



# CONNECTIONS

News and Information from OUC—The *Reliable One* | SEPTEMBER 2024

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## WHAT IS PEAK DEMAND, AND HOW DOES IT AFFECT ME?

*When energy is in high demand, small changes can have a big impact.*

It's a familiar scene in many Central Florida households. It's 3 p.m., and your kids are home from school. You arrive a few hours later to lights on, computers and TVs in use, dinner cooking, and the A/C running full blast—all during the hottest part of the day. This is peak demand when electricity usage is highest.

In summer, peak demands occur on hot days without afternoon thunderstorms or cloud cover, typically between 5 p.m. and 7 p.m. In winter, they happen during the cold early morning hours from 7 a.m. to 9 a.m. OUC generates, transmits, and distributes electricity as needed to meet peak demand.

Reducing usage during peak times can help lower electric rates. You might be wondering, "How is that possible?" As a municipal utility, OUC's operating costs are covered by customers, so keeping the grid affordable is a priority. Shifting habits can prevent the need for additional power plants or costly new generation facilities.

Small changes can make a big impact, like setting your A/C to 78 degrees or higher or running laundry and the dishwasher in the late evening. OUC has proposed Shift & Save, a time-of-day billing program to start in 2026 (pending board approval), which incentivizes shifting energy use to off-peak times. By adopting new habits now, you'll be ready to save when the program launches.

To learn more tips to help reduce your demand and save you money, visit [OUCBlog.com](https://www.oucblog.com).

## NEW CHARGING STATIONS BOOST EV INFRASTRUCTURE AT ORANGE COUNTY CONVENTION CENTER

In time for National Drive Electric Week (Sept. 25-Oct. 3), OUC, Power Electronics, and Orange County have teamed up to install six cutting-edge charging ports at the Orange County Convention Center, located on 8500 Tradeshow Blvd., enhancing the electric vehicle (EV) infrastructure in the region. The stations offer six, level 3 charging ports, each with a total power output of 720kW.

Supporting the Combined Charging System standard, the chargers also include three Tesla/North American Charging Standard (NACS) adapters, though they do not support CHAdeMO. This initiative is part of a broader effort to improve EV infrastructure and is powered by NovaCharge's



ChargeUp network. Available to the public 24/7, the stations provide a convenient and reliable option for EV drivers visiting the Orange County Convention Center or local hotels and theme parks near International Drive.

For more information visit [OUC.com/EV](https://www.oucreliableone.com/EV).

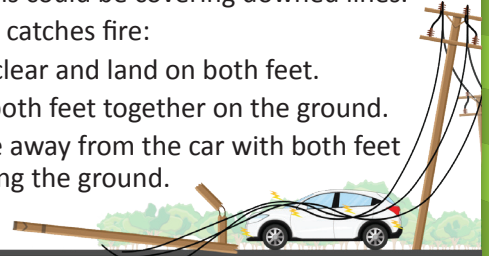
# STORM SAFETY WITH THE PROS



During a storm, safety matters most. This means your safety and the safety of our repair crews. Knowing what to expect from any hazards you may face is crucial whether you're evacuating or sheltering in place. That's why following best practices around downed power lines properly is important. Below are safety steps you should follow:

## DOWNED POWER LINES: *Stay away and call 911*

- Always assume a downed power line is energized. Never touch or move it.
- Never drive over downed power lines; they could get entangled in your car.
- Do not approach a car that has hit a utility pole. Call 911 instead.
- If you're in a car accident involving a power line or utility pole, do NOT exit your vehicle unless it catches fire.
- Be aware that fallen trees, broken branches and debris could be covering downed lines.
- If the car catches fire:
  - Jump clear and land on both feet.
  - Keep both feet together on the ground.
  - Shuffle away from the car with both feet touching the ground.



Find more tips at [OUC.com/StormCenter](https://www.ouc.com/StormCenter).

## SAVE MONEY ON AIR CONDITIONING BILLS

*Upgrade now, avoid higher A/C bills later*

If you have an old central air-conditioning unit, chances are it's costing you money to maintain while running up your energy bill due to inefficient cooling and heating. With a new **16 SEER/15.2 SEER2** or greater heat pump A/C you'll save money and energy, plus receive an OUC rebate ranging from **\$45-\$1,150**.

Go to [OUC.com/rebates](https://www.ouc.com/rebates) and click on Residential Rebates Information for details.

UP TO  
**\$1,150**  
IN REBATES

## 2023 WATER QUALITY REPORT

Learn more about H<sub>2</sub>OUC via the 2023 OUC Water Quality Report at [OUC.com/wqr2023](https://www.ouc.com/wqr2023).

*En español español.*  
[ouc.com/wqr2023](https://www.ouc.com/wqr2023).



## OUC CELEBRATES 19 PRE-APPRENTICESHIP GRADUATES

On July 16, OUC celebrated 19 graduates of its Pre-Apprenticeship Program, the largest class in recent years. The group spent four months learning safety

basics, trade skills, and professional development to begin careers in construction.

Upon graduation, graduates are connected to paid apprenticeships and can continue their education at post-secondary institutions. The program, part of OUC's Empowerment Zone, aims to foster community support and economic prosperity in the 32805 zip code, focusing on career opportunities, diversity, equity, and inclusion.

Speakers at the July graduation ceremony included **Vale Price Jr.**, a 2021 Pre-Apprenticeship alum, now employed by OUC. Highlights included a graduate processional, remarks from OUC and iBuild Central Florida, and testimonials from program graduates.

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



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