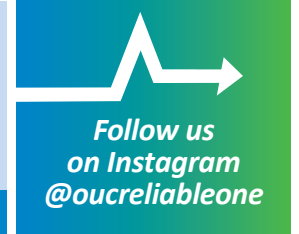




CONNECTIONS

News and Information from OUC—The Reliable One | OCTOBER 2025



SMART GRID TECHNOLOGY REDUCES POWER OUTAGES AND SPEEDS UP RESTORATION

A years-long initiative by OUC to deploy smart grid technology is making power outages less frequent. And when outages do happen, fewer customers are impacted, and restoration times are faster. The smart-grid devices essentially allow the grid to “heal itself.” And this storm hardening, along with proactive infrastructure maintenance and tree trimming, has yielded more reliable service for customers. In fact, the devices prevented more than 54,000 outages in 2024.

As a result, OUC customers experienced the shortest average interruption time in Florida when compared to investor-owned utilities in the state in 2024, according to data submitted to the Florida Public Service Commission.

Several types of smart-grid devices have been installed in OUC’s system, which includes more than 3,000 miles of transmission and distribution

lines over a 419-mile service territory. The focus of these reliability and resiliency efforts has been on areas historically prone to outages.

One example is the TripSaver II Cutout Mounted Recloser (*pictured above*). The device acts like home circuit breakers and “trips” when electricity along a power line is interrupted by a fault.

Temporary outages, those under a minute, are often caused by faults, such as tree branches brushing against a line. TripSavers restore power almost instantly, prevent temporary outages from turning into permanent ones and allow OUC to fix issues remotely.

OUC’s investment in this and other devices has increased reliability throughout the year and has helped harden infrastructure against impacts from hurricanes and severe weather.

For more details, visit [OUCblog.com/smartgrid](https://oucblog.com/smartgrid).

Stop Energy Vampires from Bleeding Your Wallet

It’s downright spooky to think how much electricity some appliances can use ... even when they’re not being used. Defeating these energy vampires – home appliances that drain power when off or in standby mode – can reduce your total energy usage by up to 10 percent.

Discover more energy vampires — and additional ways to conserve energy and save money — at [OUC.com/waystosave](https://ouc.com/waystosave).





RUN A RACE IN YOUR HOMETOWN!

Join more than 4,000 runners for the 2025 OUC Orlando Half Marathon Weekend at Lake Eola Park. The OUC Half Marathon race will take place on Saturday, December 6, and the Track Shack Lake Eola 5K on Sunday, December 7. You also can combine both races with the DTO 16.2 Challenge.

This certified, responsibly produced event welcomes athletes of all abilities, whether you choose to run or walk. Sign up now at **OUC.com/halfmarathon** and take advantage of OUC customer discounts:

- **\$10 off the Half Marathon** (13.1 miles) with code: **RUNOUC25**
- **\$7 off the 5K** (3.1 miles) with code: **RUNEOLA25**
- **\$20 off the Challenge** with code: **RUNDT025**

No other discounts apply.

Valid only for in-person races, not virtual.



Save with Energy Efficiency

In honor of Energy Efficiency Day on October 1, check out OUC's Efficiency Delivered® conservation program, which provides up to \$2,500 in home energy and water efficiency upgrades with professional installation.

Improvements include A/C tune-up, caulking and weather stripping, attic insulation and toilet replacement, among others. Sign up today for a FREE energy and/or water conservation audit conducted by an OUC conservation specialist.

Explore the program at **OUC.com/efficiencydelivered**.

**Offer not available for water-only customers.*



STAY IN THE KNOW ABOUT YOUR ELECTRICITY USAGE WITH EMAIL ALERTS



Interested in gaining a better understanding of how much electricity you use and being able to spot opportunities to conserve energy and save money? Check out OUC's Usage Dashboard Alerts.

- **Daily Usage** – Tracks your total usage each day
- **High Usage** – Lets you know when you've reached a self-set limit, helping you take action to reduce usage

Setting alerts is easy:

1. Log in to your myOUC account and click the "View Usage" button in the account summary to access the Usage Dashboard.
2. Click on the "Settings" tab to manage your alerts.
3. Click on the "Configure Contact Methods" button to add your email address. You can add up to six email addresses, so be sure to give each entry a unique name.
4. Click on the "Create Alert" button to get started.
5. Select the appropriate options for the alert that you desire and save.

For details on setting up Usage Dashboard Alerts, go to **OUC.com/usagedashboard**.

2024 Water Quality Report

Learn more about H₂OUC via the 2024 OUC Water Quality Report at **OUC.com/wqr2024**.
En español **espanol.ouc.com/wqr2024**.

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



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