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CONNECTIONS

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

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DEMANDLEVEL EMPOWERS YOU TO TAKE CONTROL OF YOUR ELECTRIC BILL

OUC introduced DemandLevel, a new pricing structure, on your November bill. In addition to the amount of electricity you use, DemandLevel considers your home's highest electric use during any 15-minute period. To help you better understand and manage your costs, OUC offers **FREE online tools** that provide greater insight into your energy usage and help you take control of your bill.

HOW YOUR BILL IS CALCULATED

Your bill continues to include the total electricity you use each month, measured in kilowatt-hours (kWh). It also includes a DemandLevel charge based on your home's highest 15-minute period of electric use during the billing cycle. This measurement, known as peak demand and recorded in kilowatts (kW), determines your DemandLevel tier and associated charge.

For Power Pass customers, the daily DemandLevel charge starts at just 17¢.

DEMANDLEVEL MONTHLY CHARGES

	Demand	Residential	Small Business Commercial
Tier 1:	0 – 7.999 kW	$5.20	$7.80
Tier 2:	8 – 11.999 kW	$10.40	$15.60
Tier 3:	12 kW+	$15.60	$23.40

Your peak demand resets each month, giving you a new opportunity to lower your DemandLevel tier and reduce costs. To help offset the DemandLevel charge, OUC also has reduced the non-fuel energy rate by 12.5%, making everyday electricity use more affordable.

Total Electric Charges =
Consumption Charge (kWh) + DemandLevel Charge (kW)

WAYS TO LESSEN YOUR DEMAND AND SAVE

One of the easiest ways to lower peak demand is to avoid running major appliances at the same time. Instead, spread out and stagger the use of appliances such as your dishwasher, clothes dryer and oven. You can also help lower your demand by:

- Upgrading to energy-efficient appliances with OUC rebates.
- Improving your home's cooling efficiency by maintaining your A/C and sealing air leaks.

Learn more about DemandLevel and explore ways to manage your peak demand at **OUC.com/demand**.

FREE TOOLS TO HELP YOU MANAGE DEMAND

OUC offers **FREE online tools** to manage your energy use, helping you make simple shifts that can lead to lower bills.

MY OUC ENERGY COACH

Receive detailed energy usage insights, proactive alerts and savings tips and strategies tailored to your home designed to help you use energy more efficiently. *Available in myOUC.*

USAGE DASHBOARD

Track your energy use in kilowatts (kW), see your highest 15 minute usage for the month, determine your DemandLevel tier and take action as needed. *Available in myOUC.*

APPLIANCE CALCULATOR

Spot devices that use the most power and learn how spreading out usage can help keep your demand lower. *Available at **OUC.com/demand**, click on "For Residential Customers."*

For more details on managing demand, visit **OUC.com/demand**.

Stay Safe and Warm While Saving Energy This Winter

As you prepare for cooler temperatures, a few simple tips can help protect your family, prevent damage to your home, and keep energy bills under control.



- **Set the thermostat to 68°**. This can help maximize comfort and energy savings..



- **Use space heaters safely**. Place space heaters on a hard, level surface away from furniture, bedding and curtains. Always plug them directly into a wall outlet and never use an extension cord.



- **Take advatage of the sun's warmth**. Open blinds and curtains during the day to let sunlight naturally warm your home. At night, close them to help keep warm air inside.



- **Protect exposed pipes during freezing conditions**. Allow a small trickle of water to flow from faucets connected to exposed pipes or those along exterior walls.

For more tips, visit **OUCblog.com/coldweather**.

Give Yourself the Gift of Savings with OUC's Rebates

Ready to upgrade your home and lower your utility bills? OUC's rebate program can help you save on upgrades that improve comfort, conserve resources and reduce energy costs.

ELECTRIC REBATES

- **Heat pump A/C unit** – up to $1,150
- **Heat pump water heater** – up to $500
- **Battery storage** – up to $2,000
- **Ceiling insulation** – $0.10 per square foot
- **Windows** – $1.50 per square foot

Rebates are applied directly as credits to your utility bill, helping reduce the cost of improvements that can deliver savings for years to come. Whether you're upgrading a major appliance or making small changes around your home, OUC rebates make it easier to invest in efficiency and keep more money in your pocket.



Learn more and view eligibility requirements at **OUC.com/rebates**.

Watts Savings Project Calendars: *Where Creativity Meets Conservation*

Mark your calendar. Complimentary 2027 Watts Savings Calendars will be available in January 2027 at OUC's St. Cloud Operations & Maintenance Center at 2070 Hickory Tree Road, St. Cloud, 34771, while supplies last. Featuring vibrant artwork from fourth and fifth grade students from the School District of Osceola County, each page highlights the importance of energy efficiency through the eyes of young artists.

Created through OUC's Watts Savings Project, each illustration showcases the creativity, talent and conservation-minded spirit of local students. Their artwork serves as a year-round reminder that small actions can make a big difference when it comes to saving energy and protecting our environment.

Pick up your **FREE** 2027 calendar and let these young artists inspire your own energy-saving journey.

The WATTS SAVINGS PROJECT
A Student Art Program Sponsored by OUC

Learn more at **OUCblog.com/2027calendars**.

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

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