

# Commercial Utility Services





# Commercial Utility Considerations

- **Business Plan**
- **Business Resources - IRSC, SBDC and SCORE**



# Equipment and Property Upgrades

- Renovation Upgrades – Equipment, Grease traps, Service Upgrades/Property Owner/Business Operator
- City of Fort Pierce/St. Lucie County Codes and Ordinances/Permitting



# Deposits

- Deposits – Average two months bill (using current rates; based on hours of operations, sq. ft., type of business)
  - Service is provided for thirty (30) days and then FPUA bills the customer for service. The customer is then allowed to use services for another thirty days. If no payment is received for the first thirty days, by the due date, we disconnect for non-payment, thereby leaving a sixty (60) day, or two-month bill outstanding.
  - Cash/Letter of Credit/Surety Bond
  - Extensions for commercial accounts based on deposit



# Commercial Application

FPUA has a very detailed application process

- All the proper business information
- FPUA is aware of the type of business operation to better serve the customer and ensure our services are provided properly, and do not affect other customers



# Rates & Demand Metering

- Current Rates are provided on [www.fpua.com](http://www.fpua.com)
- Electric, Demand, Water, Wastewater, Natural Gas, Solid Waste, Power Cost Adjustment and Purchased Gas Adjustment
- Fiber, Dedicated Internet [www.fpua.net](http://www.fpua.net)
- Demand customer at 21 kW; lower electric rate, but includes a demand charge; some customers better off with a demand charge



# Collections

- FPUA sends customers a utility bill. The bill is due twenty-days later. A penalty charge of 1.5% is applied if not paid by this date, and a Past Due or Cut-off notice is mailed.
- When the next bill is ready to go out, if the previous bill has not been paid a \$15.00 Late Payment Charge is applied, and the account is subject to disconnection for non-payment.



# Other Charges

- Taxes, Surcharges and Gross Receipts
  - City of Fort Pierce Utility Taxes for the City of Fort Pierce customers; Outside the City Surcharges for the St. Lucie County (SLC) customers; St. Lucie County Franchise Fees for SLC customers; Florida State Sales Taxes; SLC School Taxes; and State of Florida Gross Receipts Tax. These calculations are based on the amount of utilities used. In addition, FPUA forwards 6% of FPUA's total gross revenues to the City of Fort Pierce, which is included in our base rates.



# Other Charges

- Inactive Account Charges
  - Incur minimum charges
- Capital Improvement Charges (CIC)
  - Installment Payment Program (IPP) for the Services and Facilities furnished by the Water System and the Wastewater System



# Commercial Services

Key Accounts/Commercial Services or our Customer Service Representatives will assist any customer with questions on these issues.

772-466-1600

Questions?