



## Letter From FPUA Director of Utilities, John Tompeck

At FPUA we continue to monitor the situation regarding the Coronavirus (COVID-19). As events continue to evolve, FPUA has been largely guided by our Pandemic Response Plan as well as the requirements and guidelines set forth by National, State and Local government agencies. We urge all of our customers to follow recommended practices. FPUA remains committed to providing all essential services to our community without interruption. To that end, we've suspended all service disconnections for non-payment until further notice. However, we urge all customers to continue to make regular payments to avoid creating an unmanageable past-due balance.

Since the beginning of this event, FPUA has continued to take all necessary actions to protect the health and safety of our staff, customers, subcontractors and vendors. This included suspending in-person services by closing the Customer Service Lobby at 206 S. 6<sup>th</sup> Street. For bill payments customers are asked to use the drive-thru (which is available Mon-Fri, 8am-5pm) or the Kiosk located on the west side of the building which is available 24/7 (for an extra safeguard we've provided hand sanitizer to use while at the Kiosk). The Kiosk accepts cash, credit/debit cards and check payments. Additional bill payment options are available at [www.fpua.com](http://www.fpua.com). For all other inquiries Customer Service can be contacted via email at [cs@fpua.com](mailto:cs@fpua.com) or through our call center at 772-466-1600, ext 3900 (Mon-Fri, 9am-5pm)

FPUA has instituted new guidelines for Customer Service representatives when an on-site visit is requested. Customers will be asked a series of questions before the final processing of any work request. Crews assigned the work request will also ask these questions when they arrive at the site. Based on customer responses, or their refusal to respond, FPUA personnel have the right to refuse entering into the premises. When entering any premise, to safeguard their health, they are required to wear protective personal equipment and adhere to social distancing requirements.

We encourage customers to monitor developments by accessing the Florida Department of Health at [www.floridahealth.gov](http://www.floridahealth.gov) or the Centers for Disease Control and Prevention at [www.cdc.gov](http://www.cdc.gov).

FPUA customers can rest assured that In the face of this difficult time, we will stand together as a community and FPUA will continue to meet the needs of those we serve.

Sincerely,

John Tompeck  
Director of Utilities

# Conservation Can Pay Off!

Conservation is a sure way to lower your utility usage, which can result in lower utility bills. Here are a few tips to control utility usage, especially when we are spending more time at home.



**Set Thermostat to 78 Degrees** - 78 is the perfect temperature for energy efficiency during spring and summer. Even setting the temperature at 76 degrees can use up to 15% more energy than it does at 78 degrees.

**Turn Off Lights, Appliances & Electronics** - Please keep your freezer and refrigerators on, but electronics and other appliances that sit idle do not need to be consuming electricity. Did you know that 75 percent of electricity used to power home electronics is consumed while the products are switched off?



**Check Toilets and Sinks** - Did you know that a leaking toilet can waste thousands of gallons of water each month? Check for leaks by opening the toilet tank and drop in a dye tablet or some food coloring. Wait 15-20 minutes and then look in the toilet bowl (not the tank). If you see colored water, then you have a leak. Leaky faucets can also waste water and are typically caused by worn washers.

**Watering Your Lawn** - Watering lawns between 10 a.m. and 4 p.m. is ineffective, so set your sprinklers to come on early in the morning. And, most lawns are happy if they are watered twice per week.

**Home Computer** - Did you know your computer has built-in settings for saving energy? A simple adjustment will reduce its energy consumption.

**Power Strip** - If you're working at home, you may have a computer, printer, phone, router, and many other devices or electronics. 'Smart' power strips can help to make sure these devices aren't drawing power when you aren't using them, while allowing you to choose a few items to always keep on.

