connected 2025** – a sweeping strategic plan that set goals and priorities, established key initiatives, and pinpointed areas where OUC should be forward-thinking, act on new and innovative ideas,

2018



JAN
Clint Bullock: Bullock becomes OUC General Manager & CEO.

FEB
Listening Tours Begin: Bullock begins 100-day listening tour to hear from OUC employees, customers and community members.



MAY
FMPA Solar Panel Event: OUC invests in more than 108 megawatts of solar power through a partnership with the Florida Municipal Power Association (FMPA).



JUN
Connected 2025 Launch: New strategic initiative connecting OUC customers, employees and community is launched at OUC Leadership Forum.

JUN
EV Test Drive: OUC hosts first Electric Ride & Drive event for our customers to provide information and education to support adoption of electric vehicles (EVs) throughout Central Florida.



NOV
Leadership Forum: A second Leadership Forum is held to share operational plans that will guide the organization's priorities through the next 18 months.

invest in new technology, and support economic vitality.

As the name implies, we are implementing this strategic plan by staying *connected* – to our customers, our employees, our community … and to a sustainable environment.

Providing outstanding service to our **customers** is one of OUC's most important priorities. We continuously strive to improve the customer experience – not only by reliably delivering power and water, but also by leveraging technology and education to encourage smarter electric and water usage.

OUC recognizes that our **employees** are our most important asset, so we are proactively developing a team that is talented, dedicated, diverse and inclusive. We focus on creating a compelling, satisfying employee experience and a positive workplace culture – where safety comes first.

A longstanding, trusted **community** partner, OUC is passionate about giving back and improving the lives of the people we serve through educational programs, volunteerism and disaster relief. We also play a critical role in economic development and cultivate strategic partnerships to further job creation and growth in Central Florida.

OUC's commitment to **sustainability** does not end at the boundaries of our service territory; it extends to the world we all live in. We strive to be steadfast stewards of our environment by protecting our air and water, reducing greenhouse gas emissions, managing solid waste, protecting wildlife and their habitats, and conserving precious natural resources.

We understand all of this is a constant work in progress – and it will require new thinking, imagination and innovation. But as a responsible energy and water provider in a rapidly evolving industry, we realize the biggest risk as a company would be to move forward without changing.

So, we are embracing change and finding opportunity in it. This *Community Responsibility Report* will give you information about how we will propel the company forward – as we invest in a brighter, smarter energy future and create lasting connections for generations to come.



Clint Bullock
General Manager & CEO

2019

DEC
Electric Integrated Resource Plan (EIRP) Launch: OUC launches EIRP to analyze future electric needs for the community.

JAN/FEB
Employee Town Halls: Bullock launches a series of Town Halls to discuss the Connected 2025 strategic plan and answer employee questions.



FEB
Bloomberg Event: OUC hosts Michael Bloomberg, the UN Special Envoy on Climate Change, and Orlando Mayor Buddy Dyer at the Gardenia Operations Facility.

FEB
First EV Commercial Charging Station Contract: On February 22, Bullock signs the first Charge-it contract with the Gateway Center in downtown Orlando to bring EV charging options to our commercial customers.



MAY
Lynx eBus Pilot Program Approved: OUC Commission approves Lynx eBus pilot program – which includes battery and charging leasing – to promote clean transportation.

OUC: ABOUT US

AT A GLANCE

OUC—The *Reliable* One is a municipal utility owned by the citizens of Orlando. We provide electricity, water, chilled water and lighting services to approximately 246,000 customers in Orlando, St. Cloud, and parts of Orange and Osceola counties. Our mission is to provide clean, safe, reliable and affordable energy and water to our customers while maintaining environmental responsibility and regulatory compliance.



OUC's Reliable Plaza, located in downtown Orlando, was the area's first Gold LEED- (Leadership in Energy and Environmental Design) certified building, when it opened in 2008.

400,000
metered accounts

>1,200
employees

1,842
miles of water distribution lines

1,850 MW
of generating capacity

>393
circuit miles of electric transmission lines

29 billion
gallons of water delivered annually

200 MW
of solar capacity by 2020

>2,578
circuit miles of distribution lines

Landfill gas generating capacity powering more than
12,000 homes

OUR VALUES

At OUC, we are proud of our set of core values, the process we used to identify them and the degree to which our team has embraced them. These values are the basis upon which we make decisions, plan strategies and interact with each other and our stakeholders. Quite simply, they define who we are.

SAFE
Always working in a manner to ensure the safety of employees and customers.

RESPONSIBLE
Taking ownership for meeting high performance expectations and doing the right thing.

CUSTOMER-FOCUSED
Making the needs of customers our priority.

EFFICIENT
Implementing ideas to effectively use time, money and resources.

COLLABORATIVE
Working together to foster teamwork, flexibility and adaptability.

INNOVATIVE
Thinking about the needs of tomorrow, today.

LEADERSHIP OVERSIGHT

OUC's five-member governing board, known as the Commission, is responsible for setting our rates and operating policies. All Commissioners, with the exception of the Mayor of Orlando (an ex officio member), may serve up to two consecutive four-year terms. All serve without compensation.



Front row (from left): Orlando Mayor Buddy Dyer; Gregory D. Lee, Immediate Past President; Cesar Calvet, Commission President. Back row (from left): Dr. Larry Mills, Second Vice President; Clint Bullock, General Manager and CEO; Britta Gross, First Vice President.

POLICY AND ENGAGEMENT

As part of our mission to build relationships and maintain open dialogue with our stakeholders, OUC engages with various trade associations, governmental agencies and research organizations involved in developing and overseeing energy sector policies. They include:

Environmental Protection Agency (EPA): We provide feedback to the EPA on regulatory matters, such as changes to the Clean Air Act, through face-to-face meetings and by submitting public comments.

Department of Energy (DOE): We collaborate with the DOE on research and development projects centered on carbon capture and alternative fuel sources, such as algae.

Large Public Power Council (LPPC): OUC is a member of LPPC, which represents the largest 25 public power utilities in the country.

American Public Power Association (APPA): OUC is actively engaged with APPA, our national trade organization, on federal policy development.

Florida Public Service Commission (FPSC): While not regulated by the FPSC, we work with the commission on price structure and setting conservation goals.

Florida Department of Environmental Protection (FDEP): Working together, we ensure environmental compliance for all air, land and water permits.

Florida Water Management Districts: To maintain our consumptive use permit, we work with the South Florida and St. Johns River Water Management Districts.

Florida Municipal Electric Association (FMEA): We are actively engaged with our statewide trade organization for Florida's municipal utilities on legislative, regulatory, training, customer service, operational and educational topics.

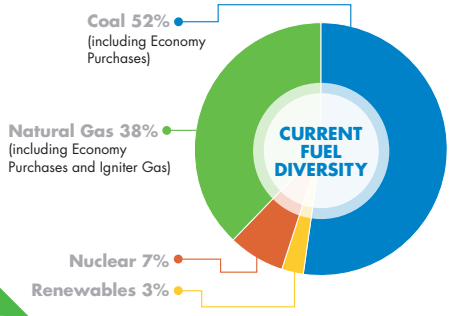
American Water Works Association (AWWA): AWWA serves as the national trade association for water utilities and professionals. OUC is an active member and works with AWWA on state and federal regulatory issues.

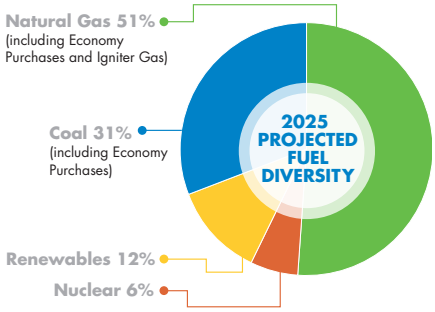
CONNECTED TO THE FUTURE



Roger McBride, Line Technician III, installs a TripSaver II device on a test line.

To responsibly meet the needs of all our stakeholders, OUC is strategically making connections today to prepare for the demands of *tomorrow*.





DIVERSIFYING OUR ENERGY PORTFOLIO

As a responsible energy provider, OUC continuously invests in a smarter, cleaner energy future, which means developing and maintaining a diversified energy portfolio. From natural gas to solar energy and landfill gas, our goal is to offer sustainable, reliable and affordable energy options that will ultimately reduce and eventually eliminate carbon emissions.

DETERMINING FUTURE ENERGY NEEDS

As we look ahead, OUC is already engaged in an Electric Integrated Resource Plan (EIRP), an 18-month comprehensive analysis – or more simply, an "energy roadmap" which will be completed by Spring 2020 – to determine how to best meet our community's future electric needs. The plan will project demand through 2040 and take into consideration population growth, distributed generation, renewable energy, conservation efforts and community/stakeholder feedback to build a strategy that effectively balances reliability, resiliency, affordability and sustainability.

PURSUING ALTERNATIVE WATER SOURCES

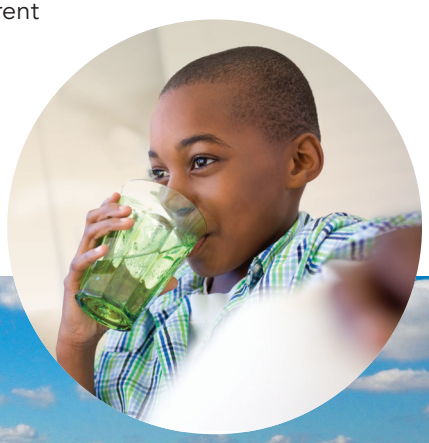
As the region's population continues to grow, it's essential for us to develop an Alternative Water Supply (AWS) to meet future drinking water demands. Toward that end, we are working with municipal, utility and water authority partners on the Taylor Creek Reservoir/St. Johns River Project. When complete, the project will provide five million gallons of water daily (mgd) for our customers and about 40 mgd for Central Florida.

We have recently completed a feasibility study for using brackish groundwater from the previously unexplored lower portions of the aquifer, which may allow changes in how we optimize our current wellfields and reduce environmental impacts. OUC is currently facilitating aquifer performance testing to determine capacity yield and the potential next steps to advance this initiative.



PARTNERING FOR TOMORROW

OUC has a long history of productive and mutually beneficial partnerships with our clients, including the Greater Orlando Aviation Authority (GOAA). OUC and GOAA are negotiating an enhanced scope of services that includes the provision of 12,000 tons of chilled water; installation of 24 MW of backup generation; installation, operation and maintenance of 67 electric vehicle charging stations; management of 12.4 kV emergency distribution facilities; and installation, operation and maintenance of an onsite solar energy array. If approved, these projects will be featured at Orlando International Airport's new South Terminal Complex.





Located near the Orange and Brevard county lines, the Taylor Creek Reservoir may be a source of fresh water for future generations of Floridians.

Keith Mutters, System Planning & Reliability Engineering Director (center), leads OUC's FLISR engineering team with Fabian Richards, Distribution Planning & Reliability Engineering Manager (left), and Steve Casio, Sr. Engineer, Distribution. The transmission project began in the spring of 2019 in Orlando's Rosemont area.



INVESTING IN SMART TECHNOLOGY

Throughout our history, OUC has been a leader in the industry by focusing on the future, investing in emerging technologies and introducing innovative programs that benefit all of our stakeholders.

SMARTER, MORE SUSTAINABLE ENERGY

Smart Utility – Planning and preparing for the future means a smarter utility, an evolution using new technology to optimize conservation and power delivery. Since 2009, we have deployed more than 400,000 electric and water smart meters, which help us improve outage restoration and integrate renewable options such as solar. Now, we're using our Advanced Metering Infrastructure (AMI) and communication network to develop a next-generation power grid to serve the ever-growing needs of Central Florida.

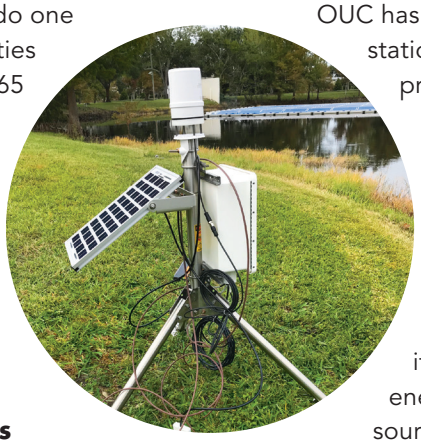
Smart Cities – Our Advanced Metering Infrastructure and Smart Grid are providing the foundation for a smart city and community. Today, by leveraging our infrastructure and blending it with data and customers' needs, we are finding new opportunities to make Smart Cities a reality.

Smart Lighting – Working with the City of Orlando, OUC is piloting smart street lighting to test new technology, including outage detection, parking and traffic analytics, video surveillance, controllability, and WiFi connectivity.

Distribution Projects – As part of our Smart Utility Strategic Roadmap, we are constantly testing and leveraging new technology designed to minimize interruption of power delivery. Newly introduced: Fault Location, Isolation, and Service Restoration (FLISR) and TripSaver II, which can diagnose operational issues and correct them without human intervention.



Championing the EV Charge – OUC helped make Orlando one of the Top 10 EV-ready cities in America by installing 165 public charging stations. To date, the stations have provided more than 17,000 charging sessions, resulting in avoidance of 46,510 kilograms of greenhouse gas emissions.



OUC weather stations have been deployed to provide weather predictions and help prevent solar power interruptions.

Bringing Electric Buses Downtown – OUC is partnering with LYNX to bring a new "eBus" pilot program to downtown Orlando. By outfitting LYNX's electric-powered buses with charging infrastructure, the program provides opportunities to learn more about load demand as we plan for the future of transportation.

Compressed Natural Gas – To help reduce carbon dioxide emissions and dependence on petroleum, OUC continues to add compressed natural gas (CNG) vehicles to our fleet. We are also building and maintaining CNG fueling stations to help fleet customers transition to this cheaper, greener and more efficient alternative to traditional fuels.

Energy Storage – Working with the National Renewable Energy Laboratory, we are studying the costs and benefits of battery storage across different use cases – from residential to large-scale commercial customers and on the energy grid.

Predictive Analysis for Solar Power Generation – Around Orlando, OUC has deployed 25 weather stations with weather-prediction software to provide minute-by-minute updates on cloud formation and movement. These stations can impact solar-panel energy production and, if needed, reroute energy from other sources, preventing power interruptions.

Solar Initiatives – OUCollective Solar and OUCommunity Solar programs are making renewable power affordable and accessible to all of our customers. In 2018, OUC joined 11 municipal utilities from across the state and signed an agreement with the Florida Municipal Power Agency to build three solar farms in rural Orange and Osceola counties. OUC will serve as the anchor tenant, purchasing 108 of the 223.5 megawatts, or enough energy to power 20,000 residential customers. Adding to our solar portfolio, we installed a floating solar array that sends up to 31.5 kW of solar energy into the grid.



Floating solar panels installed at OUC's Gardenia Operations Facility.

AMERICAN CITIES CLIMATE CHALLENGE

In early 2019, OUC and the City of Orlando hosted Michael Bloomberg, former New York City Mayor and current UN Special Envoy on Climate Change, at our Gardenia Operations Facility. Bloomberg was there to highlight efforts between OUC and the City to reduce greenhouse gas emissions. Orlando is one of 25 U.S. cities to each receive a $2.5 million award from Bloomberg Philanthropies



Orlando Mayor Buddy Dyer, former NYC Mayor Michael Bloomberg and OUC General Manager & CEO Clint Bullock meet to combat climate change.

as part of its American Cities Climate Challenge, designed to show the significant impact cities can make by accelerating or implementing programs that combat climate change. We are playing an integral role in the City's sustainability plans by increasing energy efficiency in buildings, expanding power and adding 150 EV charging stations throughout Orlando.

CONNECTED TO OUR CUSTOMERS



Tyler Thompson, Engineer, explains the difference between aluminum and copper wiring to a customer at a Warm Up to Savings neighborhood meeting in January 2019.

At OUC, we're all about the customer experience. And serving our customers is about a lot more than delivering electricity and water. It also means empowering them with the tools and services they need to be more informed and more energy-conscious consumers.



OUC Alerts program makes it easy for customers to keep tabs on outages from their mobile device.

PUTTING MORE POWER IN THE CUSTOMER'S HANDS

Smart Energy Use – OUC's Efficiency Delivered® program provides eligible residential customers with up to $2,000 of energy and water efficiency upgrades. These improvements are determined by an OUC conservation specialist and implemented by a licensed contractor. Customers pay only for their share of the cost, and, if they qualify, can arrange a payment plan for up to 12 months on their utility bills. In the past five years, the program has saved 93,785 Megawatt-hours (MWh).

OUC Alerts: Outage and Billing – The OUC Alerts program, which includes Outage Alerts and Billing Alerts, provides convenient, practical options – allowing customers to report and receive updates on outages and billing through their choice of text, voice or email communication. The Billing Alerts program also notifies customers when statements are ready, payments are due or payment status changes.

Saving Energy, Water and Money – As a partner in EPA's ENERGY STAR® program, OUC helps customers save money and protect the environment through superior energy efficiency. Our online Interactive Conservation Guide provides information on saving energy, water and money around the home. We also offer conservation tips and videos, as well as online and in-home energy audits. Over the past five years, through energy audits and rebates, OUC customers have saved more than $1.5 million.

OFFERING BRIGHTER WAYS TO SAVE

Commercial EV Charging Service – OUC brings reliability from the grid to the road with our Commercial EV Charging Service. Designed to help commercial customers keep their workforces on the move, this program allows businesses to offer hassle-free, cost-effective EV charging stations not only to their own fleet and employees, but also to their customers.

36% growth in EV usage over 12 months

#2 Florida is the #2 market for EVs behind California

165 charging stations in OUC's service territory



OUConvenient *Lighting* – OUConvenient *Lighting* provides commercial customers with a full spectrum of customized lighting solutions. Outdoor applications range from industrial parks to sports complexes to residential developments. Indoors, customers can upgrade to more cost-effective and energy-efficient lighting by retrofitting ballasts, replacing inefficient lamps and installing intelligent lighting controls. Orlando Health, Orange County Public Schools and the Homeowners Association of Eagle Creek are among those that have taken advantage of this bright way to save.

OUCooling – Operating more than 50,000 installed tons of chilled water services, OUC is the largest provider of chilled water in the Southeast. By outsourcing the production of chilled water for their air-conditioning needs, OU*Cooling's* large commercial customers – including Dr. Phillips Center for the Performing Arts and Amway Center – have lowered A/C-related electricity charges and reduced capital and operational costs.

CONNECTING CUSTOMERS TO SOLAR SOLUTIONS

OUC is providing creative new ways to connect customers with solar energy. ***OUCollective Solar*** is an aggregation program designed to make it easier and more affordable for homeowners to install Solar Photovoltaic panels on their roofs by utilizing OUC's buying power. Through this program – launched in July 2018 – customers have access to wholesale pricing from the top solar panel manufacturers in the industry. Another program, ***OUCommunity Solar***, allows OUC customers to contribute to the production of clean energy from a large centrally located solar array, delivering all the advantages of solar without the expense of installing panels on their homes or businesses.

Since July 2018, out of 12.82 MW of distributed solar, **524 kW** is *OUCollective*.



CONNECTED TO OUR EMPLOYEES

Company-wide, OUC strives to create a safe and productive work environment that embraces employees' personal and cultural identities. Forging a community that bridges cultures, builds lasting friendships and promotes inclusiveness is more than just good business; it is the right thing to do.



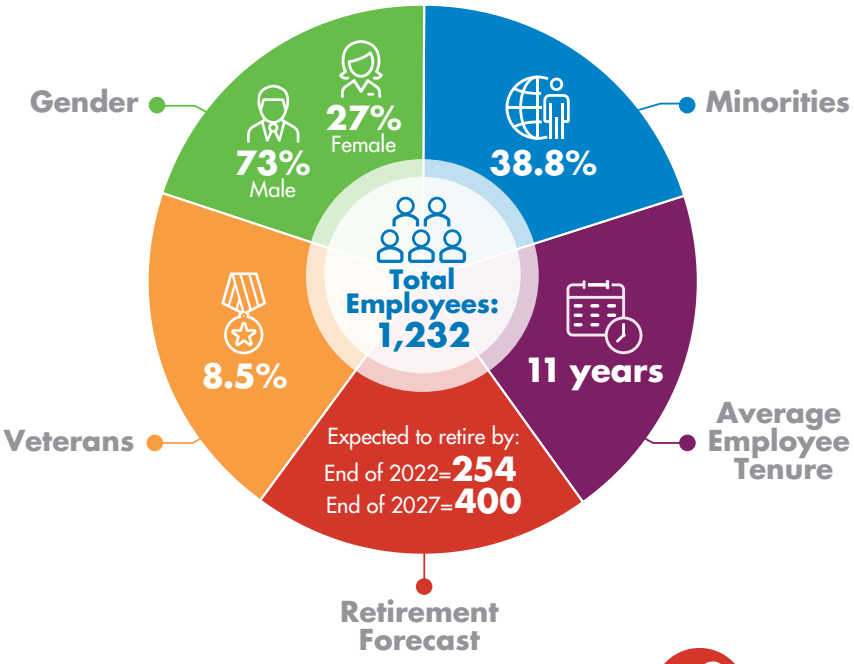
Town Halls, held at various OUC locations, gave employees an opportunity to ask questions and hear directly from Clint Bullock, General Manager & CEO, about new initiatives. Mark Thompson, Internal Audit Director (left), listens as Juan Diaz, Electrical Engineering Manager (right), explains a Smart Grid project.

PUTTING SAFETY FIRST

At OUC, the health and well-being of our employees is a top priority, and we have developed best-practices training to promote on-the-job safety. Our Safety and Technical Training Division provides training and state-of-the-art equipment for our in-house Emergency Response Team. From classroom instruction to real-world scenarios, employees are trained to respond to chemical leaks, medical emergencies and fires. We also encourage dialogue among employees to further reduce injuries and accidents.



Brian Boothe, Plant Operator, puts on a hazmat suit for a drill at Stanton Energy Center.



COMMITTED TO EMPLOYEES' SUCCESS

By promoting and accelerating learning and development, OUC is attracting and retaining a skilled workforce in an ever-competitive labor market. At the same time, we're implementing programs to improve employee engagement.

Education Reimbursement – Investing in our employees' professional development is vital to our success as a community partner and employer. Through our Education Assistance Program, we offer financial assistance for employees pursuing associate's, bachelor's and master's degrees and some certificate programs at accredited institutions, including technical schools and online programs.

Voice of the People – We launched *Engage*, a company-wide employee engagement initiative, to gather feedback that will be used to create action plans to improve our work environment over time.

CULTIVATING TOMORROW'S WORKFORCE

To more effectively recruit the workforce of the future, OUC is identifying skillsets that will be needed in our rapidly evolving industry and aligning them with our employee programs. Our internship programs are designed to attract top talent by providing challenging and meaningful work. Through our Emerging Student Program, we employ college students in a variety of areas across the company – from engineering to marketing – where they can work and learn in fast-paced environments. When internships are completed, many are given the opportunity to apply and interview for full-time roles.



Latisha Thompson, Chief Employee Experience Officer, is leading the employee engagement initiative.

Orlando Business Journal Healthiest Employer

Florida Municipal Electric Association Building Communities Award

Florida Municipal Electric Association Safety Award

Arbor Day Foundation TreeLine USA Award 20th Year

Council for Responsible Sport Gold Level Status – OUC Orlando Half Marathon & Track Shack Lake Eola 5K

Wellness Workdays' Best Wellness Employer Gold Certification

Best Workplace for Commuters

CONNECTED TO OUR COMMUNITY

From charitable giving to serving on non-profit boards to rolling up our sleeves and volunteering, OUC has a long legacy of service to the community – donating nearly 42,000 hours over the past five years.



For OUC's 2019 Earth Month Community Project, OUC employees volunteered alongside the Orlando City Foundation to revitalize the Quest Inc. Training Center in Orlando.

LENDING A HELPING HAND

Giving Back – 2018 was a record year for charitable outreach at OUC. Employees made the 2018 OUCares Workplace Giving Campaign the most successful yet, raising **$208,086** to benefit the Heart of Florida United Way, United Arts of Central Florida and Project CARE, our emergency assistance program. Our additional charitable giving, including sponsorships, for the past five years totals more than $7 million and extends to non-profit organizations and foundations across the region, many of which are identified by employees who are dedicated to those particular causes.

Empowering Communities – OUC is currently engaged in an economic development partnership with the Central Florida Foundation to support the Parramore Asset Stabilization Fund. Along with several other organizations, we will participate in the renovation of 83 residential units in the Parramore community, providing energy and water efficiency upgrades such as attic insulation, duct work repair, ENERGY STAR® windows, A/C and water heaters, WiFi capable thermostats, irrigation and more. In addition, OUC will develop cost-saving programs and provide conservation education through neighborhood advisory councils.

Volunteering – When it comes to community service, OUC employees walk the walk – quite literally. We can be seen at events like the IOA Corporate 5K, Juvenile Diabetes Research Foundation Walk, American Heart Association Heart Walk and Making Strides Against Breast Cancer – as well as Ride 4 Ronald, OneBlood (Florida's Blood Centers) blood drives and many others. Over the past five years, OUC employees have contributed more than **42,000** hours of their own time to Central Florida endeavors.



In October 2018, about 90 OUC employees and family members took to the streets of Lake Nona for the 9th annual Ride For RMHCCF benefiting Ronald McDonald House Charities of Central Florida. OUC riders raised more than $19,000.

DRIVING ECONOMIC DEVELOPMENT

Over the past four years – as part of a focus on fostering economic development in Central Florida – OUC has partnered with new companies in our market, resulting in:

>2,300
new jobs generated

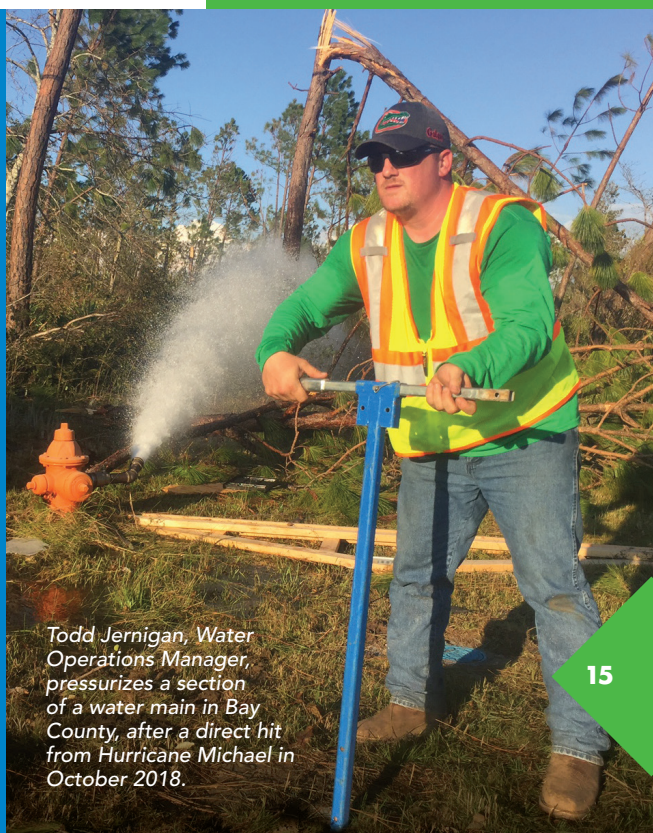
>$630 million
in new capital investments

200 MW
of solar capacity by 2020

PROVIDING MUTUAL AID IN TIMES OF CRISIS

Hurricanes are a fact of life in Florida – and OUC is actively involved in planning and preparedness, as well as storm response and restoration. In 2018, for the second consecutive year, OUC hosted the 2018 Florida Mutual Aid Assistance Workshop, bringing together emergency managers, communicators and others to discuss best practices for efficiently working together when major weather events affect the state. Participants included Florida Power & Light, Duke Energy Florida, Tampa Electric, The Weather Company and the State of Florida.

OUC put those best practices to work in the fall of 2018 as Category 5 Hurricane Michael approached the Florida Panhandle. As part of the mutual aid agreement, OUC sent 21 employees and 17 trucks to Tallahassee the day before the storm struck so they could be rapidly deployed to help assess damage and restore power. In addition, water crews joined the effort once the storm passed, working to rebuild critical infrastructure. Similarly, when Hurricane Maria devastated Puerto Rico in 2017, we sent a team of line technicians, engineers and fleet personnel, along with equipment and supplies, to aid in rebuilding the island's electric grid.



Todd Jernigan, Water Operations Manager, pressurizes a section of a water main in Bay County, after a direct hit from Hurricane Michael in October 2018.



Dave Mayer, Sustainability Supervisor, discusses home energy audits with an OUC customer at a Fall into Savings meeting.

CONSERVATION THROUGH EDUCATION

Sustainability and the conservation of precious natural resources have always factored prominently into OUC's community outreach efforts. To foster environmental stewardship, we've designed a number of programs to teach young people and adults to respect the value of energy and water.

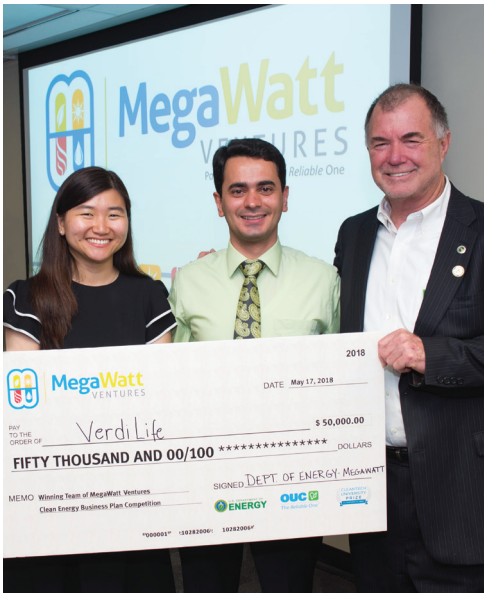
Encouraging Water Conservation – In 2018, OUC reached more than 12,000 public school students in Orange and Osceola counties with our award-winning Project AWESOME (Alternative Water & Energy Supply, Observation, Methods and Education), a partnership with Orlando Science Center. AWESOME educates school children about the importance of water conservation through hands-on projects, such as building an aquifer and testing low-flow showerheads. Another OUC educational initiative, The Water Color Project, encourages students to conserve through an annual calendar contest and rain barrel painting.



This rain barrel, designed by Maitland Middle School students, is featured in the 2019 OUC Water Color Project.

Promoting Sustainability – Also dedicated to educating adults on the importance of sustainability, OUC conservation specialists make public appearances throughout the year to talk about energy and water conservation and renewable energy. These presentations are available to schools, business expos, professional organizations and homeowner associations.

MegaWatt Ventures: Creating Clean Energy Entrepreneurs – Sponsored by the U.S. Department of Energy, OUC and the University of Central Florida, MegaWatt Ventures is an annual clean-tech business competition for university student teams to compete for venture capital to help launch and grow their clean-tech innovations into successful businesses. By entering the competition, applicants have access to resources and educational programs and are surrounded with experienced business mentors, investors, technical experts and clean-tech industry veterans who assist them in commercializing their innovations.



MegaWatt Ventures grand prize winner Mahdi Eghbali, co-founder of VerdiLife and a doctoral student at the University of Iowa (center), poses with Alice Wang, U.S. Department of Energy; and Dr. Tom O'Neal, University of Central Florida.

ENHANCING ECONOMIC DEVELOPMENT

Across the Orlando area, OUC has helped to drive economic development. We work closely with local partners to support growth and attract companies that are bringing jobs and business opportunities to the region.

Expanding Strategic Partnerships – LIFT Orlando, a local non-profit organization, illustrates how businesses across the region are partnering with residents to accelerate community transformation. One of LIFT's largest projects is an $8 million revitalization of Lake Lorna Doone Park in west Orlando. OUC's role in the project is sponsoring a 4,800-square-foot solar entertainment pavilion, EV charging stations and hydration stations. In addition, we are working to partner with the City of St. Cloud to build a 21-acre complex that will include LEED-certified operations and maintenance, logistics and fleet facilities; enhanced storm restoration facilities; joint facility support services; and a future 5-acre substation site.



Artist's rendering of the Lake Lorna Doone Park OUC Solar Pavilion.

Supporting Growth in Lake Nona – OUC's strategic partnerships with Lake Nona, UCF and other local organizations helped the City of Orlando capture the $60-million United States Tennis Association (USTA) 64-acre National Campus. Our EV and solar-powered mobile-device charging stations, as well as our hydration stations, are helping the USTA enhance its eco-friendly blueprint. OUC and Orlando International Airport were also able to help Lake Nona capture KPMG's $400-million, 55-acre world training headquarters, set to open in late 2019.



OUC installed hydration stations at USTA's training complex.

Bringing Creativity Downtown – OUC is providing 9 megawatts of electric infrastructure to Creative Village, the University of Central Florida and Valencia College's downtown campus. Our engineering team has been working to ensure that we meet expected customer demands and our reliability targets.



Construction progresses on Creative Village in downtown Orlando.

CONNECTED TO OUR ENVIRONMENT

In today's world, there is no greater mandate for a utility company than to work relentlessly toward a greener future. OUC recognizes the critical role we play in reducing greenhouse gas and carbon emissions, protecting our air and water, and preserving our environment.



In 2017, the Kenneth P. Ksionek Community Solar Farm, a 13-megawatt array, began providing electricity to the power grid.

A POWERFUL, RENEWABLE ENERGY SUPPLY

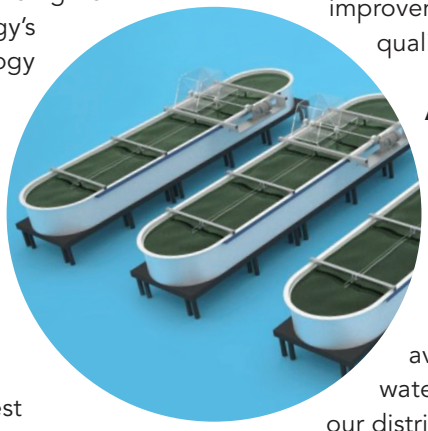
As the most economical renewable energy source, landfill gas is an essential part of OUC's energy portfolio. In partnership with Orange County, OUC has captured methane emissions from county landfill cells and piped it to Stanton Energy Center since 1997, where it is used to generate electricity. In addition to reducing greenhouse gas emissions from the landfills, the 8-megawatt (MW) green energy program displaces more than three percent of the fossil fuel required and provides enough electricity every day for 12,000 homes. Our facility at the Orange County Landfill produces more than 100,000 megawatt hours (MWH) of reduced-emissions power – offsetting about 44,000 tons of coal each year. We have also signed new agreements with Orange County for future landfill projects – expanding capacity to 22 MW.



OUC's facility at the Orange County landfill helps to reduce greenhouse gas emissions.

THE CARBON CAPTURE PROJECT

OUC and other local partners have secured $2.9 million in funding from U.S. Department of Energy's National Energy Technology Lab (NETL) for two joint demonstration projects to study the use of algae for carbon capture, as well as its utilization into valuable bioproducts, such as a renewable fuel or high-quality animal feed. Construction and research on a one-acre test site is underway at Stanton Energy Center to grow algae and determine its feasibility as a method of capturing and utilizing carbon and nutrients.



PROTECTING AND CONSERVING WATER

Water Education and Awareness Program – To help customers avoid high water usage, we have partnered with St. Johns River Water Management District (SJRWMD) to offer a **W**ater **E**ducation and **A**wareness Cost-Share **P**rogram (WEAP), which is focused on decreasing water use for high-irrigation customers. Grant money received from SJRWMD is passed along to the customer through irrigation service improvements, performed by qualified contractors.

Advanced Metering Infrastructure (AMI) – OUC focuses on providing high-quality, great tasting water – with efficiency and with a record of better-than-average losses. The more water we can capture in our distribution system, the less water we'll need to pull from the aquifer, which makes AMI capabilities and other Smart-Grid technologies so important. Our entire service area utilizes digital electric and water meters, which provide customers with access to easy-to-read, detailed information about water use and consumption alerts. The new AMI meters also offer access to immediate, accurate information that allows us to better predict and prevent outages and restore power faster.



A meter transmission unit uses soundwave technology to detect small leaks before they become large-scale problems.



OUC's Green Team is made up of employees from across the Commission. In April, the team held an e-waste collection across OUC that diverted 36,242 pounds from local landfills.

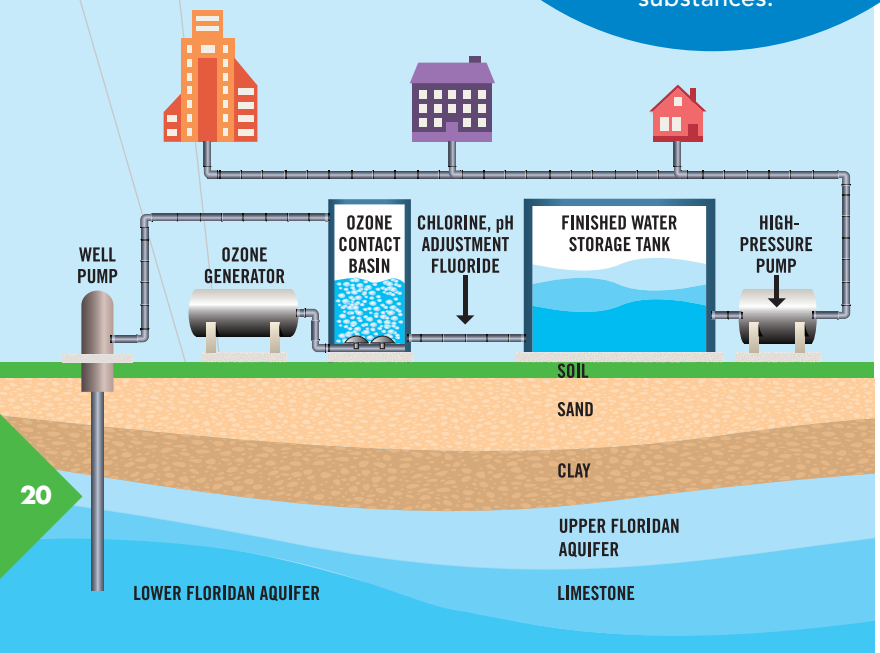


OUC's state-certified water quality lab tests water, which is sourced from an aquifer fed by rainwater, for regulated and unregulated substances to ensure that families receive safe, great-tasting water.

OUC is one of the largest water utilities in Florida and serves a population of approximately **442,000**.

OUC pumps nearly **32 billion** gallons of water per year to customers across a 200-square-mile service area.

OUC's water lab conducts **thousands** of water-quality tests annually, including those for more than 135 regulated and unregulated substances.



OUC pulls water from the Lower Floridan Aquifer and treats it with ozone, the strongest disinfectant available, ensuring safe, clean, great-tasting water from well to tap.

SUSTAINABILITY AT WORK

OUC has created a workplace culture that encourages employees to implement practical, sustainable operations at work. Our Green Team identifies ways to improve energy and water efficiency in our buildings, reduce waste, use product inventories more efficiently, lower emissions from operations, and create a healthier, happier environment for employees and customers.

Part of this effort involves waste management. Since 2010, we have recycled – in an environmentally responsible way – thousands of gallons of hazardous materials, as well as thousands of pounds of cardboard and paper, porcelain insulators, wooden pallets, wooden wire and cable reels, retired brass water meters, and steel, aluminum and copper. We also continue to develop internal procedures for using electronic document storage, online document review, double-sided printing, and recycled paper and office products. In addition, OUC offers an electronic recycling program so employees can drop off old or unused computers, small household appliances and phones, as well as office, A/V and gaming equipment.



PROTECTING WILDLIFE

Avian Protection – With more than 66,000 distribution poles in our service area, OUC takes the safety of our bird populations very seriously. Many birds build nests on power poles and utility structures, increasing risks for them and our electric system. Using computer modeling, we track nesting locations and foraging behaviors of bald eagles. To protect them, we install coverings on conductors, transformers and poles.



Preserving Wildlife Habitats – Our extensive forest management program protects an undeveloped wildlife refuge and habitat that makes up more than two-thirds of Stanton Energy Center's 3,280 acres. The refuge is home to endangered species such as the rare Red-cockaded woodpecker (pictured below), as well as a variety of other wildlife, including eagles, deer, red foxes, alligators, gopher tortoises, sandhill cranes and red-wing blackbirds. To ensure their long-term survival and rejuvenate forest growth, we conduct prescribed burns of approximately 1,600 acres of vegetation at Stanton.

Reforestation of Stanton Energy Center – In 2018, OUC employees and volunteers replanted sections of Stanton Energy Center where trees have thinned due to storms and age. More than 17,000 longleaf pine trees were selected to improve the habitat of wildlife. In addition to improving the natural attributes of the site, the trees will recycle carbon dioxide from the air, and our team of environmental specialists will measure and track how this process offsets CO_2 emissions from the generating units

Tree Line USA Award – For the 20th consecutive year, OUC—The *Reliable* One was recognized by The Arbor Day Foundation for its commitment to proper tree pruning, planting and care of the City of Orlando's impressive tree canopy. The utility's efforts help maintain affordable rates and record reliability by protecting existing electric infrastructure. The 2019 Tree Line USA designation also recognizes OUC's commitment to helping customers plant the right tree in the right place as part of its comprehensive vegetation management program. OUC has achieved and kept its Tree Line USA status by meeting five stringent standards including maintaining quality tree care, providing annual employee training for best tree-care practices, sponsoring tree plantings and public education programs and participating in an Arbor Day celebration.



In January, OUC partnered with the City of Orlando for the Plant Seedlings for Civil Rights event and sponsored a giveaway of 120 (3-5 gallon) fruit and canopy trees. The trees' maximum height is less than 15 feet, which is utility-line friendly, and provide an annual harvest for customers.





A Red-cockaded woodpecker hatchling receives a plastic tag to the leg to enable identification. In 2018, 24 adults and eight hatchlings made their home inside longleaf pine trees at the Stanton Energy Center.

OUC
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