



CONNECTIONS

News and Information from OUC—The *Reliable One* | JUNE 2023

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LOWER ELECTRIC RATES BEGIN JUNE 1

In May, OUC – The *Reliable One*'s Board of Commissioners voted to decrease the fuel pass-through charge by 18%, lowering electric rates for all OUC customers.

"At OUC, as a hometown utility, we're committed to providing not only reliable but also affordable electric and water services for you, our customers," said **Clint Bullock**, OUC General Manager & CEO.

Beginning June 1, all residential and small commercial customers will see a nearly 9% reduction in their overall electric bill.

“*The average residential customer using 1,000-kilowatt hours can expect savings of approximately \$13/month in Orlando/Orange County and \$13.52/month in St. Cloud/Osceola County.*”



Mid to large commercial customers can expect a decrease between 9% to 11%.

Bullock added: "We promised customers we'd lower rates when we could, and we're doing it. We realize the strain you've felt as prices for many goods and services have risen over the past year. And, we thank you for your patience and understanding as we worked together through these challenging times. For 100 years, our customers have relied on us to deliver results and provide exceptional value, and this commitment to you will never waiver."

For those having trouble paying utility bills, OUC offers energy-and water-saving tips along with programs to help save money while keeping the lights on and the water flowing. We also partner with community-based organizations and government programs to help those in need.

Learn more at [OUC.com/connected](https://www.ouc.com/connected).

STAY PREPARED WITH OUC'S STORM CENTER



OUC is here to help you and your family through this year's storm season with OUC's Online Storm Center. This one-stop resource includes preparation videos, safety tips, a live outage map and important phone numbers.

Get prepared today by visiting OUC.com/stormcenter.



2022 WATER QUALITY REPORT

To request a printed copy of the 2022 Water Quality Report, call **407-423-9018** or visit OUC.com/wqrrequest.

*Para obtener información sobre el Reporte de Calidad del Agua 2022 en español, llámanos al **407-423-9018**.*

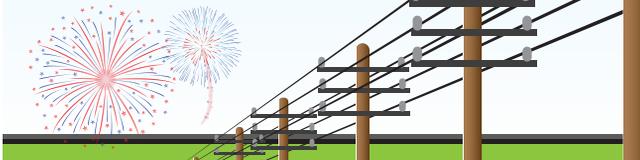
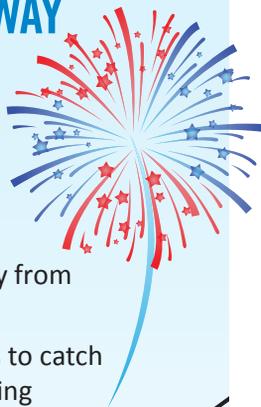


KEEP FIREWORKS AWAY FROM POWERLINES

Fireworks may be fun for the whole family, but it's never a good idea to light them around power lines. Always look up and search for an open area far away from power lines.

Fireworks can cause power lines to catch fire. If there's an accident involving fireworks and a power line, leave the area immediately and call **9-1-1**.

For more safety tips, visit OUCblog.com/fireworksafety.



6 BENEFITS OF OUC ALERTS

OUC Alerts make it easier than ever to stay informed and up-to-date with your account. You can sign up to:

1. Report electric and water outages
2. Receive updates on restoration times
3. Get account balances
4. Get payment reminders
5. Know when your bill is ready
6. Know when a payment has posted



Select alerts that are important to you and receive them by phone, text and email. Enroll today by texting **REG** to **69692** on your mobile device or by logging into your **myOUC** account. Learn more at OUC.com/alerts.

Las alertas de OUC están disponibles en español y registrarse es muy fácil, envíe un mensaje de texto con la palabra **REG** al **69682** y responda a los mensajes de texto de OUC para completar el proceso de registro. Si usted ya está suscrito a las alertas en inglés, pero desea recibir las en español, envíe la palabra **ESPAÑOL** al **69682** para cambiar el idioma.

KEEP YOUR COOL AND YOUR CASH WITH EFFICIENCY DELIVERED®

OUC's Efficiency Delivered Program® provides up to \$2,500 of energy and water efficiency upgrades in your home. Eligible improvements include:

- A/C tune-up
- Air filter replacement
- Attic insulation
- Caulking and weather stripping
- Thermostat replacement
- Duct leak repairs
- Irrigation repairs
- Toilet replacement
- Water flow restrictors
- WaterSense labeled irrigation controller
- Window film installation

Up to **\$2,500**
Toward Upgrade Costs

Discover more by visiting OUC.com/EfficiencyDelivered.



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ORLANDO UTILITIES COMMISSION

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