FPUA Customer Connections

March 2024

What's New?

The Florida Lineman Competition

Established in 2001 by the Florida Municipal Electric Association (FMEA), the Florida Lineman Competition is where lineworkers come together from all over the region to demonstrate their skill and knowledge in the craft of line work. This year's competition was held February 23-24 in Jacksonville.

At the Competition, journeyman and apprentices competed for professional recognition, attended training courses and practiced essential skills in a safe environment.

FPUA sent four linemen to the competition this year:

- Line Specialists Logan Beckett and Rylee Gunn competed
- Lead Line Specialist Michael Goldsmith was a trainer, and
- Line Specialist Ryan Spence was a judge.

Cybersafety First

FPUA has recently received reports of scammers attempting to acquire FPUA customer bill pay information by calling our customers and posing as FPUA customer support staff. BEWARE: The FPUA Customer Service Team WILL NEVER call and request Bill Pay Information.

SCAM ALERT

If you receive a phone call requesting your bill pay information, hang up and call our Customer Service Team to discuss your account and report suspicious callers.

Call FPUA Customer Service
at 772-466-1600 ext. 3900

FPUAnet Notice

Affordable Connectivity Program

Please note that federal funding for the ACP may run out in April 2024, affecting income-eligible FPUAnet customers who receive discounted internet.

FPUAnet will monitor developments with the ACP and provide updates as needed. If the ACP is discontinued, subscribers may change plans or opt-out of continued service at no additional cost.

We will continue to provide secure, free WiFi internet access at nine locations in Fort Pierce.

Call FPUAnet Customer Support
at 772-468-1696

Go Green

FPUA is going green and invites you to join us in our journey towards more eco-friendly and sustainable business practices.

Paperless Billing: DID YOU KNOW that you can eliminate paper waste by opting to receive your monthly bills via email?

Reduce Your Footprint with AutoPay: You can also help lower costs and reduce paper waste by signing up for online auto-pay.

Learn about AutoPay
and Paperless options at:
fpua.com/account-and-billing

Discontinued Return Envelopes: To reduce paper waste, Return Envelopes will be discontinued with May Billing Statements. Pay by Mail will still be available, but online payment is preferred.

Online Self-Service Forms: We're reducing paper waste and improving automation with new, online versions of our most requested service forms.

Complete & Submit Forms at:
fpua.com/customer-service-forms/

DID YOU KNOW?

PAPER is 23% of landfill waste

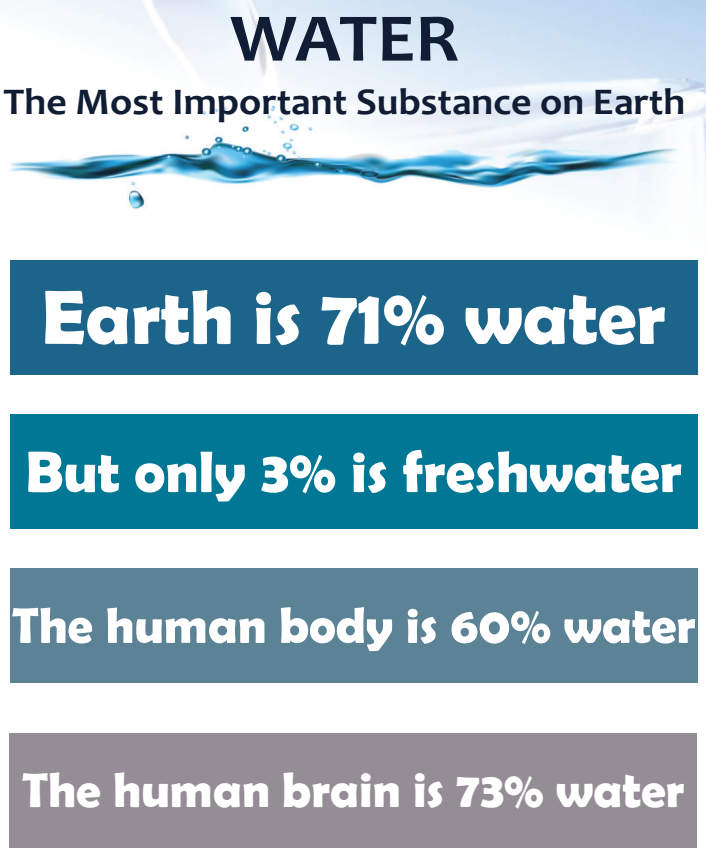
March 22, 2024

FPUA Celebrates World Water Day

DID YOU KNOW that March 22nd is World Water Day? Established in 1993, this global event raises awareness on the importance of freshwater and the management of water resources by local communities. FPUA takes great pride in providing high-quality, safe, clean and healthy water to our customers.

FPUA operates two water treatment plants that meet or exceed stringent federal and state water quality standards. One plant uses lime softening to purify drinking water from the Surficial Aquifer, while the other uses reverse osmosis for water from the Floridan Aquifer. Together, these plants serve nearly 23,000 water customers with clean, safe drinking water:

- 277 million gallons produced on average per month.
- 9 million gallons produced on average per day.
- 379,000 gallons produced on average per hour.
- 9 million gallons of storage capacity.
- 400 miles of water mains, remote pumping facilities, ground level storage tanks, hydrants, and valves.



Learn more about FPUA's high-quality drinking water at: https://fpua.com/WaterQualityReports

FPUA Customers protect the Indian River Lagoon

Thank you, Fort Pierce, for making FPUA's Septic to Sewer Conversion Program a huge success - protecting our community's health and the Indian River Lagoon!

This program provided 74 customers with highly discounted rates to convert their homes from septic to sewer, thanks to grant funding from the Florida Department of Environmental Protection and the Indian River Lagoon National Estuary Program.

FPUA is very grateful for the grant support that we've received, and we will continue pursuing grants to support our community's switch from septic to sewer.

Although FPUA's grant-funded and discounted Septic to Sewer Conversion Program is currently not available, homeowners are still encouraged to convert from septic to sewer.

Contact FPUA Customer Service at 772-466-1600 ext. 3900 to inquire about financing options today.

THANK YOU, GRANTORS

FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

ONE LAGOON
ONE COMMUNITY • ONE VOICE

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