

FPUA

BILL PAYMENT OPTIONS

Whether you prefer in person, online or at a location nearby, you have many options available when it comes to paying your utility bill. FPUA offers the convenience, you control the method.

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 are processed the next business day)

Cash Plus (cash only) - Located at 2059 S. U.S. 1, (772) 466-8669

Dixon Check Cashing (cash only) - Located at 2410 Avenue D, (772) 461-1010

Down South Beverage & Check Cashing (cash only) - 420 N. U.S. 1 - Inside Cartoon Carwash, (772) 466-8111

Fort Pierce Discount Pharmacy (cash only) - 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 offsite 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.

Your Time is Valuable, Don't Wait in Line

- When you pay your bill using the payment Kiosk, you can enjoy a shorter wait time and know that your personal information is secure.
- Kiosk features an easy to use touch screen. Enter your account number; scan the bar code on your bill; or utilize lobby computer to look up your account by address.
- The Kiosk accepts credit cards, checks and cash (paper only-no coins; any overpayment will be credited to your account).
- Payment is credited to your account within minutes.

Kiosk is located at 206 S. Sixth Street Inside the Customer Service Lobby

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

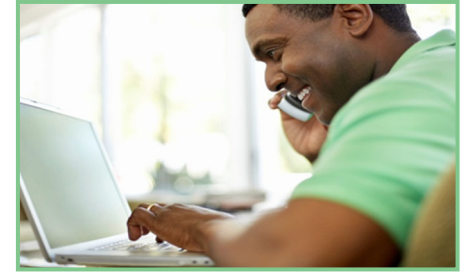


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Pay by Phone

When you pay your bill by phone via our automated phone system or with a customer service representative, there is no charge and the payment from your Visa, Discover, Master Card or EFT is processed on time through our secure system. Simply call in your FPUA payment for instant posting to your account. Call 772-466-1600.



Pay Online

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

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.

Did You Know...

- ⇒ That you can sign up for email or text billing? A monthly email or text lets you know that your statement is available and you also receive a reminder when your payment is due. This is an environmentally friendly, paper-free bill!
- ⇒ That you can sign up for Budget Billing? Your monthly utility bills are averaged so that payments are the same amount each month, avoiding seasonal high and low bills.

To learn more about these options, log on to www.fpua.com or call customer service at 772-466-1600.

Introducing a New Payment Option PayNearMe

PayNearMe is a convenient way to pay cash for your utility bill at a merchant near you!

- Log on to www.fpua.com and choose the Quick Pay button on the home page. Choose 'Pay with Cash'. Be sure to have your account number handy so you can view your bill.
- From your account page, choose the pay with cash option. Enter the zip code of your current location and you will be given a list of merchants where you can pay.
- Choose a merchant and you will be given the option to print a PayNearMe PaySlip or send the PayNearMe PaySlip to your phone.
- Take the PaySlip to your chosen merchant. You will need to know the amount of your bill so that you can tell the store associate how much you would like to pay. **(Remember this is for cash transactions only)**
- Once you choose a merchant, you can use the same PayNearMe PaySlip each month, although you will still need to know the amount of your bill so you will know how much to pay.

That's all there is to it!