



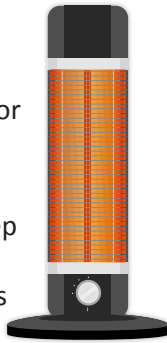
# PREPARE NOW FOR COLD WEATHER

*Florida winter weather is here and OUC has tips to keep your family safe and help keep your bill under control.*



## BEFORE YOU PLUG IN YOUR SPACE HEATER KEEP THESE TIPS IN MIND

- **Check Your Heater:** Before each use, inspect all space heaters for loose connections, frayed cords or broken plugs – if you find any do NOT use.
- **Follow the Three-Foot Rule:** Keep space heaters at least three feet away from bedding, drapery rugs and anything that can burn.



- **Place on Flat, Level Surfaces:** Never place on or near furniture, carpet or rugs. If a unit were to overheat, it could start a fire.
- **Always Unplug:** Turn off and unplug space heaters and electric blankets when not in use.
- **Avoid Extension Cords and Surge Protectors:** Plug space heaters and electric blankets directly into a wall outlet to prevent overheating and electrical fires.

*Other important tips to keep your family and home safe*

## FIREPLACES

- Make sure your chimney flue is open before using.
- Use a safety screen for protection from flames and embers.
- Never leave a fire or smoldering embers unattended.

## CANDLES

- Use sturdy containers or holders and keep candles on solid surfaces where they cannot be knocked over.
- Never leave lit candles unattended.
- Keep candles away from trees, draperies, and other flammable items.
- Store candles and matches well out of children's reach.

## SMOKE DETECTORS

- Check batteries regularly to make sure smoke detectors are working.
- Replace batteries annually.



## PROTECT WATER RESOURCES

- As temperatures drop below 32°, allow a trickle of water to flow through exposed pipes to prevent any water inside from freezing.
- For bathrooms or kitchen faucets that share exterior walls, also allow a trickle of water to flow through the pipe.
- Keep pool pumps running so they don't freeze.
- Cover exposed water pipes.

TO LEARN MORE, VISIT [OUC.COM/COLDWEATHER](https://www.ouc.com/coldweather).

## OUC'S PROJECT CARE IS HERE TO HELP



Project CARE, OUC's emergency assistance initiative, supports OUC customers facing crises risking utility service loss. Donations amplify impact, with OUC contributing \$2 for every \$1 donated. Easily contribute \$1, \$2, \$5, or a specified sum monthly via your bill. Funds are managed by the Heart of Florida United Way, ensuring transparent, community-driven aid. Access your **myOUC** account, choose Billing & Payment, navigate to Project CARE, and **click Enroll**.

For OUC customers seeking help, dial 2-1-1 to connect with United Way, which guides eligibility. A maximum annual benefit of \$500 per household fosters vital community support during challenging times.

To help your fellow neighbors or to apply, visit [OUC.com/ProjectCARE](https://www.ouc.com/ProjectCARE).

## REQUEST AN OUC ENERGY AUDIT AND WATER CONSERVATION SPECIALIST FOR YOUR NEXT HOA MEETING

Empower your neighbors with knowledge and sustainable solutions! Elevate your next HOA meeting by inviting an OUC Energy Audit and Water Conservation specialist. Our specialists will share valuable insights and practical tips to help homeowners reduce their energy consumption, lower utility bills and implement water-saving measures. Transform your neighborhood into an eco-friendly haven and empower residents with the tools they need to make a positive impact. Schedule a specialist today and take the first step toward a greener, more sustainable community.

To request a Conservation Specialist, please email [ConservationSupport@ouc.com](mailto:ConservationSupport@ouc.com).

## DAYLIGHT SAVING TIME CHECKLIST



As clocks "spring forward" on March 10, be sure to follow this twice-a-year household safety checklist. Check or replace:

- ✓ Batteries in smoke and carbon monoxide detectors
- ✓ Expired items in your first aid kit
- ✓ Hurricane/emergency kit items
- ✓ Fire extinguisher pressure and expiration date
- ✓ Burned out or dimming exterior light bulbs
- ✓ Flashlight and weather alert radio batteries

## 2022 WATER QUALITY REPORT

Learn more about H<sub>2</sub>OUC via the 2022 OUC Water Quality Report at [OUC.com/wqr2022](https://www.ouc.com/wqr2022).  
*En español [espanol.ouc.com/wqr2022](https://www.espanol.ouc.com/wqr2022).*



## OUC100 THROWBACK – MEET OUCH THE OUTLET!

During the 1980s, OUCH the Outlet, an OUC mascot, appeared with OUC education specialists at Orange County Public Schools. Students learned about electric and water safety. Pictured is OUCH with **Joanne Silva**, a now retired OUC employee, with students at the former Richmond Heights Elementary School.

Discover more OUC100 content by visiting [OUC100.com](https://www.ouc100.com).

Para ver toda nuestra información en español, por favor visite [espanol.ouc.com](https://www.espanol.ouc.com).



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