

Commission Meeting  
**MINUTES**  
**July 9, 2024**  
**2:00 P.M.**

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**Present:**

**COMMISSIONERS:**

Larry Mills, President

Roger Chapin, First Vice President

Britta Gross, Immediate Past President

Buddy Dyer, Mayor

Clint Bullock, General Manager & Chief Executive Officer

Attila Miszti, Chief Operating Officer

Mindy Brenay, Chief Financial Officer – Ex Officio

Christopher McCullion, Chief Financial Officer

Linda Ferrone, Chief Customer & Marketing Officer

Latisha Thompson, Chief Employee Experience Officer

Michael Murtagh, Chief Transformation & Technology Officer

Luz Aviles, LeMoyne Adams, Wade Gillingham, Jenise Osani, & Ken Zambito, Vice Presidents

Frances Johnson, Recording Secretary

The July 9, 2024 Commission Meeting was held in person at the Orlando Utilities Commission's Reliable Plaza Commission Chambers.

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**Moment of Reflection**

President Mills asked Ebony Whitby to provide the moment of reflection.

\* \* \*

**Pledge of Allegiance**

President Mills asked Ben Rooyakkers to lead the Pledge of Allegiance to the Flag.

\* \* \*

**Call to Order**

The Commission Meeting was called to order at 2:42 P.M.

\* \* \*

**Consideration of the Minutes**

**MOTION:** On a motion by Commissioner Chapin, seconded by Commissioner Gross and unanimously carried, the reading of the May 14, 2024 Pricing Workshop minutes was waived, and the minutes were approved.

**MOTION:** On a motion by Commissioner Gross, seconded by Commissioner Chapin and unanimously carried, the reading of the May 14, 2024 Commission Meeting minutes was waived, and the minutes were approved.

President Mills stated the June 13, 2024 Pricing Roadmap Public Workshop minutes have not been finalized and will be presented for consideration at the August Commission meeting.

**Employee / Community Recognition**

Janise Osani presented a recap and video of the Earth Month Volunteer Event. In partnership with U.S. Hunger and Operation New Hope, 67 OUC employees packaged 20,000 food kits and 1,000 hygiene kits to help those located in OUC's Empowerment Task Force Zone. Collectively, 268 hours were donated by OUC employees and their families. Refer to the appendix for more information and video.

\* \* \*

**Affirmative Items**

Mr. Bullock asked Ms. Osani to present on Affirmative Item A-23, Project CARE. Ms. Osani highlighted OUC's hot weather campaign, detailing key customer messaging used for customer outreach and communication. She discussed the various OUC assistance programs, including Project CARE, which has helped over 28,000 households with emergency relief during temporary financial hardship to keep their lights on and water flowing since the program's inception in 1994. Refer to the appendix for more information.

President Mills presented the affirmative items for Approval.

**MOTION:** On a motion by Mayor Dyer and seconded by Commissioner Gross, Affirmative Items A-1 through A-28 were approved as follows:

1. Ratification of the fuel procurements to the most responsive and responsible bidders in January 2024 in the aggregate amount of \$22,432,862.80 as follows:

**NATURAL GAS PURCHASES:**

February 2024	Clarke-Mobile Countries	\$ 358,150.00
February 2024	ConocoPhillips	\$ 234,382.28
February 2024	EDF Trading	\$ 624,783.50
February 2024	Emera	\$ 646,997.03
February 2024	Gas South	\$ 283,997.93
February 2024	Municipal Gas Authority of Georgia	\$ 830,908.00
February 2024	Pathpoint Energy	\$ 1,060,289.43
February 2024	Tenaska Marketing Ventures	\$ 1,825,656.72
February 2024	Tenaska Gas Storage, LLC	\$ 892,024.66
February 2024	Texla Energy Management	\$ 853,052.53
March 2024	Clarke-Mobile Counties	\$ 230,950.00
March 2024	ConocoPhillips	\$ 206,587.29
March 2024	Emera	\$ 451,910.83
March 2024	Municipal Gas Authority of Georgia	\$ 529,728.00
March 2024	Pathpoint Energy	\$ 769,475.65
March 2024	Tenaska Marketing Ventures	\$ 1,295,099.88
March 2024	Tenaska Gas Storage, LLC	\$ 570,444.45
March 2024	Texla Energy Management	\$ 607,498.85

**COAL PURCHASES:**

February 2024	Crimson Coal Corporation	\$3,556,574.52
February 2024	Foresight Coal Sales, LLC	\$ 743,311.22
March 2024	Crimson Coal Corporation	\$5,076,826.64
March 2024	Foresight Coal Sales, LLC	\$ 784,213.39



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2. Ratification of an OUC initiated scope change and conforming Change Order No. 2 to Siemens Energy, Inc. in the amount of \$437,172 for support services, parts, and equipment, increasing the total Purchase Order amount to \$931,996;
3. Ratification of a Capital Expenditure Estimate for the Osceola Generating Station Unit 2 Generation Step-Up Transformer Replacement Project in the amount of \$5,777,638. Ratification of a single source Purchase Order to GE-Prolec Transformers, Inc. to provide a new Generation Step-Up Transformer in the amount of \$5,145,638;
4. Approval of a sole source Purchase Order to Power Costs, Inc. to provide six Ancillary Service enhancements to the Clearing House Price settlement software, including maintenance and support in the amount of \$461,046;
5. Approval of an OUC initiated scope change and conforming Change Order No. 2 to Power Engineers, Inc. in the amount of \$152,900 for additional design services, increasing the total Purchase Order amount to \$378,800;
6. Approval of the Capital Expenditure Estimate for the installation of the underground electric distribution system to serve the Buena Lago Subdivision – Phase 5 in the amount of \$759,882.74, with a customer contribution in the amount of \$125,222;
7. Approval of the Capital Expenditure Estimate for the Fault Location, Isolation, and Service Restoration Project in the amount of \$926,931.16;
8. Approval of the Capital Expenditure Estimate for the North Orange Avenue Improvement Project required for the relocation of electric distribution facilities along Orange Avenue in the amount of \$571,062.70;
9. Approval of Change Request No. 1 to the Capital Expenditure Estimate in the amount of \$891,128.98 for additional construction costs for the Lake Nona Medical City Project, increasing the total project cost to \$2,754,126.34;
10. Authorization for the General Manager & CEO to execute the Interlocal Agreement with Osceola County for the Jack Brack Road Widening Project. Approval of a Purchase Order to Osceola County for engineering services for the project in the amount of \$308,770.69;
11. Approval of the Capital Expenditure Estimate for the conversion of overhead facilities to a new underground manhole duct-line system and the installation of primary underground cable and switchgear along Northeast Lee Vista Boulevard in the amount of \$872,954.21, with a customer contribution in the amount of \$229,405.80;
12. Ratification of Change Request No. 4 to the Capital Expenditure Estimate in the amount of \$4,975,000 for material procurement, construction services, and engineering services necessary to facilitate the return to service of the Weber to Country Club 115kV Underground Transmission Line Upgrade Project, increasing the total project cost to \$18,295,000. Ratification of an OUC initiated scope change and conforming Change Order No. 2 to Power Engineers, Inc in the amount of \$200,000 for additional engineering services, increasing the total Purchase Order amount to \$1,415,000. Ratification of an OUC initiated scope change and conforming Change Order No. 1 to The Okonite Company in the amount of \$250,000 to supply additional 115kV underground cable, increasing the total Purchase Order amount to \$5,676,000. Ratification of an OUC initiated scope change and conforming Change Order No. 3 to Elecnor Hawkeye LLC in the amount of



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\$3,800,000 for material procurement and construction services, increasing the total Purchase Order amount to \$10,430,555;

13. Approval of a contract extension to Southeast Power Corporation to continue providing overhead transmission line construction, maintenance, and storm support services;
14. Approval of an OUC initiated scope change and conforming Change Order No. 2 to Open Text Inc. in the amount of \$45,001.11 for Documentum D2 annual software maintenance and support, increasing the total Purchase Order amount to \$129,901.16;
15. Approval of RFQ #7816 – Contract award to Ahead Inc, the lowest, most responsive, and responsible quote, for enterprise storage area network maintenance and support in the amount of \$753,820;
16. Approval of a Purchase Order to CDW Government LLC for VMware maintenance and support in the amount of \$1,537,785;
17. Approval of an OUC initiated scope change and conforming Change Order No. 1 to Dell Marketing L.P. in the amount of \$368,520.31 for Microsoft 365 software maintenance and support, increasing the total Purchase Order amount to \$3,827,825.31;
18. Approval of RFP #7498 – Contract award to C&D Industrial Maintenance LLC, the lowest, most responsive, and responsible proposal to provide maintenance and repair services for gates and barrier arms in the amount of \$204,000;
19. Approval of a sole source Purchase Order to CMS Utility Services, Inc. to provide pole and reel storage racks for the St. Cloud Operations & Maintenance Facility in the amount of \$138,765;
20. Approval to extend the expenditure period from five years to seven years to JP Morgan Chase Bank, NA and Catalis Payments, LLC in order to exercise the second one-year renewal options to continue providing banking and lockbox services to support financial operations and payment processing for mail-in customer payments;
21. Approval of a sole source Purchase Order to Playfly Sports Properties, LLC for a Sustainability and Customer Education Sponsorship with the University of Central Florida in the amount of \$405,808;
22. Approval of RFP #7660 – Contract award to Chatter Buzz Media, LLC, the lowest, most responsive, and responsible proposal, to provide a content management system, development services, and OUC.com hosting, including continued support and maintenance of digital media projects in the amount of \$197,398.40;
23. Approval of additional funding in the amount of \$107,000 with conforming Change Order No. 1 to the Heart of Florida United Way to continue providing program administration and management services, increasing the total Purchase Order amount to \$202,000;
24. Approval of an OUC initiated scope change and conforming Change Order No. 2 to BPA International, Inc. in the amount of \$151,200 to continue contact quality monitoring services, increasing the total Purchase Order amount to \$710,467;
25. Approval of RFP #7557 – Contract award to Allen Smith Ranch and Farm, the most responsive and responsible proposal, to provide labor and material for Stanton Energy Center Combustion Waste Storage Area grounds maintenance services in the amount of \$300,000;

26. Authorization for the General Manager & CEO to execute the Subordination of Encumbrance to Property Rights to Orange County for easement property located west of South Texas Avenue, from south of Rose Boulevard to south of West Oak Ridge Road;
27. Authorization for the General Manager & CEO to execute the Subordination of Easement Agreement to Osceola County for easements located south of Partin Settlement Road, south of Remington Boulevard, and west of East Irlo Bronson Memorial Highway; and
28. Ratification of additional funding in the amount of \$22,855 with conforming Change Order No. 4 to Geosyntec Consultants, Inc. for services provided evaluating the technical aspects of the Request for Proposal responses for site demolition and remediation, increasing the total Purchase Order amount to \$335,325. Approval of additional funding in the amount of \$310,000 with conforming Change Order No. 5 to Geosyntec Consultants, Inc. to continue to assist in evaluating the technical aspects of the Request for Proposal responses for site demolition and remediation and provide continued support for the St. Cloud site demolition and remediation activities by providing project management and supplement site assessment activities, increasing the total Purchase Order amount to \$645,325.

### **Presentation**

Commissioner Chapin provided the June 27, 2024 Audit-Finance Committee report.

The Committee was provided with an update on the pending bond refunding for the OUC Series 2010A Bonds in addition to the approval of the OUC Series 2024A Bond Resolution recommended for Board approval at the Audit-Finance Committee meeting on March 28, 2024. The Committee was also provided with a recommendation to issue \$100.0 million of the originally planned 2025 Capital Plan funding requirement of \$250.0 million to meet updated plan spending as a result of rising costs and the impact of inflation. The bond refunding for the OUC Series 2010A Bonds and the issuance of new bond proceeds are anticipated to be issued as the OUC Series 2024A Bonds and the OUC Series 2024B Bonds, respectively.

- The Committee recommends Board approval at the August 13, 2024 Commission meeting of the OUC Series 2024B Bond Resolution in the amount of \$100 million.

The Committee reviewed the proposed 2025 Operating Budget and 2025 - 2029 Capital Plan including proposed electric, water, and lighting price changes to be presented at the Budget and Pricing Workshop preceding the July 9, 2024 Commission meeting and action to approve the Operating Budget and adopt the 5-Year Capital Plan will take place at a future Commission meeting.

The Committee reviewed and approved administrative changes to the Investment Policy section of the Audit-Finance Committee Charter including modifying the approval/removal authority of qualified brokers/dealers to the Chief Financial Officer.

Quarterly financial updates were shared and open to additional Commissioner comments for the Energy Risk Management Oversight Committee and Financial Services. In addition, the annual Red Flag report was provided noting no annual findings. No additional comments by the Committee.

Quarterly Internal Audit update was provided. The Committee approved the revised 2024 Audit Plan postponing two advisory projects and adding two advisory projects.

Chris McCullion presented the March 2024 Financial Report. Refer to the appendix for more information.

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### **Public Comments**

President Mills announced that action is being taken by OUC management to address a customer inquiry related to municipal sales and gross receipt taxes displayed on monthly bills.

Rev. Kathy Schmidt, an OUC customer, spoke about the disincentivizing of net metering.

Cheryl Rogers spoke about the promotion of consumer solar and the continuation of the existing net metering program.

Charles Behrens, an OUC customer, spoke about the net metering program and the economic benefits of residential solar.

Michael Cohen, an OUC customer, spoke about confusion related to demand charges associated to the proposed PeakSHIFT program.

Heaven Campbell, Director of Solar United Neighbors, encouraged OUC to incentivize investments in solar and not penalize customers with the proposed demand charges related to the PeakSHIFT program.

Eugene Stoccardo, an OUC customer, spoke about analyzing OUC's grid and expanding solar generation.

Rebecca Prior, an OUC customer, spoke about the net metering program.

Christopher Maingot, an Orlando Solar Contractor, spoke about solar.

Ben Pauluhn, Chair of the Lake County Economic Development Council, spoke about the benefits of partnerships and business development.

Olof Tenghoff, an OUC customer, spoke about PeakSHIFT demand changes disincentivizing Level 2 Charger installations.

Ben Millar, President of Florida Solar Energy Industries Association (FSEIA), spoke about the proposed PeakSHIFT demand charges disincentivizing the local solar industry.

Jim Callahan, an OUC customer, discussed his concerns related to the presentation given at the June 13<sup>th</sup> Pricing RoadMap Workshop.

Alejandro Flores, a State Lead of Poder LatinX Florida, spoke about the PeakSHIFT program.

\* \* \*

### **General Manager's Comments**

Mr. Bullock provided closing remarks, thanking public attendees for their participation in the meeting and reiterating that a decision will not be made on the PeakSHIFT program at this meeting and that OUC is still evaluating the information and feedback received, stating the earliest an update will be provided could be at the September Commission Meeting. He addressed the challenges of completing the 2025 budget and expressed his gratitude to the budget team for their hard work.

\* \* \*



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**Commissioners' Comments**

Mayor Dyer thanked Chris McCullion, Mindy Brenay, and the finance team for completing the 2025 OUC budget. He also thanked members of the public for attending and expressing their thoughts in a thoughtful and civil manner.

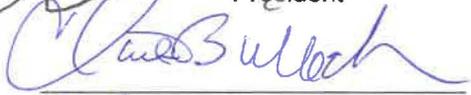
Commissioner Chapin thanked the OUC staff for their work on the 2025 budget, as well as the public members for their attendance and feedback. He stated he took notes and would fact-check the information provided by both, the public and OUC.

Commissioner Gross echoed the previous comments. She thanked OUC for their due diligence in all matters. She thanked Mr. Behren for the information he provided on net metering, and expressed appreciation for an enlightening meeting.

President Mills commended OUC for their work related to the Empowerment Zone and Project Care. He recognized the budget team's work and informed everyone that OUC's Commissioners have been paying attention to the information received from the community. He stressed that they will take time to review and consider all the information gathered before reaching a decision. He reiterated that a decision on the proposed PeakSHIFT program will not be made until the September Commission Meeting at the earliest. He concluded by thanking the community and OUC staff for helping to educate OUC's Commissioners about these topics.

President Mills adjourned the meeting at 3:51 P.M.

  
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President

  
\_\_\_\_\_  
Secretary

  
\_\_\_\_\_  
Recording Secretary

## **APPENDIX**

### **Community Recognition**

Employee Volunteer Event – [Video](#)

### **Affirmative Item**

**A-23** Project CARE

### **Presentation**

Financial Report

## **Affirmative Item**

**A- 23** Hot Weather, High Bills, and Customer Assistance

# Hot Weather, High Bills and Customer Assistance



Jenise Osani, Vice President of Marketing and New Products	A-23	07/09/24
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# Fuel Rate Decrease Effective July 1

- The average residential customer using 1,000 kilowatt hours will see a monthly savings of \$7, or \$84 annually.
- Mid-to-large commercial customers will see a decrease of nearly 5% to 7%.
- The fuel rate decrease, a pass-through cost, comes during Central Florida's hottest time of the year when A/C use is often highest.

010-5731-6-0

**CONNECTIONS**  
News and Information from OUC - The Reliable One | JULY 2024

Follow us on Instagram @oucreliableone

## LOWER RATES BEGIN JULY 1

In May, OUC - The Reliable One's Board of Commissioners voted to decrease electric rates for all OUC customers. OUC's fuel rate decrease takes effect this month, resulting in lower bills for OUC customers. What does this mean for you? The average residential customer using 1,000 kilowatt hours will see a monthly savings of \$7, or \$84 annually. Mid-to-large commercial customers will see a decrease of nearly 5% to 7%.

"This rate decrease reflects our unwavering commitment to provide exceptional value and reliable service to our customers, especially as we enter the hottest months of the year," said Clint Bullock, OUC General Manager & CEO. "As temperatures soar and energy usage follows suit, we're committed to being a trusted partner customers can count on and to promoting energy efficiency measures to help them lower their bills."

Also, starting October 1, OUC will absorb the \$1.30 currently charged by third party vendors at walk-in payment locations. The fuel rate decrease, a pass-through cost, comes during Central Florida's hottest time of the year when A/C use is often highest. To help customers find additional ways to save on energy costs, visit OUC's Efficiency Matters webpage at [ouc.com/waystosave](http://ouc.com/waystosave).

**\$84**  
Saved annually by average residential customers\*

**5-7%**  
Saved annually by mid-to-large commercial customers

\*Using 1,000 kilowatt hours a month

### OUC Modernizing Pricing Structure

In May, OUC announced the proposal of a new multi-year plan to empower customers with more choices and new opportunities to save money better align costs equitably with how customers use electricity, and optimize OUC's power grid. Pending OUC board approval, the program is designed to modernize OUC's electric pricing structures. To learn more, visit [OUC.com](http://OUC.com).

# When It's Hot Outside, OUC Customers Feel the Heat

- The average bill increased by 24% during high bill seasons for the last three years
  - Resulted in increased accounts in arrears & later payments
- Impacts are noticeable in customer service, billing, and sustainability operations:
  - Higher overall customer contact volume
  - Higher billing call volume
  - Higher payment extension requests
  - Additional billing exception work
  - Increase in conservation audits



# OUC is Here with Helpful Programs



Energy/Water Audits  
*Online or In-person*



Efficiency Rebates



OUC Power Pass



Project CARE



Payment Plans



Budget Billing



Efficiency Delivered



Customer Education/Outreach

# Hot Weather: Key Customer Messages

- Hot weather causes higher utility bills because A/C can run more than twice as long in the cooler months
- Small actions can reduce energy usage and lower bills:
  - Keeping thermostat at 78 degrees
  - Utilizing shades, blinds, window film
  - Ceiling fans for extra cooling
  - A/C system maintenance and regular filter changes
  - Smart thermostats
- OUC offers programs to help customers save:
  - Usage dashboard
  - Audits & rebates
  - Assistance programs



Customer Education/Outreach

# Hot Weather Campaign

## Digital Ads

**See The Savings**

Lower your bill during high temperatures with these tips and programs.

[LEARN MORE](#)

**OUC**  
The Reliable One®

July

**Beat The Heat**

Knock out rising temperatures with tips and programs for saving money.

**OUC**  
The Reliable One®

August

**OUC**  
The Reliable One®

**OUC can help you see the savings when the heat is on.**

Your A/C can run twice as long in the summer months as it does throughout the rest of the year. Minimize the impact of hot weather and beat the heat with these energy-saving tips.

**Monitor your energy usage.**

Visit your myOUC Usage Dashboard to keep track of how much energy you're using around your home and arrange alerts when you exceed a set threshold.

[Explore Usage Dashboard](#)

**Set your thermostat to 78°.**

A/C can account for over 50% of your utility bill. Every degree below 78 degrees adds 6-9% more to your cooling costs. For maximum savings, keep your thermostat at 78°.

**Sun out, savings in.**

Utilize shades, drapes, blinds and window film to retain cooler temperatures inside your living space — especially on windows facing east or west.

**Feel the difference with fans.**

Ceiling fans create a wind chill effect, making your space feel a few degrees cooler without having to adjust your thermostat. Make sure they're running counterclockwise and turned off when you are not in the room.

**Give your A/C a helping hand.**

For optimal cooling performance, replace your air filter regularly! Dirty filters restrict airflow, making the system work harder. Set your unit's fan to "Auto" to prevent it from constantly running.

**Make the smart switch.**

A smart thermostat can save you up to 10 percent on cooling costs by raising the temperature when you're away and cooling things down just before you come home.

**Go green, get green.**

From window film to heat pump A/C systems, OUC offers a variety of rebates on energy-efficient home upgrades that can earn you a credit back on your utility bill while saving you energy and money year-round.

[View Rebates](#)

**OUC is here to help.**

We offer several assistance and payment options to help our customers in need, such as Budget Billing, Power Pass, and Project CARE.

[Get Assistance](#)

**Stay safe outside.**

Save our Beat the Heat Guide with the season's top recommendations and facts to keep as a resource when weathering rising temperatures.

[Download Guide](#)

For a full summary of tips that includes additional ways to save on your OUC bill all year long, check out [ouc.com/hotweather](http://ouc.com/hotweather).

Webpage

# Targeted Customer Outreach

- Leveraging 5 Customer Segments
- Promoting 3 Energy Efficient Rebates
- Higher Than Average Email Open Rates
- **150,000+** social media impressions

## Hopefuls/Savers/Family

Subject Line:

**Keep Cool and Save Cash with OUC's Top Summer Rebates**

Open Rate: 26.59%

## Comforts/Retired

Subject Line:

**A/C Underperforming? Not Cool.**

Open Rate: 28.29%



**OU**   
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## Keep your cool all summer long.

Don't let outside heat waves affect the way your home feels inside. Energy-efficient home updates can help you beat the heat! OUC's residential rebate program makes investing in home upgrades worthwhile by rewarding you with a credit back on your bill – so your air conditioner can run better (for less)! Here are the top 3 rebates we recommend taking advantage of for optimal A/C performance this time of year:



# Hot Weather Communications

## 6 WAYS TO BEAT THE HEAT AND SAVE MONEY!

As the mercury rises, it's essential to keep your cool without breaking the bank. With a few simple adjustments, you can stay comfortable while saving money on your utility bills. Check out these six tips:

### 1 Optimize Your Thermostat Settings:

Set your thermostat to 78°F or higher and the A/C fan to AUTO to reduce energy use.



### 2 Upgrade to a Smart Thermostat:

Install a smart thermostat to control your home's temperature remotely and save on cooling costs.

### 3 Utilize Blinds and Curtains:

Close blinds and curtains during the hottest parts of the day to block out heat from the sun.



### 4 Regularly Replace A/C Filters:

Replace A/C filters regularly to ensure efficient airflow and save energy.

### 5 Seal Leaks with Weather Stripping:

Use weather stripping around windows and doors to prevent cool air from escaping and hot air from entering.



### 6 Use Ceiling Fans Wisely:

Set to rotate clockwise at low speed to create a cooling breeze, allowing a higher thermostat setting.

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



**OUC - The Reliable One**  
Published by Sprout Social · June 4 at 2:14 PM · 🌐

The heat is on ☀️ Keep your cool and your cash with these energy saving tips 📄  
[#WaysToSave #CommunityPowered #FLPublicPower](https://bit.ly/3Vfxlof)

OUCBLOG.COM  
**6 Smart Ways to Beat the Heat and**  
As the mercury rises, it's essential to keep

TRENDING: Solar Sculpture Installed at St. Cloud's Lakefront...

**OUCCONNECT** STORM CENTER IN THE COMMUNITY WAYS TO SAVE INNOVATION BEHIND THE RE...

USAGE DASHBOARD KEEPS YOU IN THE KNOW ABOUT ENERGY, WATER  
Ways to Save

Did you know you can keep tabs on your daily - and even hourly - electric and water consumption with OUC's Usage Dashboard?

Located within your myOUC online account, the Usage Dashboard includes separate bar charts for electric and

SEARCH ...

**OUC**  
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FOLLOW US  
f in x

OUR LINKS  
Pay My Bill  
Report an Outage  
Start Service  
Customer Support

OUR FEATURED EXPERTS  
OUC's featured experts are leaders in the utility industry and people

## 6 Ways to Beat the Heat Without Breaking the Bank

A few simple changes to your daily routine around the house can help you stay comfortable this summer - without running up your electric bill.

**Beat the Heat**

# In the Community

## BEAT THE HEAT

**HEAT INDEX** - The heat index is what the temperature feels like to the human body when relative humidity is combined with the air temperature.

Based upon heat index levels, additional measures should be followed:

- **115° EXTREME** - Enact aggressive protective manners.
- **103-115° HIGH** - Observe additional precautions to protect workers.
- **91-103° MODERATE** - Implement precautions and heighten awareness.
- **<91° LOWER** - Introduce heat safety planning.

To prevent dehydration, drink an average of **4 CUPS** of water every **2 HOURS**.

It is estimated that up to **80%** of U.S. adults experience mild dehydration.

**HEAT CRAMPS:**

- 1 Excessive sweating and loss of salts leads to heat cramps.
- 2 Symptoms include severe cramps occurring in the legs, arms or abdomen.

**HEAT EXHAUSTION:**

- 1 Occurs when a person fails to consume enough fluids in a hot environment
- 2 Symptoms include extreme thirst, fatigue, weakness, clammy skin, nausea, vomiting, rapid breathing, etc.

**HEAT STROKE:**

- 1 The result of not consuming enough fluids or taking breaks, this serious illness can occur when the body temperature rapidly rises.
- 2 Symptoms include skin no longer sweating, and the employee becomes red, hot and dry, with a weak pulse. With any of these signs, 911 should be called immediately.

**WATER = FUEL**  
Similar to gasoline for a car, water serves as the fuel to perform well and keep going. Avoid becoming dehydrated.

The average human body is made up of **60%** water.

In extreme conditions, an employee who sweats profusely can lose up to **6 QUARTS** of water in a workday, equivalent to **13 POUNDS!**

Cool down with a wet cloth and sip water when ready.

- Messaging at Community Events

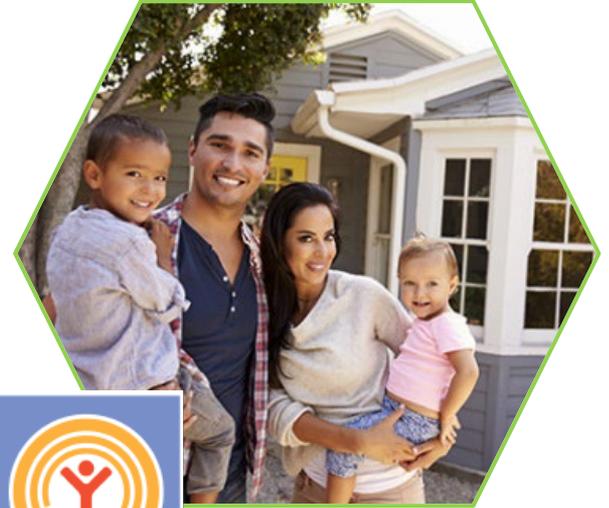
- In June, the City of Orlando CommUNITY Rainbow Run 4.9K & St. Cloud Proud in the Cloud Festival – 4,000+ attendees
- 2,000 Backpacks with Conservation Outreach in partnership with A Hero for Kids in St. Cloud & After School All Stars in Orlando
- St. Cloud 4<sup>th</sup> of July Celebration – 15,000 expected attendees

- Expanding Outreach

- Creating an infographic to share with our 150+ community partners to include in their newsletters
- Partnering with Sustainability to provide a new leave-behind brochure on beating the heat & saving money after customer audits
- Leveraging the City of Orlando’s 21 Community Centers TVs

# Project CARE History

- Since 1994, Project CARE has provided emergency relief to those experiencing temporary financial hardships to keep their lights on and water flowing.
- Heart of Florida United Way provides and administers the program to OUC customers.
- Since inception, Project CARE has helped over 28,000 households



Project CARE



Heart of Florida United Way

# Contract Details

- Heart of Florida United Way and OUC's contract through September 2025 covers:
  - Salary and Benefits for the Project CARE Case Manager
  - Administrative fees of ten percent

**472**

Households Assisted  
in 2024

**\$254.52**

Average Amount of  
Assistance per Household

**Job Loss  
Reduction of Hours  
Unexpected Emergency Expense**

Top 3 Reasons for Assistance

# Recommended Action

- Commission approval of additional funding in the amount of \$107,000 with conforming Change Order No. 1 to the Heart of Florida United Way to continue providing program administration and management services, increasing the total Purchase Order amount to \$202,000.

## **Presentation**

Financial Report.

# Financial Report

\$ in millions	June 2024			
	Actual	Budget	\$ Δ	% Δ
Retail and Wholesale Electric Revenues	\$ 402.3	\$ 389.6	\$ 12.7	3.3%
Water, Chilled Water and Other Revenues	140.6	139.8	0.8	0.6%
Total Revenues, excluding Fuel Revenues	\$ 542.9	\$ 529.4	\$ 13.5	2.6%

## Overview

- Total Revenues, excluding Fuel Revenues were \$13.5 million or 2.6% higher than Budget
  - Retail electric revenues were favorable to budget driven by increased electric vehicle penetration and warmer than normal weather.
    - EV penetration is 50% higher than originally anticipated
  - Water revenues, including the impact of increasing designated reserves, were slightly favorable to budget due lower than normal rainfall.