



**2024
CONSUMER
SYMPOSIUM**

Co-located with
DISTRIBUTECH
International

The Consumer Voice in the Energy Movement

MON, FEB 26 | ORLANDO, FLA



The Reliable One®

The Consumer Voice in the Energy Movement

Jenise Osani,
Vice President, Marketing and New Products

OUC100

A Century of Reliability



SECOND LARGEST MUNICIPAL
UTILITY IN FLORIDA

*Serving over 400,000 accounts with
a portfolio of energy &
water services*



2020, 2022 and 2023
MOST TRUSTED
ELECTRIC UTILITY NATIONALLY
according to Escalent

Our Mission, Vision and Strategy

Mission

Provide exceptional value to our customers and community through the delivery of sustainable and reliable services and solutions.

Vision

OUC is an innovative leader and *the* partner of choice.

Strategy

Provide **customers** an outstanding experience through our value-added services and sustainable, highly reliable, and innovative solutions.

Strengthen **employee** engagement through continuous improvement of our workplace, processes, and organization.

Serve our **community** as a committed partner, sustainability leader and trusted corporate citizen.

OUC Announced Net-Zero Goal in 2020

Significantly reduces coal-fired generation no later than 2025 and eliminates it no later than 2027



Accelerates solar and energy storage as primary strategies to ensure energy during non-solar energy production periods

Leverages future clean technologies to ensure diversity for reliability



Strives to maintain competitive rates for customers while achieving strategic goals



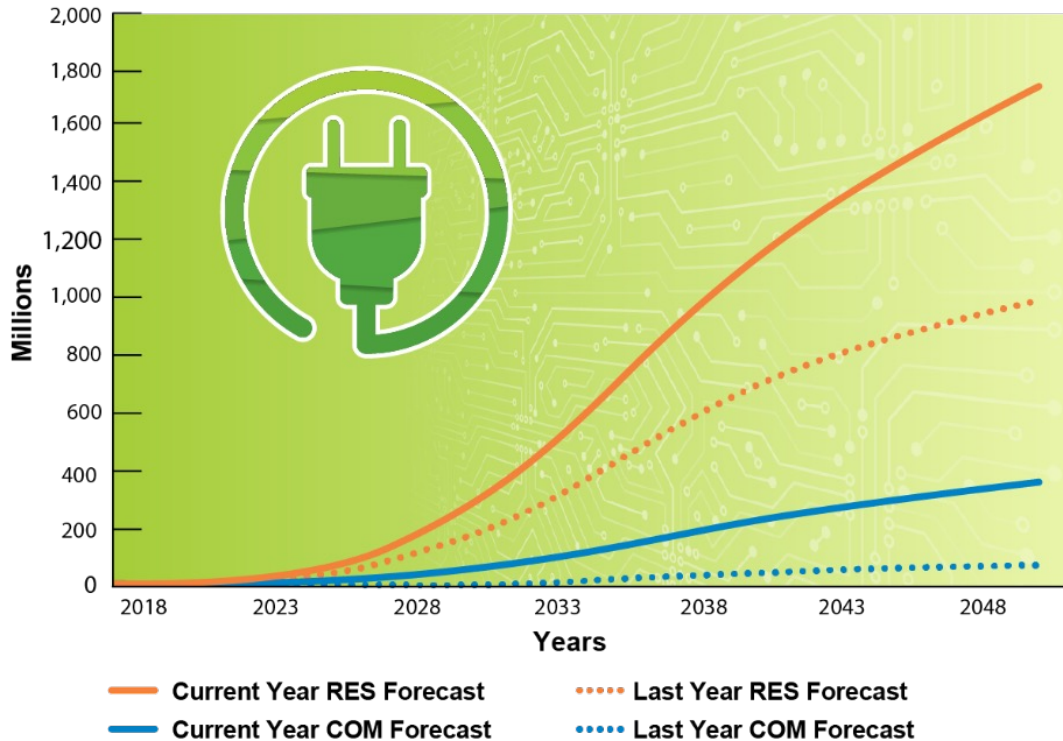
Interim goals of reducing CO₂ Emissions by 50% by 2030 and 75% by 2040

What Customers Want

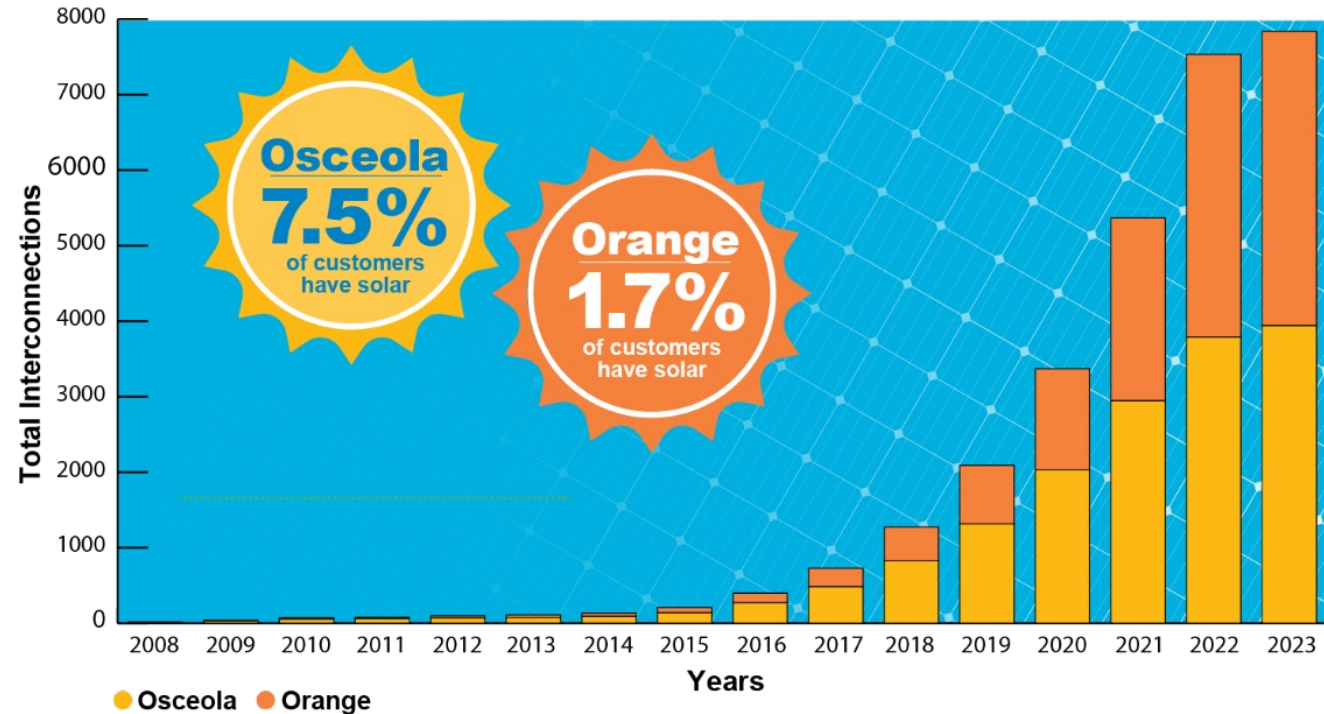


Affordability
Resiliency
Reliability
Sustainability

EV Adoption Current vs Prior Forecast kWh (Commercial & Residential)



Total Solar Interconnections (By Year)



Adoption rate: ~46/week

But Those Choices Vary

- 43% of Orlando residents live in rental properties
- Orlando is among the highest rent-burdened cities in the United States
- 33% of OUC customers live below \$50,000 in annual income
- Solar interest strongest among 28% of OUC's residential segments

More Solar Interest: 28%



SAVINGS
16%



GREENISH
6%



GREEN
6%

Less Solar Interest: 72%



COMFORT
27%



HOPEFUL
24%

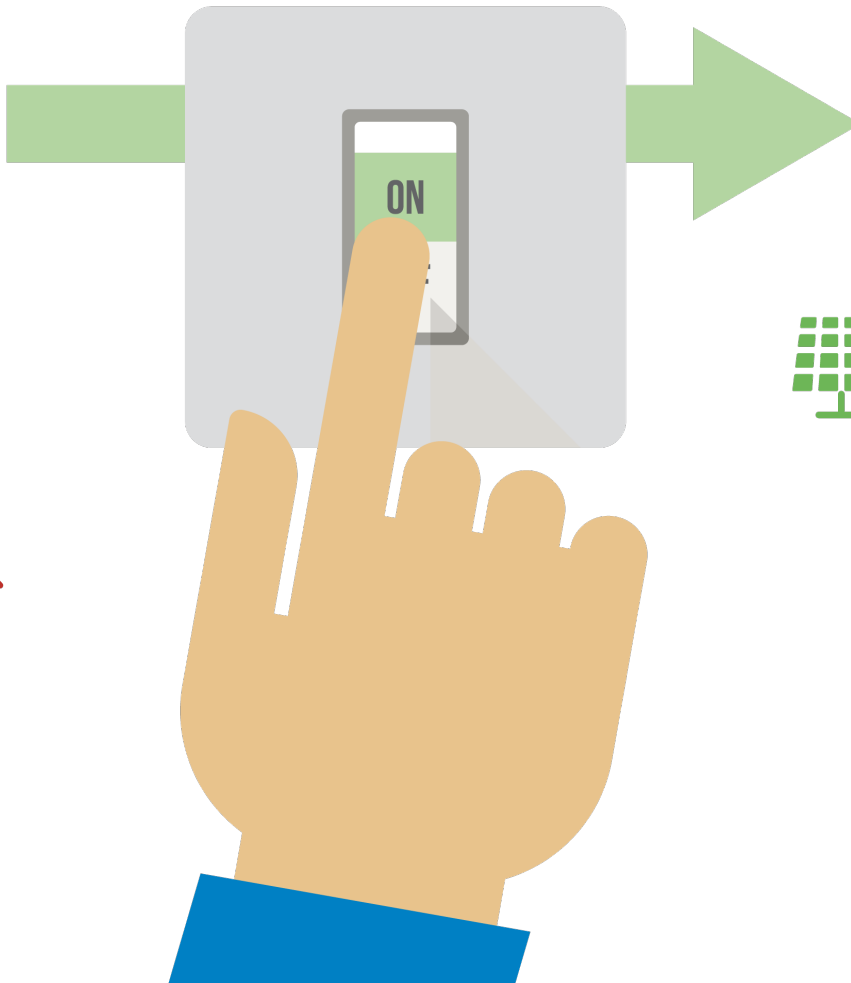
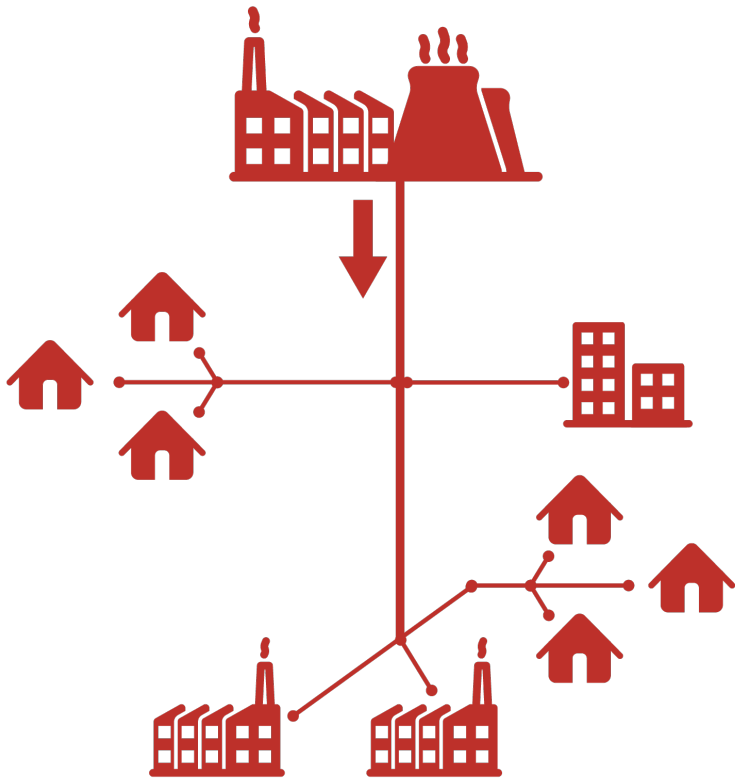


FAMILY
14%

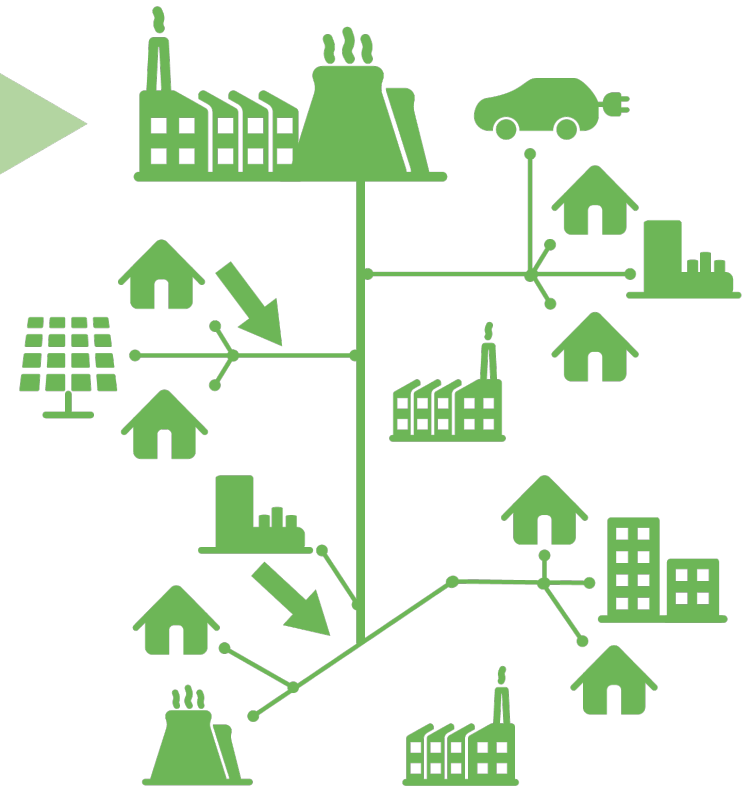


RETIREMENT
8%

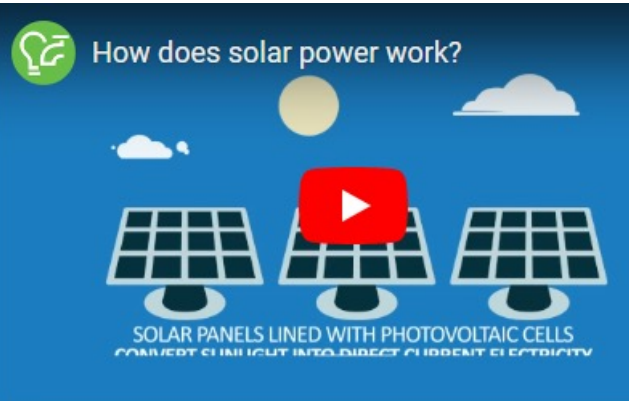
Centralized Grid



Decentralized Grid



An Array of Solar Solutions



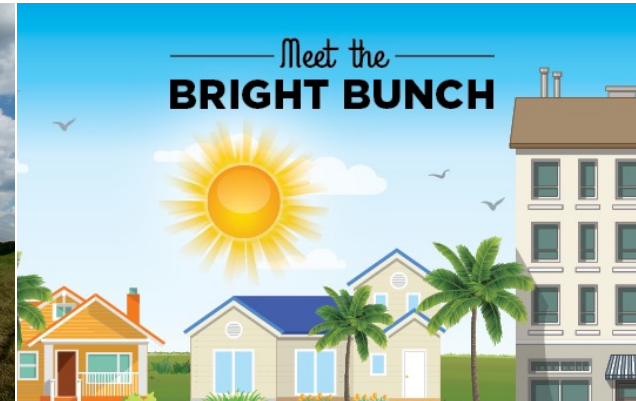
Solar Education & Support

OUC has long been a proponent of solar energy generation and is committed to helping our customers understand the capabilities of solar systems.



Utility Scale Solar

In completed and projects under construction, OUC has more than 272 MW of solar power at utility scale, enough to power 50,370 homes.



Community Solar

OUC Community Solar gives OUC's customers access to solar energy without installing panels on their homes or businesses. *Currently closed to new subscribers.*



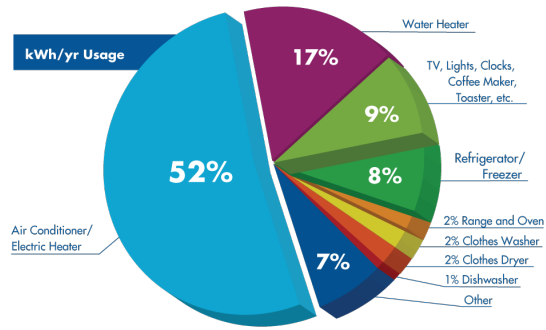
Floating Solar

OUC was a leader in Florida by integrating floating solar into the utility's portfolio. Currently, OUC is developing a 2MW array on a stormwater pond owned by FDOT in Orlando. This will be the largest floating solar array in the southeastern U.S.

Exploring Diverse Energy Storage Options



Giving Customers Control



Conservation Education & Rebates

The best way to save energy is to know what uses the most around your home or business. Small behavioral changes can make a big difference on a customer's utility bill. Also, OUC offers dozens of energy and water conservation rebates to help customers save.

Usage Dashboard

The Usage Dashboard is a presentation of consumption trends to customers to help them better understand the days and times when they use the most energy and water.

Power Pass

A prepaid program that allows our residential and small business customers to pay-as-you-go for utility services.

Efficiency Delivered

Efficiency Delivered® provides up to \$2,500 of energy and water efficiency upgrades. An OUC conservation specialist determines what home improvements could save customers the most money and will arrange for a licensed contractor to perform the work.



JEFF HAYWARD

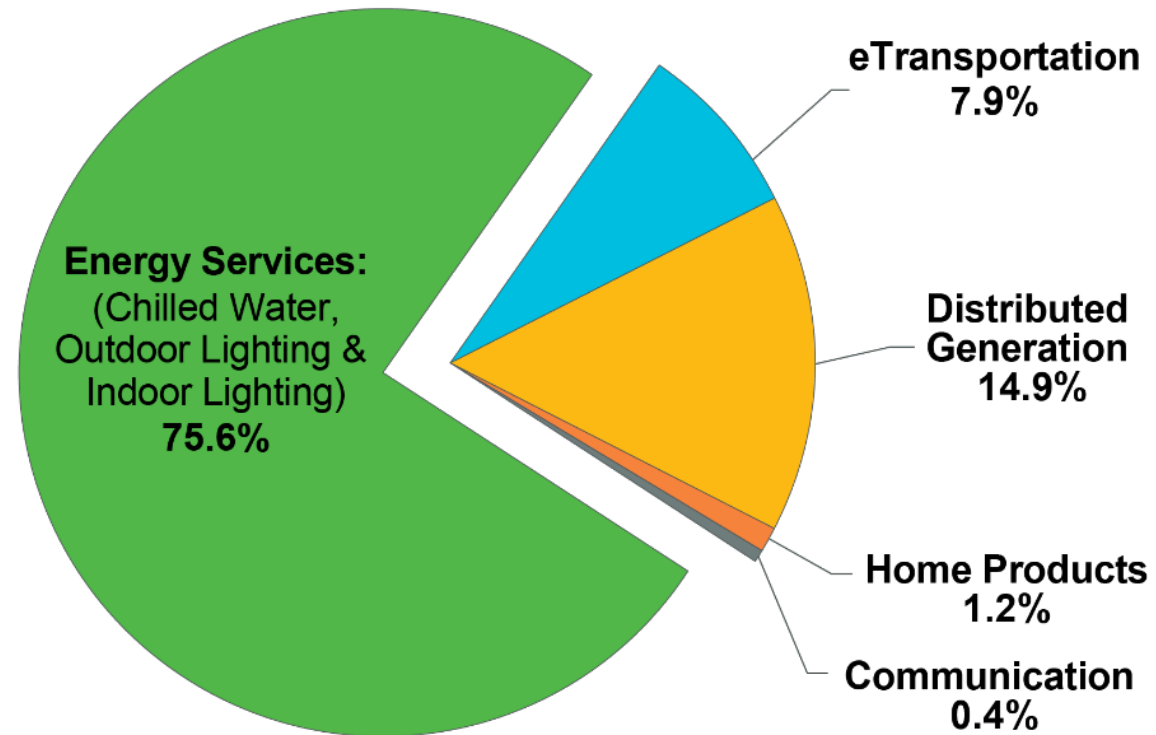
*President and Chief Executive Officer
Heart of Florida United Way*



DR. NELSON YING CENTER

Competitive Products and Services

FY25 Forecast



● Energy Services ● eTransportation ● Distributed Generation ● Home Products ● Communication

Floating Solar Array





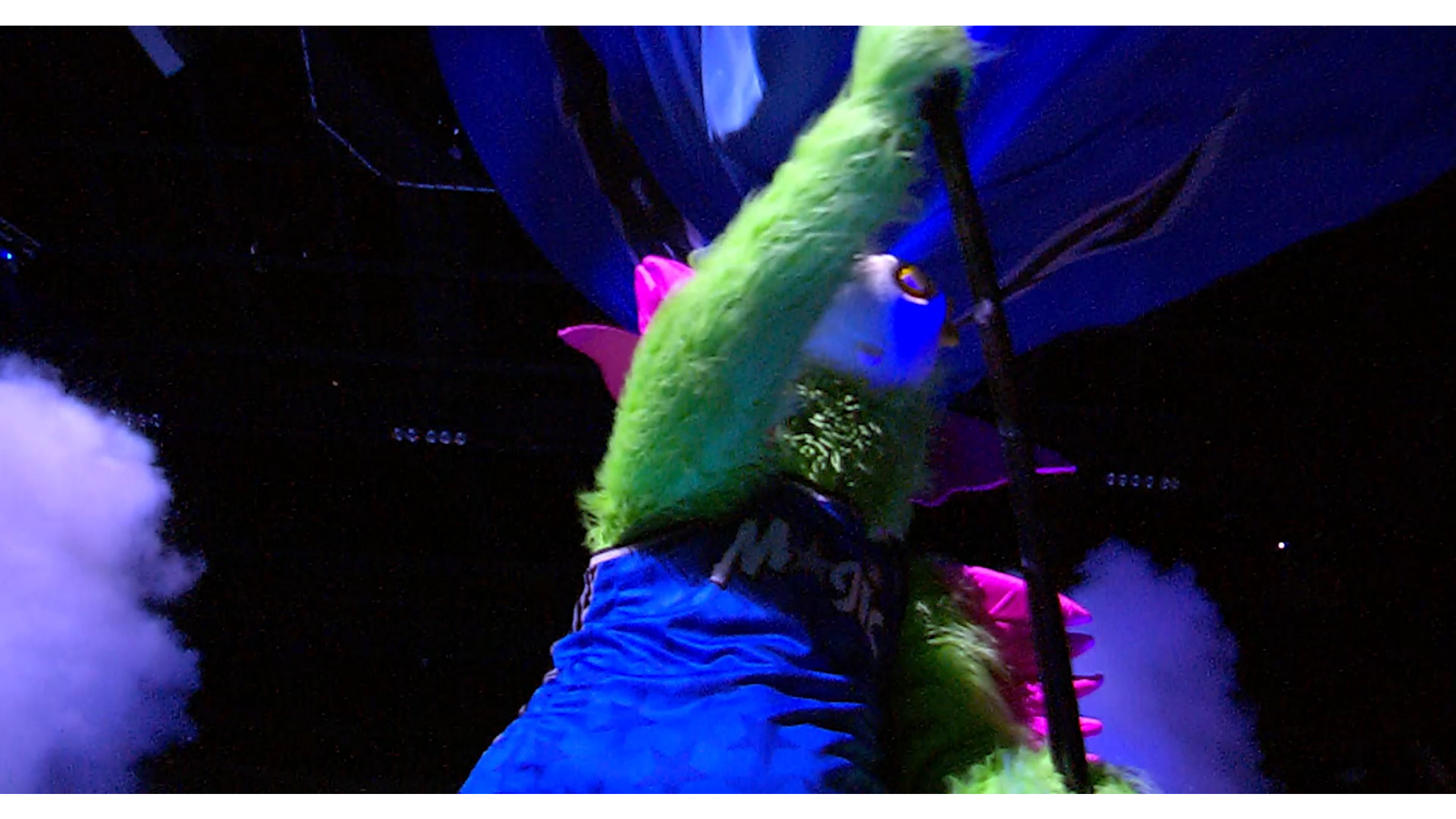


“

Through an innovative approach, we work together to create a better future for our community. That's why the Orlando Magic loves partnering with OUC.

ALEX MARTINS
CEO
ORLANDO MAGIC





The *Next* 100 Years

**CONNECTED +
COMMITTED**



Thank You to Our 2024 Sponsors



salesforce

Thank You to Our 2024 Sponsors



gridx[®]

Thank You to Our 2024 Sponsors



CLEARResult®



Opinion **Dynamics**

ORACLE
Utilities

Itron

Thank You to Our 2024 Sponsors



See You in Dallas



March 24th, 2025

A tall, blue, vertical sign for the Kay Bailey Hutchison Convention Center Dallas. The sign features a white star with red and blue stripes at the top. The text "KAY BAILEY HUTCHISON" is written vertically in white, with "CONVENTION CENTER DALLAS" written vertically in white below it. The sign is positioned in front of the convention center building, which has a large glass facade and a grey roof.

KAY BAILEY HUTCHISON
CONVENTION CENTER DALLAS