FPUA Customer Connections

March 2022

FPUA Receives National Award

Kudos to the FPUA Finance team! For the 27th consecutive year, FPUA has been awarded the Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association of the United States and Canada. FPUA was awarded this honor for its Annual Financial Report for the fiscal year ended September 30, 2020.

The report was judged by an impartial panel to meet the high standards of the program, which includes demonstrating a constructive "spirit of full disclosure" to clearly communicate its financial story and motivate potential users and user groups to read the report.

The Certificate of Achievement is the highest form of recognition in the area of governmental accounting and financial reporting, and its attainment represents a significant accomplishment by a government and its management.

Congratulations FPUA!

Watch Out for Scams

Don't be a target! FPUA wants you to be aware so that you can protect yourself against utility-related scams.

- Think safety first, always! Do not respond to high pressure tactics for payment or information in person or over the phone. HANG UP IMMEDIATELY and call the number listed on your utility bill. FPUA Customer Service can be reached at 772-466-1600.
- Never provide personal or banking information to anyone through email or by phone. Scammers have been known to impersonate utility personnel trying to collect information in person. Always call the the customer service number on your bill and never call a phone number provided by them.

Older adults are often depicted as target victims for scammers, but everyone is at risk. The Better Business Bureau found that 70% of those who were scammed were under the age of 45. Whether you have fallen victim to scammers or managed to avoid a scam, always report the incident to your local law enforcement. Be Safe!

Visit www.fpua.com for additional information.

Residential Budget Billing

What is Residential Budget Billing?

Residential budget billing takes the guesswork out of the amount your FPUA bill may fluctuate each month. Budget Billing allows you to stabilize your monthly utility costs by allowing you to pay the same amount each month. Stabilized billing makes it easier to manage your monthly account and it prevents spikes in the amount due on your bill.

How is Budget Billing calculated?

FPUA will calculate your monthly utility costs by averaging the monthly utilities billed for the previous 12 months. The average is increased by 10% percent to account for cost fluctuations.
NOTE: Since Budget Bills are calculated from the past 12 utility bills, you MUST have at least 12 months of full utility bills at that address to be eligible.
If you are not satisfied with Budget Billing, you can discontinue at any time. FPUA recommends that you stay in the program for at least 12 months to understand the true benefit of Budget Billing throughout the seasons.

Review of Customers on Budget Billing

On an annual basis, FPUA will evaluate customer accounts on Budget Billing. Customers will NOT have to "true up" the difference between their actual account and the amount paid through Budget Billing. Instead, the difference, whether it be a credit or debit, will be rolled into the next year's recalculated monthly billing amount.

How to Enroll in Budget Billing?

Customers interested in Budget Billing may register online at www.fpua.com. All account balances must be zero prior to the effective budget date. Accounts with delinquent balances must be brought to a current status to be considered for Budget Billing. Any Budget Billing account that requires collection activity will be automatically removed from the program. Customers can enroll in any month. The effective date for Budget Billing is the first billing cycle after enrollment. Sign up for FPUA Budget Billing today!

There's Never Been a Better Time to Sign up for Paperless Billing

Paperless Billing gives you the same information as a paper bill. The only difference is how you receive it. It's easy, convenient, and free!

- Register in the online portal to sign up for paperless billing.
- Receive a monthly email or text notifying you that your statement is available.
- Get a reminder when your payment is due.

Best of all, paperless billing is an environmentally friendly, paper-free bill.

Enroll at www.fpua.com (Manage My Account).

RP3 RELIABLE PUBLIC POWER PROVIDER
American Public Power Association

50 Years of Excellence 1972-2022 FPUA COMMUNITY PROUD

2021 BEST places to work ST. LUCIE COUNTY

Customer Service: 772-466-1600
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