FPUA Customer Connections

March 2025

The Florida Lineman Competition

We are excited to announce that our very own apprentices, Logan Beckett and Rylee Gunn, represented FPUA as competitors in the prestigious 2025 Lineman Competition!

Their dedication and hard work earned them this incredible opportunity to showcase their skills and commitment on a grand stage. They made us proud!

In addition, our experienced linemen, Ryan Spence and Chuck Alford, served as esteemed judges for the competition. Their expertise and knowledge undoubtedly contributed to the success of the event.

Join us in celebrating Logan and Rylee as they demonstrated their exceptional talent and applauding Ryan and Chuck for their pivotal roles in the competition. Go FPUA!

STEM EDUCATION

Pictured Above: FPUA sponsored the 37th annual St. Lucie County STEM Fair, and FPUA's GIS Analyst Karina Livingston served as a judge, reviewing students' science submissions that ranged from water quality comparisons with water filters, to plant growth studies that compared tap or other water, and so much more.

NIGHT to Shine
SPONSORED BY THE TIM TEBOW FOUNDATION

Pictured Above: FPUA sponsored the Night to Shine not only through our sponsorship program, but also with incredible engagement by TeamUA staff. FPUA's employees donated boxes of formal wear (dresses, suites, accessories, and more), and FPUA Water Reclamation's Shannon Onderlinde volunteered to help out at the event last month.

FPUA IS COMMUNITY PROUD

A Special Edition with Ways to Save

As your hometown utility provider, FPUA wants you to know there are simple ways to save as much as $50 per month, just by paying your bill on time.

Keeping more of your hard-earned money and becoming or remaining financially healthy is a priority we all share. Here are three strategies to pay your utility bill on time and avoid those unnecessary late fees.

1. **Set Up Auto-Payment**: As with all payment methods, automatic payment has its pros and cons. Automatic payments provide the convenience of saving time and effort to write and mail a check, log in to online payment portal, or visiting in-person payment locations.

2. **Set up reminders**: Use your phone's calendar or reminder apps to alert you of upcoming due dates. Take advantage of the auto-generated due date reminder emails.

3. **Contact Customer Service**: If you ever think you might miss a payment due date, contact customer service at 772-466-1600. You may be eligible for an extension or programs to help you avoid late fees.

Save Money on Select Electric and Natural Gas appliances with Rebates!

Information and rebate forms can be found at

www.fpua.com/Ways-To-Save

or call FPUA Customer Service at 772-466-1600.

We're Modernizing the FPUA Customer Experience

In an effort to make the Customer Experience even better at FPUA, our teams have been working hard to modernize our services. We are thrilled to share our ongoing efforts to modernize and enhance customer service. Here are some of the exciting updates:

- **Lobby Improvements:** Our customer service lobby now features a multi-lingual lobby management system, self-service tablets, and soon, you'll be able to use Apple Pay and Google Pay!
- **Enhanced Call Center:** We've upgraded our call center software, which now includes a call-back feature to reduce hold times. Plus, we've added two additional call center staff members to better assist you.
- **Future Innovations:** Stay tuned for more communication methods, including 2-way text, social media interactions, and our very own AI Assistant! We will also launch in-person classes to help you register an online account, sign up for autopay and paperless billing, and pay-by-text.

We're committed to providing you with the best service possible. Thank you for being a valued customer!

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