

NATURAL GAS

Welcome to FPU



REQUEST A HARD COPY

Please Call 800.427.7712 if you have not already received your Natural Gas Welcome Booklet. This hard copy is your reference for crucial gas safety tips and info, including a scratch n' sniff that will help you learn how to detect a gas leak.

FLORIDA PUBLIC 
UTILITIES

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WELCOMING YOU TO FPU

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

True to our belief that an informed customer is a happy 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 Representatives 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 natural gas you use and the current cost of natural gas. 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:**
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

1	2	3	4	5	6
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

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

Understanding Your Bill (continued)

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. **CCF's Used:** The amount of gas used when measured in CCF's (100 Cubic Feet)
10. **Multiplying Factor:** Converts the energy used to the billed energy units of therms (2.88 is the cubic feet in a therm)
11. **Total Current Charges:** Includes other categories such as natural gas charges, contract, or other. 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 quantity of natural gas you use and cannot be changed by FPU without approval from the Florida PSC
13. **Base Energy per therm:** A 'per unit' fixed cost 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. **PGA per therm:** The 'Purchase Gas Adjustment' is the 'per unit' pass-through cost based on what FPU pays for the natural gas we purchase. FPU does not make a profit on these costs
15. **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
16. **Important FPU Messaging:** Be sure to look here every month for important messaging from FPU

Contact our Customer Care Team at 800.427.7712 for more information.

Previous Account Balance	Less Payments	Past Due Or Credit Balance	Current Charges	Current Charges Due On	Total NOW Due
\$63.58	\$0.00	\$63.58	\$33.14	10/31/2011	\$96.72

* 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 # 99708W

Current Reading		0000577
Previous Reading	-	0000564
CCF's Used	=	13
Multiplying Factor	X	1.0300
Total Therms Used	=	13.39

Energy Usage

	Last Year	This Year
Therms This Month	11	13
Therms/Day	0	0
Service Days	34	32

****Amount includes the following charges****

Customer Charge	11.00
Base Energy per therm	0.55570
PGA per therm	0.50000

Current Account Activity

Billing For	RS GRS31	
Natural Gas Service Amount**		25.13
Late Charge \$5 Minimum or 1.5%		5.00
Florida Gross Receipts Tax		0.59
West Palm Beach Franchise Fee		0.38
West Palm Beach Municipal Tax		2.04
TOTAL NATURAL GAS CHARGES		33.14
Total Current Charges		\$33.14

16 Pay your bill at any participating Walmart. Visit: www.checkfreepay.com/agentlocator.

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



Making Payments (*continued*)

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 specified circumstances cause your amount to be re-budgeted

Contact our Customer Care Team at **800.427.7712** or visit us at [FPUC.com](https://www.fpu.com) for enrollment details.

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 before service is activated. 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

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



Natural Gas Safety

Gas Characteristics

Natural gas is 30% lighter than air. If a leak occurs in an open area, natural gas will easily vent and dissipate into the atmosphere. When enclosed, natural gas will rise to the ceiling and fill the room from top to bottom. Propane is heavier than air, and if a leak occurs, vapors will collect near the ground and move into low-laying areas and underground structures in the absence of movement.

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 you recognize the following signs of a potential gas leak or other safety hazard:

- You smell a distinct ‘rotten egg’ odor
- A gas line has been broken or damaged
- You see blowing dirt or bubbling creeks or ponds
- You notice dead vegetation in an otherwise green area
- There are hissing sounds near a gas appliance or line

How to Sense Danger

Natural gas is naturally odorless. A ‘rotten egg’ odorant is added so you and your family can detect even the smallest leak. Use our scratch n’ sniff enclosed at the beginning of this book to teach everyone in your home or business to recognize the smell of danger—and be sure to take the following steps should someone suspect a leak:

1. Clear your home or business immediately.
2. Once safely outside, call your local FPU office to report a leak. (Or dial 911 once safely outside if you sense a more serious emergency)
3. Do not re-enter your home or business until an emergency responder or an FPU qualified service technician determines that it is safe to do so

Safety & Reliability

The gas industry invests time and money into its natural gas pipelines and propane distribution systems to ensure safety and reliability. Natural gas has the safest record of all major transportation systems. Each year, the nationwide natural gas industry spends over \$6 billion on safety alone.



Natural Gas Safety (continued)

Hurricanes Or Inclement Weather

- Move or secure all loose items (grills, patio furniture, etc.) which can blow into—and cause needless damage to—your home or gas meter
- Do not shut off your gas supply at the meter. If you must evacuate your home or business, leave your natural gas supply on. You can shut off the gas supply at each appliance. (Only authorized utility or emergency personnel should turn your meter valve on or off)
- In the unlikely event your natural gas service is interrupted, please do not attempt to turn your natural gas back on
- Do not operate gas appliances or controls you suspect have been flooded or damaged
- In the rare event you lose natural gas service, be sure to contact FPU to have our trained technicians safely turn your gas back on. You can also call FPU to relight your pilot lights and inspect your appliances to ensure they are in proper working condition. (All FPU personnel carry ID to be presented upon request)
- Do not remove fallen trees or do any digging without calling 811 to locate your utility lines and FPU to locate your fuel lines
- Keep away from any loose, dangling or drowned power lines and report them immediately
- Drive only when necessary, avoiding any flooded roads, fallen objects, weakened walls/bridges and other traffic hazards

! DO NOT:

- Use a cell phone or telephone until securely outside the location
- Smoke, light a match or do anything that can cause a spark which may result in an explosion or fire
- Turn on or off any electric switches
- Ring the doorbell or open any garage doors

Storm Safety for Specific Appliances

Many natural gas appliances continue to operate when the power goes out. However, certain manufacturers and models feature 'safety valves' that will automatically discontinue the flow of natural gas in the event of a power outage. Consult your user's manual for specific operating instructions and guidelines, important safety features, and more. Or contact your local FPU office and we will do our best to assist you.

***Please Note:** Following a storm, our crews first respond to emergency calls, but will be happy to assist you with your appliances once public safety is secured.*



Natural Gas Safety (continued)

Preventative Safety Measure—Your Fuel Line

FPU maintains the buried gas piping from the main to the meter but does not maintain the customer's buried gas piping after the meter. Buried piping that you do not properly maintain may be subject to the potential hazards of corrosion and leakage. Buried gas piping should be:

- Periodically inspected for leaks
- Periodically inspected for corrosion if the piping is metallic
- Repaired if any unsafe condition is discovered

Also, when excavating near buried gas piping, the piping needs to be located in advance, and the excavation should be done by hand. Call 811 before you dig and we will be there within a few business days to locate your utility lines at no charge to you. Call FPU to locate your fuel lines.

Call 811 Before You Dig

Whether you are about to plant a tree or remove a fallen one, you **MUST** call **811** before you dig to avoid hitting underground utility lines—which are shallower than many people realize. Do not risk losing your utility services, injury or worse! Before you pick up a shovel, pick up a phone and call **811**. We will be there to mark our lines within a few business days—at no charge to you. Contact FPU for more information and for help in locating your fuel lines.



Know what's below.
Call before you dig.

REMEMBER

Leave the area and call 800.427.7712 immediately if:

- Your meter or service is damaged in any way, which would be an extremely unlikely event
- A gas line has been broken or damaged
- You smell a distinct 'rotten egg' odor





Natural Gas Safety *(continued)*

Educating the Public—Safety Survey

At FPU, we rely on ongoing customer feedback to continuously measure and improve our public safety awareness and education efforts. In order to test your own safety knowledge and assist us in meeting this goal, please complete our brief questionnaire at [FPUC.com/SafetySurvey](https://www.fpu.com/SafetySurvey)—and be entered for a chance to win a **\$250 Cash Gift Card!***

WIN A



Carbon Monoxide (CO)

If your home or business has gas appliances installed, FPU recommends the installation of a CO monitor. Carbon monoxide is a colorless, odorless and tasteless gas that is toxic to humans and animals when encountered in concentrations above approximately 35 ppm. CO is a result of incomplete gas combustion.

**Program subject to termination without notice.*



Rebates & Other Programs

Conservation Programs

The increased use of natural gas helps to protect the environment. It also helps to conserve Florida's precious energy resources—guiding us toward a cleaner, more secure energy alternative. FPU's natural gas rebates and incentives are available to offset the initial expense of installing natural gas, making it an easier choice for more homes and businesses—and encouraging its use throughout Florida.

RESIDENTIAL REBATES

Conserve energy and earn up to the rebate amounts to the right when you replace non-gas appliances—or upgrade old gas appliances—with new natural gas appliances.

NATURAL GAS REBATES	SWITCH <i>From Electric To Natural Gas Appliances</i>	REPLACE <i>Old Natural Gas Appliances</i>
TANK WATER HEATER	\$500	\$350
HIGH-EFFICIENCY TANK WATER HEATER*	\$550	\$400
TANKLESS WATER HEATER	\$675	\$550
FURNACE	\$725	\$500
RANGE	\$200	\$100
DRYER	\$150	\$100
SERVICE REACTIVATION	\$350	



ALSO, EARN UP TO \$1,200 per unit
when you install eligible residential natural gas space conditioning units.

Rebates are subject to program terms and conditions. *A water heater must have an Energy Factor (EF) of .63 or greater to qualify for a high-efficiency rebate. The Service Reactivation rebate requires a minimum of 24 months of inactivity and the purchase of a new natural gas water heater.



Rebates & Other Programs (continued)

COMMERCIAL REBATES

Conserve energy at your business, reduce operational costs and earn rebates up to the following amounts when you include qualifying natural gas equipment!

<i>Commercial</i> APPLIANCE	<i>Maximum</i> REBATE
TANK-STYLE WATER HEATER	\$2,000
TANKLESS WATER HEATER	\$2,500
RANGE/OVEN	\$1,500
FRYER	\$3,000
DRYER	\$1,500



ALSO, EARN REBATES UP TO \$50 per ton
when you install eligible natural gas space conditioning units.



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

Please contact FPU for more complete details regarding rebate categories, industry definitions and other factors that may influence rebate amounts and eligibility.

Rebates & Other Programs *(continued)*



REFER YOUR NEIGHBOR. GET A \$50 GIFT CARD.

Refer Your Neighbor

With FPU's "Refer Your Neighbor" program, you may be eligible to receive a \$50 gift card* when you introduce a new customer to FPU. Visit [FPUC.com/Refer](https://www.fpu.com/Refer) for your FPU referral form, or for additional program details.

Energy Partner Program

FPU's Energy Partner Program is a network of trusted third-party businesses and independent contractors that help us provide our customers with the best possible energy savings and service.

- Get connected to reputable third-party professionals that meet the stringent training, licensing and insurance requirements in the natural gas industry
- Enjoy superior ease and convenience when you work with FPU as your primary point-of-contact for your repair and service needs

**Program subject to termination without notice.*

Contact FPU at **888.220.9356** to find a trusted Energy Partner in your area.



Conserving Energy



Free Home Energy Check-Ups

FPU's Free Home Energy Check-Ups 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 pre-examine 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 you can use to save on energy costs.



YOU'LL ALSO RECEIVE

2 energy-saving light bulbs

for participating

For more info, or to sign up, visit FPUC.com/FreeCheckUp or call **888.220.9356**.

Free Online Energy Check-Ups

We also offer online analysis of your home's energy use. Visit our website to get started!



Ask The Energy Experts

Submit your energy-related questions to FPU's Energy Experts at FPUC.com/EnergyExpert. Plus, view related Q&A's, energy saving tips and more.

Conserving Energy (*continued*)

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 every couple of months
- 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:

- 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 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



Additional Info

FPU 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 FPU!*

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

