



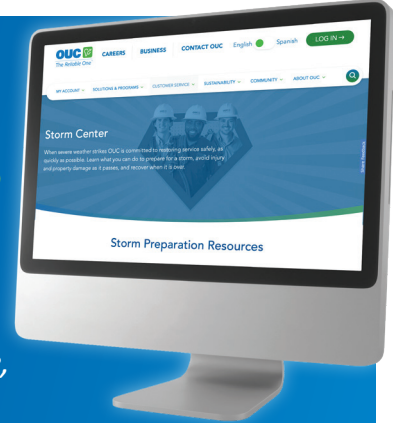
CONNECTIONS

News and Information from OUC—The *Reliable One* | JUNE 2025

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BE PREPARED WITH OUC'S STORM CENTER

The official Atlantic hurricane season is here (June 1–Nov. 30), and now is the time to finalize your family's storm action plan. OUC's Online Storm Center can help you protect your family before, during and after a major storm. Here are tips to help you prepare:



1 Update Contact Information – Make sure we have your current phone number and email address in **My.OUC.com**. This makes it easier to use our automated phone system.



2 Register for Outage Text Alerts – Report an outage and get updates in English or Spanish via text, voice or email. Text **REG** to **69682** to register or visit **OUC.com/alerts**.



3 View OUC's Interactive Outage Map – Get real-time outage information, including locations and estimated restoration times. Visit **OUC.com/outage**.



4 Request Tree Trimming – Notify OUC if you see tree limbs interfering with power lines. An OUC team will come to your home and trim back that vegetation.



5 Download OUC's Tropical Weather Guide – Find important phone numbers, preparation tips, safety information and more.



6 View Safety/Informational Videos – Learn how to stay safe around power lines, how we restore power and more.



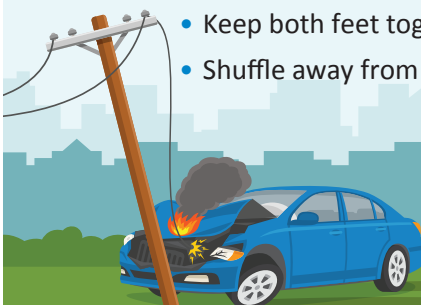
Visit **OUC.com/stormcenter**

Downed Power Lines. Stay Away. Call 911.

If you're involved in a car accident with a power line or utility pole, DO NOT exit your vehicle unless it catches fire.

If your car catches fire and you must urgently exit your vehicle, follow these steps to help keep you safe:

- Jump clear and land on both feet
- Keep both feet together
- Shuffle away from the car



Safety Tips:

- 1** Always assume a downed line is energized; never touch or try to move a downed power line.
- 2** Never drive over downed power lines; they could become entangled in your vehicle.
- 3** Never approach a car that has hit a utility pole. Instead, call 911.



Learn more about downed power lines safety at **OUC.com/stormcenter**.



A/C Underperforming? *Not Cool.*

It may be time to upgrade an outdated HVAC with a heat pump system. This energy-efficient alternative to traditional air conditioning can help lower your electric bill significantly while maintaining a comfortable temperature in your home.

Learn how OUC's rebate program can help you cover the cost of purchasing and installing a heat pump.

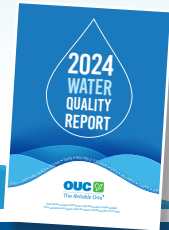
Visit [OUC.com/rebates](https://www.ouc.com/rebates) to learn more.



Water Quality Report 2024

Learn more about H₂OUC via the 2024 OUC Water Quality Report at [OUC.com/wqr2024](https://www.ouc.com/wqr2024).

En español espanol.ouc.com/wqr2024.



Upgrade Insulation and Receive a Rebate



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

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

OUC Expands Access: [my.OUC.com](https://my.ouc.com) Now in Spanish!

OUC now offers a fully bilingual [my.OUC.com](https://my.ouc.com)! Customers can manage accounts, start/stop service, and register for alerts in Spanish. This update reflects our commitment to accessibility and a redesigned, mobile-friendly experience.

Visit [my.OUC.com](https://my.ouc.com) to explore!

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](https://oucblog.com/fireworksafety)

Para ver toda nuestra información en español, por favor visite espanol.ouc.com.



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