

**FORT PIERCE UTILITIES AUTHORITY  
CLAIM REPORTING**

***General Rules and Regulations, Continuity of Utility Service:*** FPUA will make every reasonable attempt to provide continuous Utility Service and shall not be liable for complete or partial failure or interruption of Utility Service, or for fluctuations in electrical voltage or water or gas pressure, resulting from causes beyond its control or through negligence of its employees, servants, or agents. FPUA shall not be liable for any act or omission caused directly or indirectly by strikes, labor troubles, accidents, litigation, shutdowns for repairs or adjustments, mechanical failure, interference by governmental agencies, acts of God, or other causes beyond its control, including improperly installed or maintained Customer-owned facilities including Meter enclosure grounding. (FPUA Resolution No. UA 2009-13).

FPUA is not responsible for loss or damage, including food loss, resulting from circumstances or events beyond its control. Examples include but are not limited to:

- Accidents
- Equipment Failure
- Breakdowns
- Voltage Fluctuations
- Short Circuits
- Fires
- Animals
- Vandalism
- Acts of Nature (storms, wind, heat, flooding lightning strikes, sink holes, etc.)
- Riots or Terrorism
- Strikes or Labor Disputes
- The negligent, reckless or intentional acts of others
- Any other causes beyond FPUA's control

You may wish to file your claim through your insurance company. Your insurer may, in some cases, reimburse such losses and may pay replacement value for the damaged items.

If you feel you are entitled to reimbursement from FPUA for a loss or damage to your property you may file a claim by submitting a written statement to the address below. The statement should include: (1) name, address, telephone number, and email, (2) date of the loss or damage, (3) statement of the facts and circumstances that occurred, and (4) description of the loss or damage, with monetary estimate(s) and copies of repair bills or receipts if available. Pictures of any equipment or property that is the subject of the claim should be included with the written statement if possible.

Mailing Address: FPUA Risk Management  
PO Box 3191  
Fort Pierce, FL 34948-3191

Hand Delivery: FPUA Customer Service  
206 South 6th Street  
Fort Pierce, FL 34950

If reasonable, the equipment or property should be stored until the matter is resolved. You should take reasonable steps to minimize or mitigate any damages (such as obtaining ice to prevent food spoilage, turning off and unplugging appliances and equipment during storms, severe weather, or when not in use).

FPUA will conduct an investigation to gather all relevant information. The results of the investigation and your claim will be sent to FPUA's insurance company for review. The insurance company will make the final determination on your claim and notify you of its decision.

**Florida Statute 817:** Any person who knowingly and with intent to injure, defraud, or deceive, files a statement of claim or an application containing any false, incomplete, or misleading information may be subject to criminal prosecution as set forth in Florida Statute 817.

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