

IMPACT REPORT

2024



WHO WE ARE

Our Mission

The City of Ocala provides fiscally responsible services consistent with the community's current and future expectations.

Employee Standards

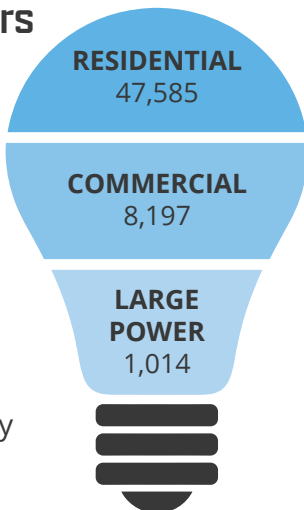
- Customer Focus
- Innovation
- Efficiency
- Quality of Work
- Integrity
- Safety
- Teamwork
- Job Knowledge



1,369
Total Years of Employee Service Combined

57,000+ Customers

Customers by Class



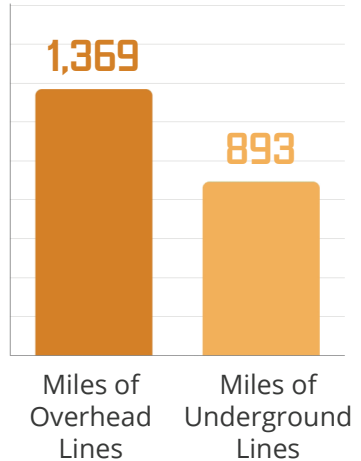
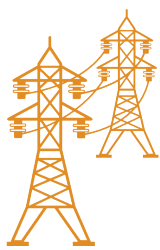
116
Community Members Employed

This impact report offers an overview of Ocala Electric Utility's (OEU) service performance over the last calendar year. We aim to inform customers about significant changes and operational enhancements and their effects on service quality, expenses, and environmental sustainability. OEU's commitment to improving reliability, customer satisfaction, and sustainability remains steadfast. Through ongoing investment in technology and infrastructure, along with a focus on renewable energy, we strive to provide exceptional service while contributing to a sustainable future. We are grateful for your continued support and look forward to sharing OEU's progress as we provide safe, reliable service to our community.

WE MAINTAIN

160 Square Mile Service Area

54,123
Total OEU Structures



SERVICE & SAFETY HIGHLIGHTS

100% Service orders completed within 48 hours, up from 93% in 2023

232 Miles of vegetation cleared to prevent storm-related outages

129 Field safety site inspections each month to ensure equipment health and reliability

3 Reportable safety incidents out of 209,000 hours of worker exposure

COMMUNITY OUTREACH



Ocala Electric Utility (OEU) is committed to building a stronger community by supporting non-profit organizations that promote public health, arts, education, and others!



Community Events Sponsored

By sharing resources and raising awareness, OEU seeks to help customers conserve energy, preserve natural resources, and help today's youth become informed citizens of tomorrow.



Community & Business Presentations



Youth Outreach Events

Through community outreach efforts, OEU connected with



People

OEU has two partner schools with whom we volunteer service hours and provide electrical safety training for students.



East Marion Elementary School



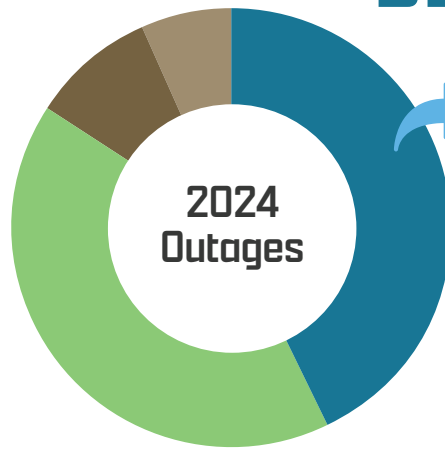
Ocala Springs Elementary School



OUTAGES & STORMS



99.97% Overall System Reliability



Outages by Cause



■ Squirrel	150
■ Lightning	144
■ Other Animal	32
■ Accident	23



75 Minutes
Total Average Outage Duration



7.6 Hours

Average Storm Outage Duration

4 Hours

Debby

7.5 Hours

Helene

11 Hours

Milton

COMMUNITY SOLAR



18,370,369

Kilowatt Hours of Solar Energy Generated

40 Residential Solar Customers

510,814 kWh's consumed

3 Commercial Solar Customers

13,880,165 kWh's consumed



817

Customers with roof-top solar panels connected to OEU power grid