



# CONNECTIONS

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

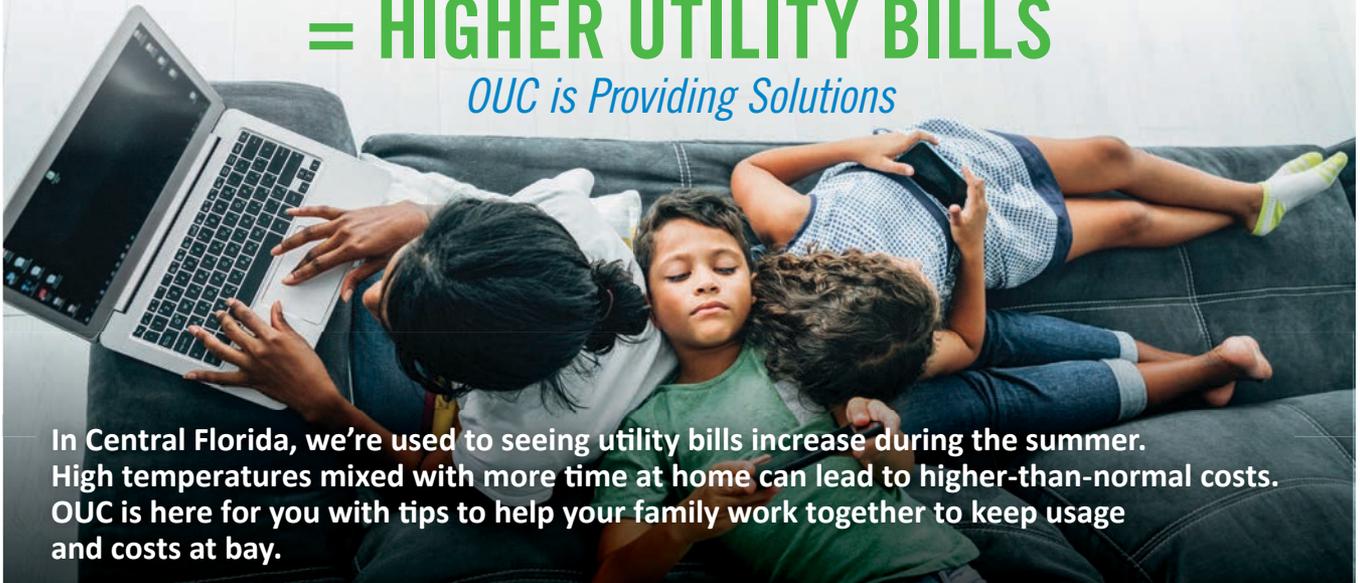
## INSIDE

High Bill Solutions  
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**IMPORTANT UPDATE:** To focus on COVID-19 recovery and re-entry, as well as hurricane preparation, the Electric Integrated Resource Plan (EIRP) process will temporarily pause. Find the latest information on COVID-19 support at [OUC.com](http://OUC.com) and the EIRP process at [OUCroadmap.com](http://OUCroadmap.com).

## MORE TIME AT HOME + HOT WEATHER = HIGHER UTILITY BILLS

*OUC is Providing Solutions*



In Central Florida, we're used to seeing utility bills increase during the summer. High temperatures mixed with more time at home can lead to higher-than-normal costs. OUC is here for you with tips to help your family work together to keep usage and costs at bay.

### 1 UNDERSTAND YOUR USAGE AND BILL

OUC's Usage Dashboard can help you track your electric consumption. Easy-to-read bill charts also provide monthly comparisons. Learn more at [OUC.com/usedashboard](http://OUC.com/usedashboard).

### 2 FIND WAYS TO USE LESS ENERGY

Small habit changes can lead to big savings. OUC's Conservation Specialists are just a phone call away; they can help you find the best ways to save and provide information about our rebate and efficiency programs. Learn more at [OUC.com/energyaudit](http://OUC.com/energyaudit).

### 3 GAIN CONTROL OF YOUR PAYMENTS

OUC's pay-as-you-go program, Power Pass, allows customers even more control.

There are no late payment or connection fees, and for a limited time, the new enrollment charge is waived. Learn more at [OUC.com/powerpass](http://OUC.com/powerpass).

### 4 APPLY FOR ASSISTANCE

Project CARE, OUC's utility assistance program, helps customers at risk of losing service. Heart of Florida United Way determines eligibility and administers funds; households can receive a maximum of \$500 per one-year period. Learn more at [OUC.com/projectcare](http://OUC.com/projectcare). To inquire about a payment plan, call **407-957-7373**.

For more on these steps and more ways to combat high bills, visit [OUC.com/highbillsolutions](http://OUC.com/highbillsolutions).

## 2020 HURRICANE SEASON IS UNDERWAY



Visit OUC's Online Storm Center for tips on how to prepare.  
[www.ouc.com/stormcenter](http://www.ouc.com/stormcenter).





## ENERGY EFFICIENCY TIP: *SET YOUR THERMOSTAT TO 78*

Did you know that each degree you lower your thermostat below 78 degrees can add 6 to 8% on the cooling portion of your monthly bill? We recommend setting your thermostat to 78 degrees for ultimate energy efficiency.

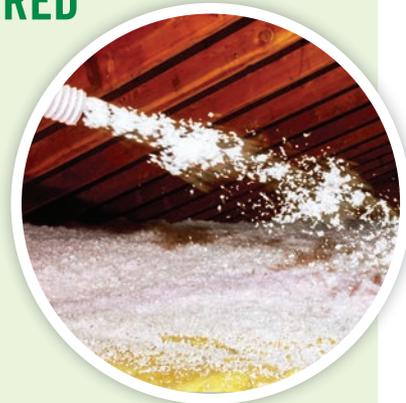
## SLASH UPGRADE COSTS WITH EFFICIENCY DELIVERED

OUC's Efficiency Delivered program provides up to \$2,000 of energy efficiency upgrades to your home, based on household income. An OUC Conservation Specialist will conduct a home energy efficiency audit to determine upgrades that best suit you. Then, with your approval, the specialist will arrange for a licensed contractor to perform the work. And, the best part is you'll pay only for your share of the costs.

Eligible improvements include:

- ✔ Attic insulation
- ✔ Caulking & weather stripping
- ✔ Water flow restrictors
- ✔ Hot water pipe insulation
- ✔ Window film installation
- ✔ Toilet replacement
- ✔ Irrigation repairs
- ✔ Duct leak repairs
- ✔ Minor plumbing repairs
- ✔ Air filter replacement

Learn more at [OUC.com/EfficiencyDelivered](http://OUC.com/EfficiencyDelivered).



## OIFF ARTS & FILM BOOT CAMPERS CREATE FACE MASKS FOR FIRST RESPONDERS

Orlando International Film Festival (OIFF) Arts & Film Boot Camp participants used their time at home to create protective face masks for area first responders and their families. Six campers provided nearly 80 masks to the Orlando Police and Fire Departments. During a normal year, boot camp attendees hone their skills via five modules, which include Visual Arts, Performing Arts, Compositional Skills, Film Production and Life Skills. This year's Life Skills module featured energy and water conservation, money management and etiquette.

The OIFF Arts & Film Boot Camp is open to children ages 3 to 17. Learn more at [OIFFbootcamp.com](http://OIFFbootcamp.com).



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