WATER NATURAL GAS ELECTRIC WASTEWATER INTERNET

FPUA Customer Connections

July 2025

Hurricane Season is June 1 - November 30, 2025

STORM PREPAREDNESS

Hurricane Season is Here: Prepare Now with These Essential Steps

As hurricane season begins, FPUA encourages all residents to take time now to prepare. Storms can develop quickly and cause major disruptions, including power outages, flooding, and service interruptions. Being proactive can protect your family, home, and peace of mind.

Here are a few important steps to help you get ready:

- **Build a Hurricane Kit**. Stock up on essentials like bottled water, non-perishable food, flashlights, batteries, medications, hygiene supplies, and important documents.
- **Make a Family Emergency Plan.** Know your evacuation zone and route. Set up a communication plan in case you're separated during a storm.
- **Protect Your Home.** Trim trees and shrubs, secure loose outdoor items, and check your home for areas that may need reinforcement. Consider installing surge protection for electronics.
- **Stay Informed.** Monitor trusted sources like the National Weather Service and follow FPUA on social media for local updates, power outage info, and safety tips.
- **Charge Devices and Backup Batteries.** Keep phones and external batteries fully charged before a storm hits to maintain communication.

FPUA remains committed to serving you before, during, and after any storm. Stay safe, stay connected, and remember: preparedness starts today.

For more storm prep resources, visit FPUA's Storm Center at **www.fpua.com/storm-center/**.

Resources You Can Use

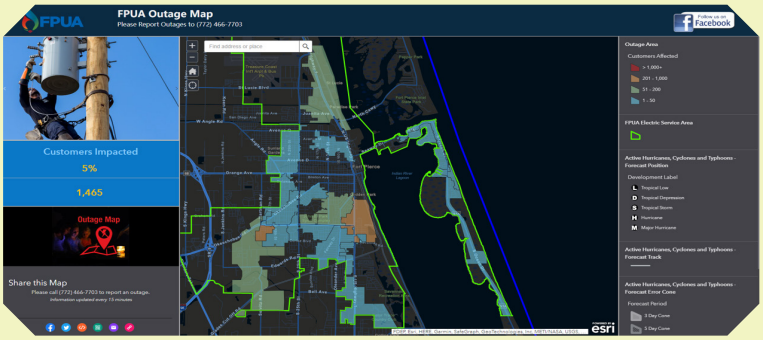
Update Your Contact Information

FPUA will soon begin using text messages to notify customers of power outages and restoration efforts. To receive these notifications, please update your contact information by scanning the QR code or logging in to your payment portal.

FPUA Outage Map

Track storm power outages at **www.fpua.com/outage-map**

Report outages to (772) 466-7703



Streetlight Repair Request

Now online! If you see a streetlight outage, you can alert FPUA right away. To request the repair of a streetlight, please scan the QR code or visit **fpua.com/report-street-light-outages/**

FPUA Customer Programs Are Designed With You in Mind

At Fort Pierce Utilities Authority (FPUA), we understand that every customer's needs are unique. That's why we offer a variety of programs designed to support financial planning, fixed income schedules, and health-related energy needs. Learn more about how our **Customer Service Programs** can help make managing your utility account easier and more secure.

Budget Billing – Predictable Payments, Year-Round

Avoid seasonal spikes in your utility bill with FPUA's Budget Billing Program, available to all residential customers This program averages your historical usage and adjusts your monthly bill to provide consistent, predictable payments—especially helpful during extreme weather seasons.

- To sign up, simply complete our Budget Billing Request Form online.

Golden Years – Flexible Billing for Fixed Incomes

The Golden Years Program is specifically designed for customers living on a fixed income. It allows eligible customers to adjust their bill's due date to better align with when they receive their income. This added flexibility ensures your utility bill arrives at a time that makes financial planning easier. *Please note: This program is not available to those in the employable workforce unless an exception is approved by FPUA management.*

- To check eligibility or enroll, complete the Golden Years Plus Plan Request Form.

Scan Me to View Enrollment Forms

Medical Seal Program – Critical Support for Medical Needs

For customers who rely on electrically powered medical equipment, FPUA's Medical Seal Program offers essential protections. With certification from a Florida-licensed physician, residential customers can enroll to ensure advance notification of service disconnections due to non-payment or scheduled maintenance outages. While participation offers important alerts, we cannot guarantee uninterrupted power. Customers are strongly encouraged to maintain backup power and register with emergency shelters in case of storms or outages.

- To enroll, have your doctor complete and sign the Medical List Request Form, and return it to FPUA Customer Service. *Please note: Forms must be renewed annually to maintain enrollment.*

Low Income Home Energy Assistance Program

FPUA has recently partnered with Promise Network Inc. to make it easier than ever for our customers to access financial assistance through the Low Income Home Energy Assistance Program (LIHEAP). This federally funded program helps income-eligible households pay their energy bills. Through this partnership, FPUA securely shares our customer account list with the LIHEAP case management system, allowing for streamlined and more accurate eligibility matching. *Don't wait, thanks to this partnership, FPUA was awarded $1.2 million in LIHEAP funds in the first month, which has assisted approximately 1,200 customers so far.*

The Agricultural and Labor Program, Inc. Community Action Partnership America's Poverty Fighting Network

Scan Me to Apply

You may be eligible for assistance if:

- Your household total income is 60% or less of the Florida State Median Income
- At or below 150% of Federal Poverty Level
- You receive SNAP, TANF, or SSI benefits.

- To apply for assistance, visit: https://floridaliheap.com/relief_program

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