

ELECTRIC



WELCOME TO Florida Public Utilities



IMPORTANT SAFETY INFO

**Be sure to check out
important safety and
customer care-related
info to follow.**



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WELCOMING YOU TO FPU

Florida Public Utilities (FPU) welcomes you as a new customer and looks forward to delivering exceptional service and reliable energy to you.

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

For any questions or concerns, please do not hesitate to contact our customer care team at **800.427.7712**. Our representatives will be 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 following is a brief explanation of the bill you will receive from FPU, and the charges approved by the Florida Public Service Commission (PSC).

1 Previous Account Balance	2 Less Payments	3 Past Due Or Credit Balance	4 Current Charges	5 Current Charges Due On	6 Total NOW Due
\$208.73	\$208.73CR	\$0.00	\$146.11	03/29/2011	\$146.11

- 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

Understanding Your Bill

- 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:** The amount of electricity used in a month when measured in Kilowatt-hours
- 10. Multiplying Factor:** Converts the energy used to the billed energy units of Kilowatt-hours

- 11. Total Current Charges:** This represents a total for all categories included in the bill
- 12. Customer Charge:** A fixed amount used to cover the cost of your service, meter and billing. This charge is applied regardless of the amount of electricity you use and cannot be changed by FPU without approval from the Florida PSC
- 13. Base Energy Per KWH:** A per unit fixed price used to cover the cost of distribution and conservation services. Assessed during each billing cycle without regard to your specific demand or energy consumption
- 14. PPA Per KWH:** The purchase power adjustment (PPA) 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
- 15. Taxes and 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
- 16. Important FPU Messaging:** Be sure to look here every month for important messaging from FPU

Previous Account Balance	Less Payments	Past Due Or Credit Balance	Current Charges	Current Charges Due On	Total NOW Due
\$340.87	\$340.87CR	\$0.00	\$342.82	09/25/2024	\$342.82

* 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		Current Account Activity	
- meter # 522970F			
Current Reading	0033904	Billing For Schedule - Residential (RS)	
Previous Reading	- 0032085	Electric Service Amount**	303.12
KWH Used	= 1819	Franchise Fee	18.19
Multiplying Factor	X 1	Municipal tax	13.27
Total KWH Used	= 1,819.00	Gross Receipt Tax	8.24
KW Used	0.00	TOTAL CURRENT ELECTRIC CHARGES	342.82
		Total Current Charges	\$342.82

Energy Usage	Last Year	This Year
KWH This Month	1713	1819
KWH/Day	50	57
Service Days	34	32

Amount Includes the following charges	
Customer Charge	16.95
Base Energy per Kwh	0.02949
Base Energy per Kwh over 1000 KWH	0.03887
PPA per KWH	0.10259
PPA per KWH over 1000 KWH	0.11509
Storm Charge per KWH	0.01280

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

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

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 noted. 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 five days for mail delivery.)
- 2. Online:** Visit [FPUC.com](https://www.fpu.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. Partner Payment Center:** 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.fpu.com/Payments) to find a Partner Payment Center near you.

Visit [FPUC.com/Payments](https://www.fpu.com/Payments) for more on each payment method, or contact FPU at **877.337.3145** with any questions.

***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.*

What To Do When You Can't Pay Your Bill

If for any reason you cannot pay your energy bill on time, contact our customer care team at **800.427.7712** immediately 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 that 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, new appliances 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 rebudgeted

Contact our customer care team at **800.427.7712** or visit us at [FPUC.com](https://www.fpu.com) for enrollment details.

Making Payments

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 a service interruption. 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 and disability
- Continue providing service to you, our valued customer

If service is disconnected due to late payment, we will 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, which will be reflected on the first bill. Residential and commercial customers are eligible for a refund after 23 months based upon payment history.

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
4. Proof of home ownership

Rates and deposit amounts may vary. Please call **800.427.7712** for additional details.



Storm and General Safety



FPU Emergency Response

FPU has emergency services available 24 hours a day/seven days a week. Please leave the area and contact us immediately if you recognize the following signs of a potential safety hazard:

- A power line has been broken by severe weather or cleanup 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

Be ready. Be prepared. Be safe: *Don't wait until it's too late to get hurricane-ready. FPU encourages you to protect yourself, your family and your belongings by taking important safety measures regarding storm preparation and survival.*

- 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.

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 and 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 and 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.



Online Rebate Center

- Apply for rebates online using our online Rebate Center. Here you can submit your rebate information online, track rebate status and enjoy other convenient features.
- Visit our Rebate Center today at Rebate.FPUC.com

COMMERCIAL REBATES

Commercial Heating and 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.

SURGE DEFENSE 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 Home Energy Checkups

FPU's free home energy checkups provide you with information to understand your energy costs and take control of your savings. Here's what you can expect when you schedule yours today:

- **Get free, on-site analysis of your energy use.** Our energy expert comes to your home to evaluate your energy usage.
- **See how much energy you're using.** We will preexamine your usage history and other variables specific to your home.
- **Discover new ways to save.** Learn general information to better understand and control your energy usage, and see where you have opportunities to save.
- **Qualify for rebates.** Our energy expert can help you apply for rebates on high-efficiency upgrades that will add comfort and value to your home.
- **Get personalized savings plan.** Get a customized analysis of your energy use filled with specific recommendations for saving on energy costs.



YOU'LL ALSO RECEIVE

Two energy-saving light bulbs

for participating in a home energy checkup

For more info, or to sign up, visit [FPUC.com/FreeCheckUp](https://www.fpu.com/FreeCheckUp) or call 888.220.9356.

Online Energy Tools to Help You Save

Explore valuable tools at [FPUC.com/Calculators](https://www.fpu.com/Calculators) designed to help you make smarter energy decisions that can lower your monthly energy bills while discovering new savings opportunities.

We also offer free online energy checkups. Visit [FPUC.com/Calculators](https://www.fpu.com/Calculators), and start saving!



Ask The Energy Experts

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

Conserving Energy

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 five to 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:

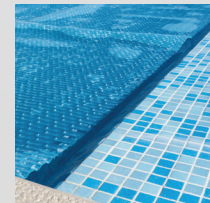
- Clean your dryer's lint filter after each and every load
- Dry consecutive loads of clothing to take advantage of

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 air conditioner and/or furnace filters every couple of months
- Turn on ceiling fans to enjoy an additional three degrees of cooling power while taking an energy load off the air conditioner (but don't forget to turn off your fan when you leave the room!)



Miscellaneous:

- Use energy-saving light bulbs 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 eight hours when the water temperature is higher than 70 degrees, and for six 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

Additional Info

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

- *Transferring your natural gas service*
- *Reading your meter*
- *And virtually anything that has to do with FPUC!*

Or call **800.427.7712** to receive additional details and/or guidance over the phone.

Conserving Energy

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

Commercial Energy Consultation Program

Call 800.427.7712 for an energy consultation with a qualified energy conservation representative who will:

Components of this program include:

- 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

WFPU 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.

