



# CONNECTIONS

News and Information from OUC—The *Reliable One* | MAY 2020

## INSIDE

OUC Contributing  
\$12.1 Million to  
Support Community  
Project CARE Donations  
Hot Weather Saving Tips  
Kid Power Online Games  
Water Quality Report  
22 Years As Most Reliable

## OUC TO CONTRIBUTE \$12.1 MILLION TO HELP COMMUNITY THROUGH COVID-19 CRISIS

*May Bills to Drop, Assistance Programs for Those Most in Need*

*For nearly 100 years, OUC has been committed to supporting our customers through times of need. As our community continues to experience the impacts of COVID-19, we want you to know we're here for you every step of the way. Here's how we're helping:*

**\$7.5  
MILLION**

will offset the fuel charge portion by approximately 39% for May residential bills.

**\$2.6  
MILLION**

will be contributed to Project CARE, an OUC utility bill assistance fund for residential customers, supported by OUC employees and customers.

**\$1.5  
MILLION**

in customer credits will benefit small commercial customers.

**\$500k**

will be used to waive the first monthly customer charge for new PowerPass customers.

"As the hometown utility, we are committed to helping as much as possible through this tough time," said **Clint Bullock**, General Manager & CEO. "We're here no matter what, and we believe this multifaceted approach will provide customer and community support now and in the months ahead."

For additional information on OUC's COVID-19 response, visit [ouc.com/coronavirus](https://ouc.com/coronavirus).

To help customers experiencing financial hardships as a result of COVID-19, disconnections due to non-payment have been suspended and late fees waived until further notice.

## HELP NEIGHBORS IN TIME OF CRISIS: DONATE TO PROJECT CARE

Through **Project CARE**, OUC's emergency assistance program administered by the Heart of Florida United Way, neighbors can help neighbors during this time of crisis. For every \$1 donated to the program, OUC will contribute \$2 and match up to \$100,000 total in addition to the \$2.5 million lump sum donation.

To contribute, please log in to your **myOUC** account and select the *Billing & Payment* option. Click *Project CARE* and select the blue "Enroll in Project CARE" button.

OUC customers who need assistance should call **United Way** at 2-1-1.



# KEEP YOUR BILL AT BAY WITH HOT WEATHER SAVING TIPS

Central Floridians are spending more time indoors, staying safe and avoiding rising temperatures. We want to help you keep your cool AND cash with these simple tips.

- Keep your thermostat at the energy-efficiency sweet spot – 78 degrees.
- Use blinds, drapes or other window coverings to keep the sun and heat out.
- Set your ceiling fans to turn counterclockwise to maximize their efficiency.
- Visit OUC's Usage Dashboard to help you monitor your consumption.



Check out more ways to beat the heat at [ouc.com/hotweather](http://ouc.com/hotweather).



## FIGHT BOREDOM AT HOME WITH KID POWER

*Looking for ways to keep the kids entertained?* OUC's Kid Power zone offers loads of fun and educational content, quizzes and games, all from the comfort of your home.

Head to [ouc.com/kidpower](http://ouc.com/kidpower) to get started!

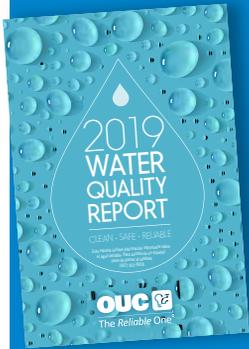
## OUC WATER QUALITY REPORT — Online

Learn more about H<sub>2</sub>OUC via the OUC Water Quality Report at [OUC.com/wqr2019](http://OUC.com/wqr2019). It contains important information about the source and quality of your drinking water. To request a printed copy of the 2019 Water Quality Report, call 407-423-9018 or

visit [ouc.com/wqrrequest](http://ouc.com/wqrrequest).

*Para asistencia en español con el Reporte Anual 2019 de la Calidad del Agua favor de llamar al teléfono*

*407-423-9018.*

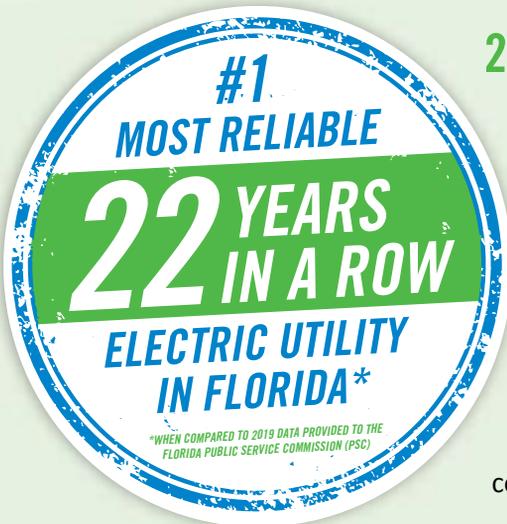


## 22 YEARS IN A ROW AS FLORIDA'S MOST RELIABLE ELECTRIC UTILITY

In 1998, as part of our 75<sup>th</sup> anniversary, we named ourselves The *Reliable One*. And now for the 22<sup>nd</sup> straight year, OUC has delivered the highest electric reliability in the state, according to 2019 Florida Public Service Commission data.

That means, compared to Florida's investor-owned utilities, our customers experienced fewer electrical outages and were restored faster.

As we approach our 100-year anniversary in 2023, our commitment to reliability and to you remains stronger than ever.



Para ver esta edición de OUConexión, por favor vaya en línea a [espanol.ouc.com](http://espanol.ouc.com).



ORLANDO UTILITIES COMMISSION

RELIABLE PLAZA • 100 W. Anderson Street • Orlando, FL 32801  
Tel: 407-423-9018 • [ouc.com](http://ouc.com)

