

# New FPUA Utility Bill Format





## Why FPUA changed the bill format

The primary reason we changed the bill format was so that customers could see in detail, and in total, what they are being billed for each utility service.



# What FPUA Changed

- Added twelve (12)-month consumption histories for metered services
- Layout reflects usage (Consumption) and charges (Rates), separately shown for each metered service
- Rates at which you are billing are now included (Rate x Consumption)
- Rate for Power Cost Adjustment (PCA) for electric fuel charges are now included (PCA x Consumption)
- Rate for Purchased Gas Adjustment (PGA) for natural gas fuel charges are now included (PGA x Consumption)
- Taxes and surcharges are broken down for each service rather than grouped together



# Customer Notifications

- First, we held a focus group with some residential and commercial customers to determine what should be on our bill
- Additional focus group with Key Account customers making sure utility bill insert explanations were sufficient
- Utility bill insert with explanations one month prior to new bill release, so customers could compare old bill to new bill design



# Customer Notifications

- Utility bill insert with explanations the month of the new bill deployment
- New bill examples, posters, and flyers in lobby and on customer assistance desks/cashier stations
- New bill examples at Off-Site Payment Centers
- Special insert/letter to large multi-unit customers
- Sent approximately 9,000 emails to customers



# Customer Notifications

- Informed all FPUA Departments, via email to all employees, and onsite presentation to Exempt Staff
- Trained FPUA Customer Service Representatives on why we changed the bill, and explained in detail the new features
- Made extra staff available for Call Center inquiries

## Understanding your new FPUA bill

The number of utility services you receive is based upon where you live and services available. If you live inside the city limits of Fort Pierce, your bill could have five services: electricity, water, wastewater, natural gas, and garbage.

- Your account number.
- Dates of service covered by the bill.
- Customer charge includes cost for all the administrative functions.
- Your unique meter number. If your number starts with "E" it's for electric, "G" Natural Gas, "W" Water.
- Your meter's current read and previous bill read.
- Amount of kilowatt hours (Electric), units of natural gas or units of water consumed during the past 12 months.\*
- How much those units cost. Rates include delivery cost of poles, lines, transformers, pipes and other equipment associated with delivering electricity, natural gas and water to you.
- City, County and State taxes and surcharges.
- New charges due by this date.
- City of Fort Pierce garbage and recycling charges.
- Address where you receive service

### More Information:

\*Natural Gas is measured in units of 100 cubic feet (ccf). The charge for natural gas is determined by cost per unit and amount of use.

\*Water is measured in units of gallons. Each unit is 1000 gallons of water. The charge for water is determined by cost per unit and amount of use.

Garbage and recycling are provided by the City of Fort Pierce.

For more information, call 466-1600 Ext. 3900

Coming Soon

# Your New FPUA Bill



**FORT PIERCE UTILITIES AUTHORITY**  
PO BOX 3191  
FORT PIERCE FL 34948-3191  
WWW.FPUA.COM

Penalty charges, late fees, or reconnect charges may apply to any unpaid portion of the New Charges if paid after the due date. See Reverse side of the bill for more details. Copies of the Customer Service Policies and Service Charges may be obtained in FPUA's lobby or at: WWW.FPUA.COM. For questions about your bill, please call FPUA at (772) 466-1600. [CALL 811 OR 1-800-432-4779 - 48 HOURS BEFORE DIGGING.]

Service Address: 1 MAIN ST		Statement Date: 3/27/2014				
Account Number	Amount of Last Bill	Payments Received	Past Due	New Charges	New Charges Due Date	Total Due
72509000-170120	\$214.05	(\$214.05)	\$0.00	\$302.46	4/16/2014	\$302.46
<b>ELEC METER</b> E21034 MULT DATE READ				<b>ELECTRIC SERVICE</b> RATE CHARGE		
Current Read	66,223	03/21/14	CUSTOMER CHARGE \$ 6.01			
Previous Read	65,223	02/21/14	KWH USAGE 750 KWH @ 0.10922 \$ 81.91			
KWh Used	1,000		POWER COST ADJUSTMENT 250 KWH @ 0.11964 \$ 29.91			
			ELEC GROSS RECEIPTS RESH 1,000 KWH @ 0.00100 \$ 1.00			
Feb14	474 Oct13	815 Jun13	826	CITY UTILITY TAX ELECTRIC \$ 3.04		
Jun14	635 Sep13	895 May13	580	TOTAL ELECTRIC SERVICE: \$ 126.82		
Dec13	423 Aug13	996 Apr13	544			
Nov13	634 Jul13	860 Mar13	561			
<b>WATER METER</b> W38567858 MULT DATE READ				<b>WATER SERVICE</b> RATE CHARGE		
Current Read	280	03/21/14	CUSTOMER CHARGE \$ 12.62			
Previous Read	270	02/21/14	WATER USAGE 3 K Gals @ 0.00000 \$ 9.69			
K Gals Used	10		WATER USAGE 7 K Gals @ 3.23000 \$ 22.61			
			CITY UTILITY TAX WATER \$ 4.89			
Feb14	7 Oct13	9 Jun13	8	TOTAL WATER SERVICE: \$ 49.41		
Jun14	9 Sep13	6 May13	9			
Dec13	7 Aug13	9 Apr13	9			
Nov13	10 Jul13	7 Mar13	11			
<b>GAS METER</b> G208373 MULT DATE READ				<b>GAS SERVICE</b> RATE CHARGE		
Current Read	5,190	03/21/14	CUSTOMER CHARGE \$ 12.93			
Previous Read	5,175	02/21/14	CCF USAGE 15 CCF @ 1.64000 \$ 24.60			
CCF Used	15		GAS GROSS RECEIPTS RESH \$ 0.69			
Feb14	17 Oct13	10 Jun13	8	TOTAL GAS SERVICE: \$ 35.22		
Jun14	19 Sep13	6 May13	9			
Dec13	15 Aug13	8 Apr13	18			
Nov13	13 Jul13	8 Mar13	22			
<b>GARBAGE - For questions call 772-467-3000</b>				<b>RATE CHARGE</b>		
				GARBAGE RESIDENTIAL \$ 19.25		
				GARBAGE RECYCLING \$ 2.70		
				TOTAL GARBAGE: \$ 21.95		
				TOTAL BILLING: \$ 302.46		

Save money on your utility bill, visit <http://www.fpu.com>

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CUSTOMER - RETAIN TOP PORTION FOR YOUR RECORDS

WWW.FPUA.COM

**FORT PIERCE UTILITIES AUTHORITY**

Mail To: P.O. Box 13929, Fort Pierce, FL 34979-3929

For questions about your bill, please call (772) 466-1600.

Account Number	Service Address	Past Due	New Charges	Total Due
72509000-170120	1 MAIN ST	\$0.00	\$302.46	\$302.46

Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_ We are requesting that you provide us with a phone number and email address for notifications.

AMOUNT PAID

JOHN A. SMITH  
1 MAIN ST  
FORT PIERCE, FL 34950

000172509000170120000000000000416201400030246000000002



**FORT PIERCE UTILITIES AUTHORITY**  
**PO BOX 3191**  
**FORT PIERCE FL 34948-3191**  
**WWW.FPUA.COM**

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<b>Service Address:</b> 1 MAIN ST				<b>Statement Date:</b> 3/27/2014		
Account Number	Amount of Last Bill	Payments Received	Past Due	New Charges	New Charges Due Date	Total Due
72509000-170120	\$214.05	(\$214.05)	\$0.00	\$302.46	4/16/2014	\$302.46

<b>ELEC METER</b>	<b>E23036</b>	<b>MULT</b>	<b>DATE READ</b>
Current Read	66,223		03/21/14
Previous Read	65,223		02/21/14
kWh Used	1,000		
<b>Feb14</b>	474 <b>Oct13</b>	815 <b>Jun13</b>	826
<b>Jan14</b>	635 <b>Sep13</b>	895 <b>May13</b>	580
<b>Dec13</b>	423 <b>Aug13</b>	996 <b>Apr13</b>	544
<b>Nov13</b>	634 <b>Jul13</b>	860 <b>Mar13</b>	561

<b>ELECTRIC SERVICE</b>	<b>RATE</b>	<b>CHARGE</b>
CUSTOMER CHARGE		\$ 6.01
KWH USAGE	750 kwh @ 0.10922	\$ 81.91
751 AND OVER	250 kwh @ 0.11964	\$ 29.91
POWER COST ADJUSTMENT	1,000 kwh @ 0.00100	\$ 1.00
ELEC GROSS RECEIPTS RESI		\$ 3.04
CITY UTILITY TAX ELECTRIC		\$ 4.95
	<b>E23036</b>	<b>\$ 126.82</b>
<b>TOTAL ELECTRIC SERVICE:</b>		<b>\$ 126.82</b>

<b>WATER METER</b>	<b>W38567858</b>	<b>MULT</b>	<b>DATE READ</b>
Current Read	280		03/21/14
Previous Read	270		02/21/14
K Gals Used	10		
<b>Feb14</b>	7 <b>Oct13</b>	9 <b>Jun13</b>	8
<b>Jan14</b>	9 <b>Sep13</b>	6 <b>May13</b>	9
<b>Dec13</b>	7 <b>Aug13</b>	9 <b>Apr13</b>	9
<b>Nov13</b>	10 <b>Jul13</b>	7 <b>Mar13</b>	11

<b>WATER SERVICE</b>	<b>RATE</b>	<b>CHARGE</b>
CUSTOMER CHARGE		\$ 12.62
WATER USAGE	3 K Gals @ 0.00000	\$ 9.69
WATER USAGE	7 K Gals @ 3.23000	\$ 22.61
CITY UTILITY TAX WATER		\$ 4.49
	<b>W38567858</b>	<b>\$ 49.41</b>
<b>TOTAL WATER SERVICE:</b>		<b>\$ 49.41</b>

<b>GAS METER</b>	<b>G208373</b>	<b>MULT</b>	<b>DATE READ</b>
Current Read	5,190		03/21/14
Previous Read	5,175		02/21/14
CCF Used	15		
<b>Feb14</b>	17 <b>Oct13</b>	10 <b>Jun13</b>	8
<b>Jan14</b>	19 <b>Sep13</b>	6 <b>May13</b>	9
<b>Dec13</b>	15 <b>Aug13</b>	8 <b>Apr13</b>	18
<b>Nov13</b>	13 <b>Jul13</b>	8 <b>Mar13</b>	22

<b>WASTEWATER SERVICE</b>	<b>RATE</b>	<b>CHARGE</b>
CUSTOMER CHARGE		\$ 15.06
WASTEWATER	10 K Gals @ 5.40000	\$ 54.00
	<b>W38567858</b>	<b>\$ 69.06</b>
<b>TOTAL WASTEWATER SERVICE:</b>		<b>\$ 69.06</b>

<b>GAS SERVICE</b>	<b>RATE</b>	<b>CHARGE</b>
CUSTOMER CHARGE		\$ 12.93
CCF USAGE	15 CCF @ 1.44000	\$ 21.60
GAS GROSS RECEIPTS RESI		\$ 0.69
	<b>G208373</b>	<b>\$ 35.22</b>
<b>TOTAL GAS SERVICE:</b>		<b>\$ 35.22</b>

<b>GARBAGE - For questions call 772-467-3000</b>	<b>RATE</b>	<b>CHARGE</b>
GARBAGE RESIDENTIAL		\$ 19.25
GARBAGE RECYCLING		\$ 2.70
	<b>TOTAL GARBAGE:</b>	<b>\$ 21.95</b>
<b>TOTAL BILLING:</b>		<b>\$ 302.46</b>

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<b>Account Number</b>	<b>Service Address</b>	<b>Past Due</b>	<b>New Charges</b>	<b>Total Due</b>
72509000-170120	1 MAIN ST	\$0.00	\$302.46	\$302.46
Phone Number:	Email Address:	We are requesting that you provide us with a phone number and email address for notifications.		

JOHN A. SMITH  
 1 MAIN ST  
 FORT PIERCE, FL 34950

AMOUNT PAID

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