

# HURRICANE GUIDE

## Before the Storm

- Make sure OUC has your correct phone number on file before a storm strikes by visiting [www.OUC.com](http://www.OUC.com) or calling **407-957-7373**.
- Protect your windows with hurricane shutters or plywood.
- Identify any special medical needs (refrigerated medicines, equipment requiring electricity, etc.).
- Store patio/yard furniture, toys, potted plants and other items that may move during a storm.
- Locate the nearest shelters.
- Create a family emergency plan, including meeting places, phone numbers and responsibilities.
- Stock up on supplies: manual can opener, cooler, battery-operated radio, flashlights, extra batteries, emergency food and water for at least three days.
- Assemble a first aid kit and a two-week supply of required medicines.

## During the Storm

- Unless there is a life-threatening emergency, wait until after the storm has passed to contact OUC about your power outage.
- If you lose power, monitor the news on portable, battery-operated televisions, radios or mobile devices.
- Stay indoors. Do not go “sight-seeing.”
- Remain in a safe room with few or no windows at the center of the structure. In the event of an approaching tornado, getting into a bathtub and placing a cushion over your head may provide the best protection.

Visit [OUC.com/stormcenter](http://OUC.com/stormcenter) for our mobile outage map and storm/safety information. Follow us on [Twitter @OUCReliableOne](https://twitter.com/OUCReliableOne) for updates.

## How OUC Restores Power

*If a hurricane causes large-scale power outages, OUC immediately launches an established restoration response plan. OUC will:*

- First, evaluate the damage to our electric system.
- Begin restoring power to critical areas like hospitals, police/fire stations, and other emergency facilities.
- Quickly and safely make repairs to restore power to the largest number of customers.
- Finally, repair damage that often affects only a few individual customers at each location.

### *Why Does My Neighbor Have Power But I Don't?*

- You may be on a different feeder line or transformer than nearby neighbors.
- The service line to your home may have been damaged and need repairs before your home can be reconnected. OUC is responsible for repairing the service line and electric meter only.
- The weatherhead connection, where the electric lines meet the electric meter on your home, may have been damaged and need repair by a licensed electrician before OUC can restore power.

## Important Phone Numbers & Websites

Medical and Safety Emergencies, call **9-1-1**

OUC—The *Reliable One*

Report Power & Water Outage/Emergency  
Service Hotline: 407-957-7373

Special Needs Registry:

407-343-2133    [snr.floridadisaster.org](http://snr.floridadisaster.org)

OUC—The *Reliable One*  
[www.ouc.com](http://www.ouc.com)

Florida Division of  
Emergency Management  
[www.flgetaplan.com](http://www.flgetaplan.com)

Osceola County  
[www.osceola.org](http://www.osceola.org)

National Hurricane Center  
[www.nhc.noaa.gov](http://www.nhc.noaa.gov)

Federal Emergency  
Management Agency  
[www.fema.gov](http://www.fema.gov)

American Red Cross  
[www.redcross.org](http://www.redcross.org)



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