WATER NATURAL GAS ELECTRIC WASTEWATER INTERNET

FPUA Customer Connections

January 2025

HAPPY NEW YEAR 2025

This New Year, we start the year together, celebrating our community and recognizing special holidays in January.

We look forward to serving you in 2025.

New Year's Day

New Year's 2025 Update

Javier Cisneros, P.E.
Director of Utilities/
Chief Executive Officer

This New Year's Day, I hope you find joy and connection with friends, family, and community as we welcome 2025. At FPUA, we're excited about the year ahead and want to share some of the key projects that we'll be working on to serve you better.

Our top priority this year is completing construction of the new Mainland Water Reclamation Facility (MWRF). This state-of-the-art facility, along with re-routing of our conveyance system, represents a major step forward in protecting our environment and meeting the needs of our growing community.

We're also expanding essential services - water, wastewater, natural gas, and fiber internet - to reach more areas of our community. These expansions help ensure that our customers have access to reliable, affordable, and modern utility services.

Another important focus this year is completing a historic inventory of our water pipes in partnership with the community. Together, we're working to identify and eliminate lead and galvanized pipes from our system while supporting customers in addressing these materials on their private property.

As always, these efforts are guided by our commitment to you - our customers and neighbors. On behalf of your hometown utility service provider, we wish you and your family a happy, healthy, and prosperous New Year. Thank you for continuing to trust FPUA to power, connect, and serve our community.

Reverend Dr. Martin Luther King, Jr. Day

January 20, 2025

FPUA joins our community this year and every year in celebrating Martin Luther King Jr. Day, a federal holiday marking the birthday of the late Reverend Dr. Martin Luther King, Jr. It is observed on the third Monday of January each year, though Dr. King was actually born in 1929 on January 15th.

The holiday commemorates the life and achievements of Dr. King, who was a Baptist minister and prominent leader in the American civil rights movement in the 1950s and 1960s.

MLK Day is celebrated nationwide with parades and group service activities. In fact, MLK Day is the only federal holiday that is also designated as a National Day of Service to encourage all Americans to volunteer to improve their communities.

"Love is the only force capable of transforming an enemy into a friend." -MLK

As FPUA looks forward to 2025, staff are excited about the opportunities we are bringing to Fort Pierce as your locally-owned public utility.

Here are just a few things we have in store for 2025.

Wastewater

- The new Mainland Water Reclamation Facility is scheduled for completion by the end of 2025.
- Construction of the new conveyance system will begin in the first quarter of 2025, establishing sewage flow to the new treatment plant, and away from the Indian River Lagoon.
- Expansion of wastewater service into four additional neighborhoods.

Water

- FPUA will be modernizing the customer experience by continuing to convert water meters to smart meters, reaching 50% completion.
- Expansion of water service into two additional neighborhoods.
- Continuation of the Lead & Copper Rule inventory and replacement initiative.

Natural Gas

- Expanding natural gas service availability by bringing natural gas infrastructure to West Midway Road toward the fairgrounds.
- Improving reliability by installing a third gate station for natural gas supply redundancy.

Manatee Center

- Reimagining the Manatee Center through an interpretive plan and conceptual design to deliver an outstanding visitor experience aligned with museum best practices.
- Expanding educational programming to engage and benefit the citizens of Fort Pierce.

Electric

- Enhance system reliability by installing additional smart grid protection devices and completing the installation of customer smart meters.
- Reduce system losses by installing additional capacitors throughout the grid.
- Support major development projects by installing a voltage regulator to stabilize voltage for large, new developments.
- Plan ahead by creating a Grid Modernization Roadmap to prioritize goals and needs.

FPUAnet

- Continue expansion into residential and business communities throughout Fort Pierce, including areas of South Hutchinson Island.
- Collaborate with Indian River State College for grant-funded project to install free public WiFi to the Blackburn Building and Lincoln Park.
- Free WiFi delivered to additional locations
- Grow presence and community on Facebook.

Customer Service

- Upgrading communications to enable FPUA to send text messages. Once fully enabled, we will have automated outage communications.
- Updating our Call Center to include a call-back feature so that customers don't have to wait on hold for long periods during our busiest days.
- Acting on targeted feedback from the citizen-led Utility Advisory Committee.

FPUA
COMMUNITY PROUD

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