

Table of Contents

- Welcome2
- Understanding Your Bill.....3
- Making Payments.....6
- Storm & General Safety10
- Rebates & Other Programs..... 12
- Conserving Energy 14
- Additional Info..... 18





Welcoming You to FPU

Florida Public Utilities (FPU) is happy to welcome you as a new customer and looks forward to delivering an endless amount of exceptional service and positive energy to you.

True to our belief that a happy customer is an informed customer, we offer the following guide as an informational source for almost everything you need to know about your energy service.

Keep this useful guide handy. For any questions or concerns, please do not hesitate to contact our Customer Care Team at **800.427.7712**. Our Associates will be more than happy to assist you.

► Understanding Your Bill

Monthly bills will reflect usage based on the read taken from your meter, which will vary from month to month depending on how much electricity you use and the current cost of electricity. Circumstances affecting your monthly bill include changes in the weather, the number and type of appliances you use, the amount of time you spend at home, and more.

The bill you receive from FPU includes the following charges, approved by the Florida Public Service Commission (PSC).

1. **Previous Account Balance**—The amount owed from the previous bill, including any unpaid balances
2. **Less Payments**—Credits or unscheduled payments received during the last billing cycle
3. **Past Due Or Credit Balance**—Due immediately and subject to late fees, this represents the balance remaining after the scheduled date of payment

4. **Current Charges**—Should be paid before the 'Due Date' on each bill to avoid any late fees or penalties
5. **Current Charges Due On**—The date to pay the bill in order to avoid late fees and penalty fees
6. **Total NOW Due**—The total amount owed. Reflects all transactions occurring in a billing period including past due charges and late fees

Previous Account Balance	Less Payments	Past Due Or Credit Balance	Current Charges	Current Charges Due On	Total NOW Due
\$208.73	\$208.73CR	\$0.00	\$146.11	03/29/2011	\$146.11

FLORIDA PUBLIC UTILITIES

Account #: 0240436-6
Service Period: 01/31-03/02
Route: 000250

Page: Billing Date:
Service Locat:

- 7. **Current Reading**—Represents the current reading taken from the meter on the date indicated
- 8. **Previous Reading**—Subtracted from the current reading to determine the amount of consumption to be billed

- 9. **KWH Used**—Amount of electricity used in a month as measured in Kilowatt-hours
- 10. **Multiplying Factor**—Converts the energy used to the billed energy units of Kilowatt-hours
- 11. **Total KWH Used**—Amount of electricity used in a month as measured in Kilowatt-hours. Can be calculated by subtracting your prior month's meter reading from that of the current month

Previous Account Balance	Less Payments	Past Due Or Credit Balance	Current Charges	Current Charges Due On	Total NOW Due
\$208.73	\$208.73CR	\$0.00	\$146.11	03/29/2011	\$146.11

* A Late Payment Fee will apply if amount due is greater than \$5.00 and is not paid by due date.
 * Past due balances are due immediately and subject to previous disconnect dates.
 * The APR for installment contracts is 18%.

Meter Information - meter # 521532F

Current Reading		0057940
Previous Reading	-	0056914
KWH Used	=	1026
Multiplying Factor	X	1
Total KWH Used	=	1,026.00
KW Used		

Energy Usage	Last Year	This Year
KWH This Month	1373	1026
KWH/Day	47	34
Service Days	29	30

Amount Includes the following charges	
Customer Charge	12.00
Base Energy per Kwh	0.02073
PPA per KWH	0.09630
PPA per KWH over 1000 KWH	0.10630

Short on Time? For a small fee use FPUC's QuickPay visit www.fpuc.com today for info.

Current Account Activity

Billing For	RS	FRE22	
Electric Service Amount**			132.33
Franchise Fee			5.95
Municipal Tax			4.28
Florida Gross Receipts Tax			3.55
TOTAL CURRENT ELECTRIC CHARGES			146.11
Total Current Charges			\$146.11

- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15

- 16
- 17

- 18

12. **KW Used**—Amount of electricity used in a month as measured in Kilowatts
13. **Customer Charge**—A fixed amount used to cover the cost of your service, meter and billing. This charge is applied regardless of the quantity of electricity you use
14. **Base Energy per KWH**—A ‘per unit’ fixed cost used to cover the cost of distribution. Assessed during each billing cycle without regard to your specific demand or energy consumption
15. **PPA per KWH**—‘Purchase Power Adjustment’ is the ‘per unit’ pass-through cost based on what FPU pays for the electricity we purchase. FPU does not make a profit on these costs
16. **Taxes & Fees**—Local, state, municipal and franchise taxes and fees determined by (and paid directly to) the State of Florida and/or the municipality in which you live
17. **Total Current Charges**—Includes other categories such as electric charges, contract, or other. This gives a total for all categories included in the bill

18. **Important FPU Messaging**—Be sure to look here every month for important messaging from FPU

Please Note:

- Transactions occurring after a billing period will be shown on the next bill
- Past due balances: A detailed explanation of charges is included on each bill you receive. Past due amounts will only be detailed in the first bill showing the past due amount; future related bills will show only the amount due

Contact our Customer Care Team at **800.427.7712** for more information.



▶ Making Payments

FPU offers a variety of payment options to make paying your monthly energy bill as convenient as possible.

- 1. By Mail**—Send checks to the address shown on your bill with account number clearly notated. Please include your original FPU ‘bill stub’ to ensure that your payment is credited to your account. (FPU will credit your payment on the same day we receive it. However, please allow up to 5 days for mail delivery.)
- 2. Online**—Visit **FPUC.com** to sign up for convenient online bill pay, including EZ Pay and QuickPay
- 3. By Phone**—Call **877.337.3145** to take care of payments by phone. (A small fee may apply. Please have your FPU account number and method-of-payment handy)
- 4. Electronic Funds Transfer (EFT)**—Sign up to have your monthly FPU payment automatically deducted from your checking account

- 5. In Person**—Make a payment at your local FPU office. Or, pay at one of FPU’s Partner Payment Centers to take advantage of greater payment accessibility and flexible service. Customer benefits typically include payment service without fees, extended hours (including evenings and weekends), receipt of payment, and more! Visit [FPUC.com/Payments](https://www.fpuc.com/Payments) to find a Partner Payment Center near you.

Please Note:

Payment options at Partner Payment Centers normally include cash, money orders and debit cards only—and it may take up to three days to credit your account. You must also bring your FPU bill in order to make a payment, and a processing fee may apply.

Visit **FPUC.com/Payments** for more on each payment method, or contact FPU with questions.

What To Do When You Can't Pay Your Bill

If you cannot pay your energy bill on time, contact our Customer Care Team immediately at **800.427.7712** to avoid allowing the bill to become delinquent. FPU may be able to arrange special payment schedules for customers who need time to pay the entire bill. But remember, we can only help you if you let us know you need help.

Energy-Assistance Programs

Social-service organizations located throughout our service territory are ready to assist those in need. For more information on some of the energy-assistance programs offered throughout FPU's service areas—including agency names and phone numbers for your city or county—contact our Customer Care Team at **800.427.7712**.



Budget Billing

Weather, fuel costs, the age of your appliances or HVAC system, and a variety of other factors can cause your FPU bill to fluctuate during the year. Budget Billing allows you to stabilize your monthly energy costs by paying the same amount each month—preventing spikes in your bill.

- FPU will calculate your monthly energy cost by averaging the amounts of your last 12 energy bills
- The average total will be increased to account for energy cost inflation
- The only time your monthly amount may differ is if you received service work during the previous billing cycle or specific circumstances cause your amount to be re-budgeted



Disconnected Service

FPU will interrupt service if bills are not paid on time—but only as a last resort. If we do not hear from you prior to the bill becoming delinquent, an FPU representative will process an interruption to your service. Our goal is to:

- Be flexible and treat each customer's case individually
- Take into consideration such factors as weather, death or illness in the family, age, disability, and/or handicap
- Continue providing service to you, our valued customer

If service is disconnected due to late payment, we may require payment of past due amounts and/or deposit modifications may need to be paid before service is reconnected. In addition, a reconnection fee will apply.

Customer Deposits

New customers are required to provide a deposit before service is activated. Residential and commercial customers are eligible for a refund after 23 months based upon payment history. Terms, interest rates and deposit amounts may vary. Please call **800.427.7712** for additional details.

Please Note:

Your deposit may be waived if you provide one of the following:

1. Proof of three years of employment with the same company
2. Valid ID indicating you are age 60 or older
3. A credit score of 660 or higher

Contact our Customer Care Team at **800.427.7712** with additional questions about making payments.

► Storm & General Safety

FPU Emergency Response

FPU has emergency services available 24 hours a day/7 days a week. Please leave the area and contact us immediately if:

- A power line has been broken by severe weather or clean-up activities
- You witness an act of power theft or perceive danger due to a power outage
- Your electric service is damaged in any way

Before A Hurricane

- Unplug unnecessary electrical equipment, including computers, TVs, etc.
- Wrap pool pumps and filters in waterproof materials after turning them off
- Do not lower your TV antenna or satellite dish prior to *looking up* and assessing the location of power lines
- If someone in your home is dependent upon electric-powered medical equipment, make arrangements to receive backup power or take steps to relocate the individual

After A Hurricane

- Do not operate electric appliances or controls you suspect have been flooded or damaged
- Do not remove fallen trees and stay away from power lines that are flooded or otherwise damaged
- In the event of a power outage, **please call your local FPU office** to report the outage and have our trained technicians safely turn your electricity back on (see the next page for more information)



Reporting Power Outages

Before calling FPU to report a power outage, please check to see if any of your neighbors are also affected. (This will help FPU confirm the scope of the outage.) If your residence appears to be the only one without power, we also recommend checking your circuit breakers and fuse boxes to see if the problem is limited to your home's electric system.

After completing the steps above, please call FPU at **800.427.7712** to report the outage and have our trained technicians safely turn your electricity back on.



Power Theft

Power theft is the tampering of electric service connections and/or meters with the intent to avoid paying for electricity. Attempting to steal power is a dangerous and illegal act that can result in:

- Fire and numerous other threats to public safety
- Severe bodily injury, including burns and electrocution
- Severe legal ramifications, including large fines and possible imprisonment

Report Power Theft

If you suspect someone of tampering with electricity, leave the area immediately and call **800.427.7712** to report the incident. Calls can be made anonymously and FPU urges against confronting the individual directly.

▶ *Rebates &* Other Programs

FPU offers residential and commercial customers rebates for including the following energy-efficiency upgrades. Please visit us online or call **800.427.7712** for additional rebate eligibility information and other details.

RESIDENTIAL REBATES

Residential Heating & Cooling Efficiency Upgrade

Get a \$100 rebate on a new High Efficiency Central Air Conditioning System or High Efficiency Heat Pump that has a minimum SEER (Seasonal Energy Efficiency Rating) of 15. Dealer incentives may also apply.

COMMERCIAL REBATES

Commercial Heating & Cooling Efficiency Upgrade

Get a \$100 rebate on a new High Efficiency Central Air Conditioning System or High Efficiency Heat Pump that has a minimum SEER (Seasonal Energy Efficiency Rating) of 15. Dealer incentives may also apply.

Commercial Chiller Upgrade

Upgrade existing water-cooled centrifugal chillers, water-cooled scroll or screw chillers, and air-cooled electric chillers—and qualify for **up to \$175 per KW** of additional savings above the minimum efficiency levels.

Commercial Reflective Roofing

Earn \$0.075 per sq.ft. when installing new roofs on new or existing facilities or \$0.325 per sq.ft. for converting to a cool roof with Energy Star certified roofing material.

SurgeDefense From HomeServe

Severe lightning strikes can cause surges that can destroy major appliances including refrigerators, dishwashers and washing machines, leaving you responsible for the repair cost. Repairing or replacing damaged appliances due to power surges can be expensive, costing you thousands of dollars in unforeseen expenses. Help protect yourself with SurgeDefense from HomeServe, an independent company separate from FPU, and enjoy these benefits:

- \$5,000 annual benefit with multiple service calls for covered repairs
- Coverage for a small monthly fee
- Monthly charges included on your FPU utility bill
- Access to a US-based Repair Hotline 24 hours a day, 365 days a year

Call **HomeServe** at **1.855.874.4646** or visit **FLSurgeDefense.com** for information on signing up, or for more details.



► *Conserving* Energy

Free Energy Check-Ups

Visit [FPUC.com/FreeCheckUp](https://www.fpsc.com/freecheckup) or call **800.427.7712** and a qualified Energy Conservation Representative will help you increase the value of your home (and S T R E T C H every last energy dollar!) in three easy steps:

1. Check your home for sources of energy waste and inefficiency including water heating, lighting, HVAC, etc.—and create a customized analysis of your energy use.
2. Show you what steps you can take to conserve energy, save money and get more comfort, including:
 - Specific changes to reduce your monthly energy bills
 - Data regarding monthly operating costs of your appliances
 - Insight on how each appliance contributes to your utility bill

3. Follow up with more tools and information, such as a documented overview of your Free Energy Check-Up and a printed report detailing specific ideas on how to keep your utility bills down. Plus, we will recommend additional work when needed.

Free Online Energy Evaluations

Learn how to save energy like an expert from the comfort of your computer. Completing a Free Online Energy Evaluation is a great, do-it-yourself alternative to scheduling a Free Energy Check-Up. Visit [FPUC.com/FreeCheckUp](https://www.fpsc.com/freecheckup) to get started!

Ask The Energy Experts

Submit your energy-related questions to FPU's Energy Experts at [FPUC.com/EnergyExpert](https://www.fpsc.com/energyexpert). Plus, view related Q&A's, energy saving tips and more.

Energy-Saving Tips

Every time you use your energy-efficient appliance(s), you are conserving energy. Read the following everyday tips and see how you can start saving even more!

Water Heating:

- Set the temperature on your water heater to 120 degrees
- Run your dishwasher only when it is full
- Change your washing machine's temperature setting from hot to warm and cut the 'energy use per load' in half
- Take 5-10 minute showers rather than baths

Cooking:

- Cover pots and pans when bringing water to a boil
- Clean your cooktop thoroughly and often
- Avoid opening the oven while cooking

Clothes Drying:

- Clean your dryer's lint filter after each and every load
- Dry consecutive loads of clothing to take advantage of retained heat
- Let clothes 'air dry' when possible

Climate Control:

- Keep your thermostat set at 78 degrees in the summer and 68 degrees in the winter
- Clean or replace dirty A/C and/or furnace filters once a month
- Turn on ceiling fans to enjoy an additional 3 degrees of cooling power while taking an energy load off the AC (but don't forget to turn off your fan when you leave the room!)
- Close window blinds when it's hot and keep them open when it's not

Miscellaneous:

- Replace traditional, incandescent light bulbs with compact fluorescent light bulbs (CFLs), and turn off lights every time you leave the room
- When purchasing new appliances, choose those featuring the ENERGY STAR® label
- Turn off TVs, computers and any other appliances that aren't in use, with the exception of your refrigerator
- Run your pool pump for a span of 8 hours when the water temperature is higher than 70 degrees, and for 6 hours when it's below 70 degrees
- Cover your pool when it's not in use, which can save you up to 50% on pool heating costs

Low Income Energy Outreach Program

(Residential Customers Only)

FPU's Low Income Energy Outreach Program provides qualifying residential participants with a variety of budget-friendly tools, resources and support designed to encourage energy-saving practices.

Components of this program include:

- **Free Energy Check-Ups** to pinpoint major sources of energy waste and show homeowners specific ways to conserve energy. Homeowners will also receive Free Weatherization Kits, which may include caulk, weather strips, LED light bulbs and a variety of other energy-efficient products
- **Ongoing Energy-Saving Materials** that may range from educational literature to energy-efficient goods and products—all designed to help participants keep their energy-savings on track.

- **Community Conservation Events** to inform participants and other community members about the latest conservation tips, tools, programs and other new energy-saving resources that may be available.

In order to be eligible for the Low Income Energy Outreach Program:

- The residential customer must be the owner of the home
- The home must be located in FPU's electric service area
- The home must be older than three years old
- The residential customer must meet the income verification requirements specified by the local low income weatherization organization
- The residential customer must receive a Free Energy Check-Up, if required by the low income weatherization organization

Commercial Energy Consultation Program

Call **800.427.7712** for an Energy Consultation with a qualified Energy Conservation Representative who will:

- Conduct a site visit to educate you on FPU's commercial energy conservation program offerings, assessing your potential for program participation
- Conduct an electric bill review and offer commercial energy-saving suggestions
- Inform you about FPU's commercial online energy-efficiency resources and tools

► *Additional* Info

FPU invites you to visit **FPUC.com** to find more comprehensive information and instructions on:

- Transferring your electric service
- Reading your meter
- And virtually anything that has to do with FPU!

Or call **800.427.7712** for additional information, answers, and/or guidance over the phone.



