



DATE

CUSTOMER NAME  
ADDRESS LINE 1  
ADDRESS LINE 2  
CITY, STATE ZIP

Dear Valued Customer,

Our goal at Florida Public Utilities (FPU) is to consistently deliver excellent service to our customers. Recently, because of certain issues following the conversion of your community to natural gas service, we fell short of this goal. We understand that many Newberry residents received bills that did not accurately reflect their actual natural gas usage, potentially resulting in higher-than-expected monthly bills. We sincerely apologize for any inconvenience this may have caused and have taken corrective action to resolve the issue and prevent it from happening again.

**Please be advised of the following actions:**

- We have reviewed your bills for October, November and December of 2024 to ensure accuracy.
- We are issuing corrected bills to any customers who may have paid in excess of their usage. (If you have a credit balance and would like to have a refund issued rather than have a credit against the balance on your account, please contact our Customer Care team at **800.427.7712**.)
- We have credited all late fees assessed since October of 2024 and have paused all late fees and disconnections until March 31, 2025 to allow customers time to settle their bill and resolve any outstanding questions.
- Details on your updated balance will be listed in your next bill.

Your satisfaction remains our top priority, and we can assure you we have taken all necessary action to ensure that you are billed accurately going forward.

If you have concerns or questions, please call FPU Customer Care at **800.427.7712** or visit us online at [fpuc.com/newberryupdates](https://fpuc.com/newberryupdates).

We are also planning to host a Newberry Town Hall in January of 2025, where members of our Operations and Customer Care teams will be available to assist with any inquiry you may have. More information about this event will be provided to our Newberry customers by mail, social media, and online at [fpuc.com/newberryupdates](https://fpuc.com/newberryupdates).

Again, we apologize for any inconvenience or confusion. We genuinely value your business and we remain committed to providing you with the highest level of customer service. Thank you for your understanding, and we appreciate your continued trust in Florida Public Utilities.

Sincerely,

Florida Public Utilities