WATER NATURAL GAS ELECTRIC WASTEWATER INTERNET

FPUA Customer Connections

September 2024

Celebrating the Start of

The 2024-25 School Year

FPUA Joins Community Efforts to Ring in The New School Year

TeamUA staff joined forces with 18 community groups donating school supplies for elementary and high school students as part of **Pack the Backpacks 2024**. Together, we **packed and distributed over 500 backpacks** helping nearly 200 families get ready for the new school year. The backpacks were **filled with essential supplies** to prepare students for success this school year.

TeamUA also joined many community groups in the annual St. Lucie County **Tunnel of Hope** program, **welcoming back over 700 students** to the new school year at St. Lucie Elementary School.

As a hometown utility, we know that serving our customers means caring for our community, and that schools are a critically important part of a healthy community. Throughout the school year, **FPUA supports educational, musical and environmental outreach programs reaching nearly 7,000 students.**

These are just some of the educational and community-based organizations FPUA actively or has recently supported:

FT. PIERCE SUNRISE Kiwanis

BOYS & GIRLS CLUBS OF ST. LUCIE COUNTY

St. Lucie Elementary Rising Stars Journey to Greatness

TREASURE COAST BARBERS UNITED

HARBOR BRANCH FLORIDA ATLANTIC UNIVERSITY

Frances K. Sweet Magnet School

St Lucie CULTURAL ALLIANCE

MAIN STREET FORT PIERCE

BlueBird EDUCATIONAL FOUNDATION

Heathcote Botanical Gardens

ST. LUCIE COUNTY 4-H

Manatee Center LEARN AT THE LAGOON

DID YOU KNOW? You can track St. Lucie County's school busses using the Here Comes The Bus app. Using this app, you can:

- View the real-time location of your child's bus
- Access the app from your smartphone, tablet or computer
- Receive push notifications or email alerts
- Send your child to the bus stop at just the right time, every time

Scan Here to Learn More

Learn more about FPUA's community programs at: **fpua.com/community-involvement/**

Your Combined Utility Bill

Fort Pierce is **one of more than 2,000 communities** in the United States served by a **community-owned** electric utility, and one of very few who also provide water, wastewater, natural gas and internet services. Your FPUA Combined Utility Bill includes all of your services in **one easy-to-follow bill**. The Combined Utility Bill also itemizes charges from the City of Fort Pierce for trash collection and beautification services.

Electric

- The electric portion of your bill contains all costs for delivering power to your home (lights, AC, television, electric appliances).
- There is a tiered rate that is designed to encourage conservation.
- Changes in the cost of wholesale natural gas (the main natural resource used to generate electricity in Florida) are recovered in the Power Cost Adjustment as market price changes occur.

Natural Gas

- The natural gas portion of your bill contains all costs for delivering natural gas to your home (if you have gas appliances).
- There is a tiered rate that is designed to encourage conservation.
- Changes in the cost of wholesale natural gas are recovered in the Purchase Gas Adjustment as market price changes occur.

Water

Wastewater

- The water and wastewater portions of your bill contain all costs for delivering safe drinking water to your home and collecting, treating, and safely disposing of the wastewater from your home (i.e. sink and shower water, toilet water).
- There is a tiered rate that is designed to encourage conservation and sustain Florida's aquifers.
- Based on standard utility billing practices, your base charge for water and wastewater services includes 3,000 gallons of use.

Fiber Internet

- FPUAnet is a fiber-to-the-parcel internet network available to both business and residential customers.
- Connecting Fort Pierce with affordable, reliable, high-speed fiber internet services.

Learn more about FPUA utility services, rebates and savings at: www.fpua.com

City of Fort Pierce Services On Your Monthly Utility Bill

The City of Fort Pierce provides many services to help keep our sunrise city clean and beautiful. Billing for two of those services appears on monthly utility bills as a convenience to our customers.

Trash Collection

In Fort Pierce, waste collection services are provided rain or shine except on these holidays: Thanksgiving and Christmas Day. Service resumes on the following scheduled pickup day.

Community Fee

Keeping Fort Pierce beautiful is a collaborative effort, funded in part by this small charge included on every utility bill. In addition to leading beautification projects, this committee hosts quarterly citywide clean-ups where individuals, families, and organizations are encouraged to join!

Your Customer Experience

Over the last two years, FPUA's Customer Service Team has developed many new online forms to make customer service as quick and convenient as possible for all FPUA customers. For example, now you can submit requests to Start and Stop Service from anywhere! Scan the QR code to your right to view all of FPUA's online request forms.

Learn more at **www.FPUA.com/get-help-from-customer-service/**

Start Service

Customer Service: 772-466-1600
Email: cs@fpua.com

www.FPUA.com
Like us on Facebook: www.facebook.com/teamFPUA

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