

# Fort Pierce Utilities Natural Gas Public Awareness Program

The Pipeline Safety Improvement Act of 2002 requires pipeline operators to develop and implement a public awareness program. At Fort Pierce Utilities Authority (FPUA), our goal is to continue to provide safe, reliable natural gas service to our customers and ensure the safety of those who live and/or work near our natural gas pipelines.

## What is Natural Gas?

Natural gas is a mixture of hydrocarbon gases, primarily methane (CH<sub>4</sub>), naturally occurring in rock formations deep below the earth's surface. The natural gas is withdrawn and transported to homes and businesses through an underground system of pipes.

## Natural Gas Safety Precautions

Natural gas is colorless, odorless, lighter than air, and nontoxic. Breathing natural gas is not harmful as long as there is an adequate supply of fresh air to breath along with it. Natural gas by itself will not burn, but with the proper mixture of gas and air combined with an ignition source, combustion can occur.

## Why Be Concerned About Carbon Monoxide?

Carbon Monoxide (CO) is an odorless, tasteless, invisible gas that can be formed when fuels like charcoal, coal, gasoline, kerosene, natural gas, propane, or wood are burned with an insufficient supply of air. A natural gas appliance could produce carbon monoxide if:

- Boxes, laundry, or other materials are blocking the base, restricting air flow.
- The vent hood, pipes, or flues are blocked or corroded.
- The unit is installed or adjusted improperly.
- It's used incorrectly (i.e., heating a room with a gas stove or using a gas or charcoal grill indoors).
- The heat exchanger is cracked.

Natural gas appliances should be inspected every year for proper operations.

All natural gas appliances come with a manual. Always read the manual for proper installation, cautions, and warnings or have your service technician review it with you.

## What Is Carbon Monoxide Poisoning?

The early effects of Carbon Monoxide poisoning mimic the flu, so watch out for these warning signs:

- Headache
- Nausea or vomiting
- Dizziness and disorientation
- Muscle weakness or fatigue

If the flu-like symptoms are NOT accompanied by fever, or if everyone in the family is ill, or if the symptoms disappear when you leave the house, you may have a CO problem. If CO symptoms are present, leave the building immediately and call FPUA at **466-1600, extension 3900**, and we will send a trained technician to test for CO. **Prevention** is the only way to deal with carbon monoxide, and the best prevention is regular inspection by a trained service technician.

## How does FPUA respond to emergencies?

You can reach FPUA Natural Gas at 772.466.1600 any time of day, every day of the year.

- FPUA will coordinate our response with local emergency responders to ensure public safety.
- FPUA will actively communicate the situation to the public as needed through our media partners and via other communication channels, including going door-to-door and calling homes and businesses in the area.
- Corrective action will be taken immediately or scheduled to ensure and maintain the safety, integrity and reliability of our natural gas pipeline facilities.

## Protecting Your Gas Meter

Natural gas meters are located above ground. Because of this, meter piping is susceptible to dangers that buried piping may not be. Listed below are suggestions to better protect your meter loop:

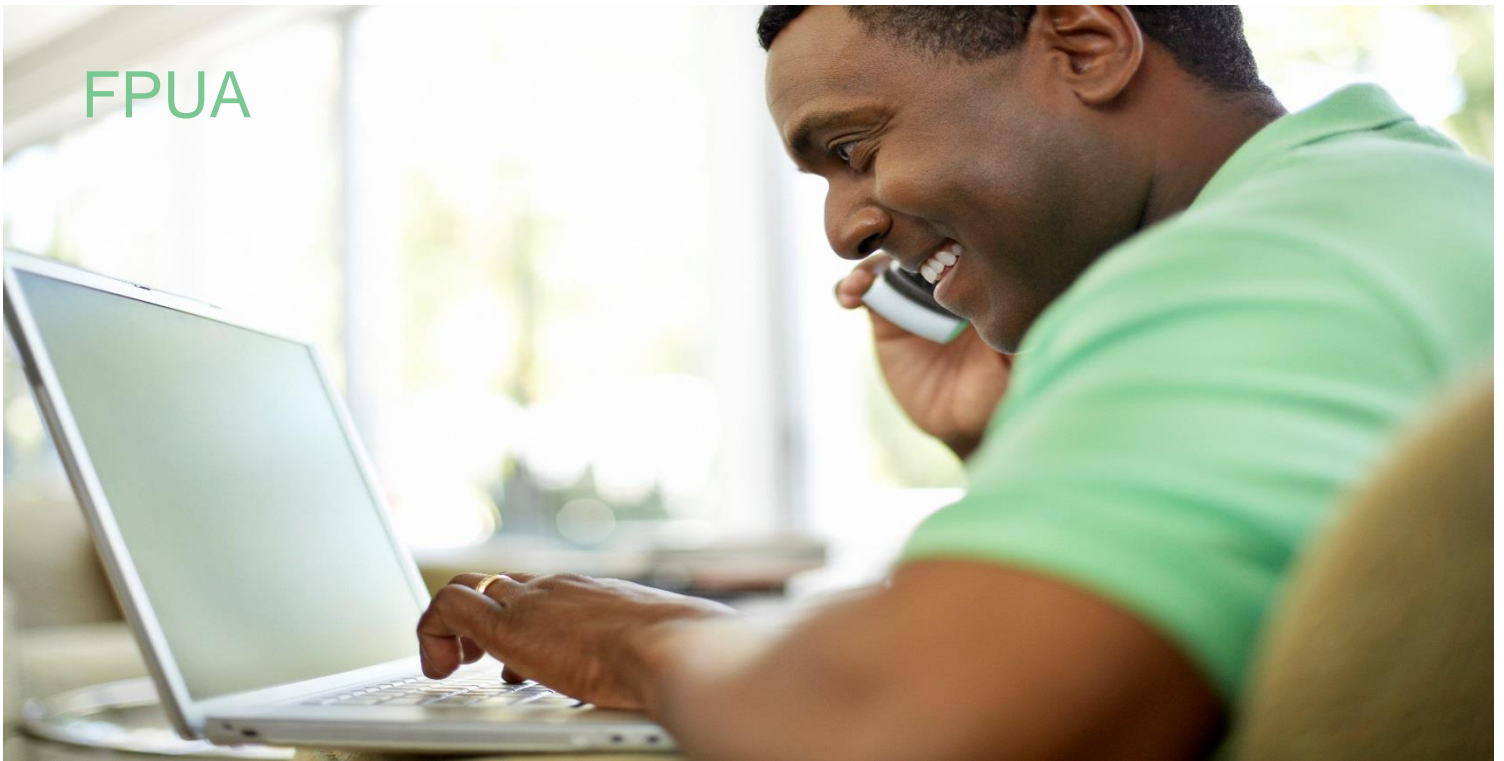
- Keep any above ground piping painted.
- Avoid planting landscape close to your meter loop. Roots can damage the coating on underground pipe. It can also restrict personnel from reading the meter and performing routine maintenance.
- Avoid putting stress on your meter loop or attaching any metallic material to your meter loop because this can cause interference with cathodic protections.

## Our Service Territory

FPUA has over 161 miles of gas main and over 88 miles of gas service lines servicing Fort Pierce, except for Hutchinson Island, and also parts of Saint Lucie County. For a map of FPUA's service territory, visit [www.FPUA.com](http://www.FPUA.com).



# FPUA



## FPUA Pay By Phone

- When you pay your bill by phone via automated phone system, there is no charge and you can rest assured that the payment from your Visa, Discover or Master Card is processed on time through our secure connection. Simply call in your FPUA payment for instant posting to your FPUA account. Call **772.466.1600**.

## FPUA Pay Online

- When you pay your bill online, there is no charge and you can rest assured that the payment from your Visa, Discover, Master Card or EFT is processed on time through our secure connection.
- Online Services gives you access and it's free! Registering for FPUA Online Services gives you easy access to manage and pay your accounts.

## FPUA AutoPay

- You can have your utility bill payment automatically deducted from your checking account, debit or credit card each month.
- You save time, stamps, and never forget to pay your monthly utility bill.
- You still receive a monthly statement for your review and records.

## Sign Up For Email and Text Billing

- A monthly email or text letting you know your statement is available.
- A reminder when payment is due.
- An environmentally friendly, paper-free bill.

**Same day reconnects MUST be paid before 5:00pm.**

## Pay in Person

### Administration Building

206 S. Sixth Street  
772.466.1600

Lobby Hours Monday - Friday 9:00am - 5:00pm

Drive-Thru Hours Monday - Friday 8:00am - 5:00pm

24-Hour Drop-Box Located on West Side of Building

Drop box payments will be processed the next business day

### Cash Plus (cash only)

2059 S. U.S. 1  
(772) 466-8669

### Dixon Check Cashing (cash only)

2410 Avenue D  
(772) 461-1010

### Down South Beverage & Check Cashing

420 N. U.S. 1 - Inside Cartoon Carwash  
(772) 466-8111

### Fort Pierce Discount Pharmacy

1727 Okeechobee Road  
(772) 577-6469

### Jackson Drugs (cash or check)

2301 Okeechobee Road  
(772) 464-3784

All bills are accepted at the above locations including: past due accounts, disconnected accounts (which require reconnection), and current accounts. There is no charge for payment at off-site locations. All payments at the off-site locations are processed as if you are making the payment at FPUA.

### Seacoast Bank\* (cash or check)

1901 S. U.S. 1  
Fort Pierce  
772.466.3401

\* SEACOAST BANK only takes current bills only, NO past due or disconnected accounts.