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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

FLORIDA PUBLIC UTILITIES

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

Page: [blurred]  
Billing Date: [blurred]  
Service Locat: [blurred]

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	\$145.11	03/29/2011	\$146.11

- 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)

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

Pay your bill at any participating Walmart.  
 Visit: [www.checkfreepay.com/agentlocator](http://www.checkfreepay.com/agentlocator).

**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
<b>TOTAL NATURAL GAS CHARGES</b>	<b>33.14</b>
<b>Total Current Charges</b>	<b>\$33.14</b>

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

***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](http://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 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 re-budgeted

Contact our Customer Care Team at **800.427.7712** or visit us at **FPUC.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 may require payment of past due amounts and/or deposit modifications may be required 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



# ► 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 gas line has been broken or damaged
- You smell a distinct rotten egg odor

## How To Sense Danger

Natural gas is naturally odorless. A 'rotten egg' odor is added so you and your family can easily detect even the smallest leak. Teach everyone in your home or business to recognize the 'rotten egg' smell and take the following steps should someone suspect a leak:

1. Clear your home or business immediately
2. Once safely outside, call **800.427.7712** to report a leak (Or dial **911** if needed)

## ! 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

Visual and audible signs may also indicate a natural gas leak has occurred, or other potential safety hazard. If you notice any of the following, please leave the area immediately and call **800.427.7712** once you are in a safe location:

- Blowing dirt or bubbling creeks or ponds. Natural gas is lighter than air and rises whereas propane gas is heavier and settles
- Dead vegetation in an otherwise green area
- Hissing sounds near a natural gas appliance or line
- A gas line that appears to be broken or damaged

## 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 realize. Do not risk losing your utility services, injury or worse! Call **811** before you dig and we will be there within a few business days to locate your lines at no charge to you. Contact FPU for more info.



**Know what's below.  
Call before you dig.**



## Before A Hurricane

- 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. (Only authorized utility or emergency personnel should turn your meter valve on or off)
- Be sure to have plenty of the essentials on hand, including flashlights, batteries, non-perishable food, water, any vital medications and a first aid kit (The National Hurricane Center recommends having enough to sustain your family for up to seven days)
- Protect windows with boards or storm shutters
- Place sandbags around the perimeter of your home to decrease water damage in the event of flooding

## During A Hurricane

- Remain indoors and stay as far away from windows, skylights and glass doors as possible
- Close all interior doors and designate a small safe room on the lowest level
- In the unlikely event your natural gas service is interrupted, please do not attempt to turn your natural gas back on
- Refrain from using your home phone or candles, and use cell phones sparingly to conserve battery life
- Use a communication device that runs on batteries to listen for weather/safety updates and any notices to evacuate



## After A Hurricane

- Do not operate gas appliances or controls you suspect have been flooded or damaged
- Wait for authorities to announce that the danger has passed before going outdoors
- 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
- 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

## REMEMBER

### *Leave The Area And Call 800.427.7712 Immediately If:*

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

## 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. We will be happy to assist you with your appliances once public safety is secured.

## 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://FPUC.com/SafetySurvey)—and be entered for a chance to win a \$100 Gift Card!\*

*\*Program subject to termination without notice.*

## Important Notice About Your Fuel Lines

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 lines at no charge to you.

# ▶ 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	REPLACE
	<i>to Natural Gas Appliances</i>	<i>Old Natural Gas Appliances</i>
TANK WATER HEATER	<b>\$500</b>	<b>\$350</b>
HIGH-EFFICIENCY TANK WATER HEATER*	<b>\$550</b>	<b>\$400</b>
TANKLESS WATER HEATER	<b>\$675</b>	<b>\$550</b>
FURNACE	<b>\$725</b>	<b>\$500</b>
RANGE	<b>\$200</b>	<b>\$100</b>
DRYER	<b>\$150</b>	<b>\$100</b>
SERVICE REACTIVATION	<b>\$350</b>	

Also, earn rebates up to **\$1,200** per unit when you install eligible 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.

## 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!

Commercial APPLIANCE	Maximum 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!

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

## 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.

*\*Program subject to termination without notice.*



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

## Fuel Line Maintenance

### ? DID YOU KNOW

The gas fuel line that runs from the outlet side of the meter and delivers gas to your indoor and outdoor appliances is your responsibility, and you could be facing hundreds of dollars in repair bills if your gas fuel lines fail. Protect yourself with Gas Line Coverage from HomeServe USA and enjoy these benefits:

- Interior and exterior gas fuel line coverage in one plan
- Access to a US-based Repair Hotline 24 hours a day, 365 days a year
- No out-of-pocket expense for covered repairs up to \$3,000 annually
- Monthly charges included on your FPU utility bill
- Coverage for a small monthly fee

Call HomeServe USA at **1.855.874.4646** or visit **[FPUC.com/FLM](https://www.FPUC.com/FLM)** for information on signing up, or for more details.



## WHIP Payment Plans



With FPU's payment plans, customers can enjoy the long-term energy and cost savings of a natural gas water heater without having to pay for anything up front.

Choose from a:

Natural Gas  
**TANKLESS**  
Water Heater



**\$26.99**  
PER MONTH

OR

Natural Gas  
**TANK-STYLE**  
Water Heater



**\$16.99**  
PER MONTH

† The payment plan is available to residential natural gas customers only. Customers who participate in the payment plan will receive their appliance rebate in the form of a reduced monthly payment amount, which will be factored into a 60-month period. 12 months of good FPU payment history or a credit check is required for program participation.

## 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

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



# ▶ *Conserving* Energy

## Free Energy Check-Ups



Visit [FPUC.com/FreeCheckUp](https://www.fpsc.org/FreeCheckUp) or call **888.220.9356** 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.org/FreeCheckUp) to get started!

## Ask The Energy Experts

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

## Energy-Saving Tips

Every time you use your energy-efficient natural gas 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

## ► *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.