



# CONNECTIONS

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

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## WE'RE HERE TO HELP CUSTOMERS AVOID UTILITY DISCONNECTIONS

OUC remains committed to helping customers who are struggling financially and face the prospect of losing their utility services due to nonpayment. Before reinstating disconnections on July 13 after a four-month pause on them, we launched an aggressive outreach campaign to make customers aware of various

payment-assistance options that could help them avoid the loss of their electric and/or water services. We have helped more than 20,000 customers to date, and assistance programs remain available to customers in need of them.



MORE THAN  
**20,000**  
CUSTOMERS  
HAVE RECEIVED  
ASSISTANCE

With just a phone call to OUC, an impending disconnection could be avoided through the following limited-time options:

- **Project CARE** — Administered by the **Heart of Florida United Way**, **Project CARE** provides emergency assistance to residential customers in danger of losing their utility service. Households can receive up to \$500 in assistance during a one-year period. To determine eligibility, call the **Heart of Florida United Way** at **2-1-1**, text your zip code to **898-21**, or visit **HFUW.org/211**.
- **OUC Power Pass** — This is a prepaid pay-as-you-go program for residential and commercial customers. The first month's customer charge is waived for new customer enrollments, and security deposits can be applied to account balances. Visit **OUC.com/powerpass** to learn more.
- **Payment Arrangements** — OUC offers no-interest payment arrangements of up to 12 months to help customers pay off balances.
- **Small Business Assistance** — Non-demand small business customers may be eligible for up to \$2,500 in assistance. Visit **OUC.com/smallbusinessassistance** to apply.
- **Low-Income Home Energy Assistance Program** — LIHEAP assists low-income households with utility-related costs. Call **866-674-6327** to determine eligibility.

To learn more, visit **OUC.com/Assistance** or call **407-423-9018** to speak to a customer service agent.

## NO. 1 'MOST TRUSTED' ELECTRIC UTILITY IN THE U.S.

With a score of 752 on a 1,000-point scale, OUC claimed the top spot as "Most Trusted Brand" among electric service utilities in a nationwide customer survey.

OUC earned the distinction with the release of the 2020 Cogent Syndicated Utility Trusted Brand & Customer Engagement™: Residential study from Escalent, a leading behavior and analytics firm. The study evaluated 140 of the largest utilities across the country, with 44 sharing the

"Most Trusted Brand" honor in the electric-only, electric-gas and gas-only service categories.

"Earning the trust of our customers is what we strive for every day," said **Clint Bullock**, General Manager & CEO. "Being identified as the top 'Most Trusted Brand' among electric utilities in the country is a compliment to everyone who works at OUC."





## KID (LEARNING) POWER!

Now that kids have their thinking caps on as they get back into their school routines, introduce them to a fun way to learn about energy, *Kid Power!* They'll learn facts, take quizzes and play games about saving energy and safety at [OUC.com/kidpower](http://OUC.com/kidpower).

## UPGRADE INSULATION AND GET A REBATE!



Adding attic insulation is one of the most effective and least expensive things you can do to increase the energy efficiency of your home. OUC offers residential customers a rebate of 10 cents per square foot on upgraded attic insulation with an R-30 value or higher.

Visit [OUC.com/rebates](http://OUC.com/rebates) for details.



## E-BUSES COMING TO DOWNTOWN WILL RUN EMISSION FREE

The wheels are in motion to bring seven electric buses to downtown Orlando, with OUC helping them run emission free. LYNX, Central Florida's mass transit agency, will operate the buses on its LYMMO Grapefruit, Lime and North Quarter lines. The City of Orlando and OUC are partners in the e-bus project. OUC is supporting the buses with a \$900,000 commitment toward the costs of procuring charging stations and batteries.



## OUC WATER QUALITY REPORT

Learn more about H2OUC 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.*



## COME OUT FOR FUSIONFEST 2020

Join our Diversitastic Community as we safely continue to celebrate the people and many different cultures in Central Florida through music, dance, fashion, film, food, visual arts and interactive activities.

Learn about wonderful traditions during a monthly event or the annual FusionFest, a free, outdoor, family-friendly festival.

*It's the New Thanksgiving Tradition in Central Florida!*

Visit [FusionFest.org](http://FusionFest.org) to discover how you can take a walk around the world without ever leaving town!



IT'S DIVERSITASTIC!

November 28-29

Downtown Orlando — FREE

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