

FLORIDA PUBLIC UTILITIES PROPANE ONLINE CUSTOMER PORTAL ENROLLMENT INSTRUCTIONS

Florida Public Utilities Propane is pleased to announce the rollout of our newly enhanced online customer portal! Enrolling is easy and benefits include:

- ✓ 24/7 account access
- ✓ Learn about money saving programs
- ✓ Pay your bill online
- ✓ Direct debit enrollment
- ✓ Order propane
- ✓ Update contact information
- ✓ Request a service call
- ✓ Link & unlink related accounts
- ✓ View electronic statements & invoices
- ✓ Provide feedback
- ✓ Enroll in paperless billing
- ✓ Contact us

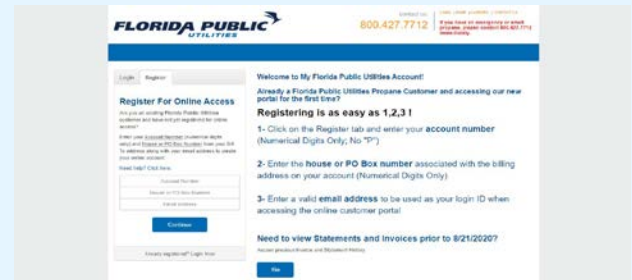
Simply follow the steps below and begin taking advantage of the many benefits the new online customer portal has to offer!

If you previously utilized FPU's Account Login prior to August 14, 2020, the credentials you used are no longer valid. When logging in to the newly enhanced online customer portal for the first time, you will need to follow the steps below to create a new login email address and password that you will utilize going forward.

STEP #1: Go to www.fpuc.com/propane and click on "My FPU Account."



STEP #2: Complete the section below by entering your FPU Propane account number and the house or PO box number associated with the billing address on your account (do not enter street name or "PO Box", simply the number). The email address you enter will become your login email address when accessing the online customer portal.



STEP #3: Create your password.



STEP #4: Congratulations, you are now enrolled! We hope you enjoy the many benefits of our newly enhanced online customer portal!

