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BY E-FILING

Mr. Adam Teitzman, Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 20240099-EI - Petition for rate increase by Florida Public Utilities Company

Dear Mr. Teitzman:

Attached for filing on behalf of Florida Public Utilities Company, please find the Company's responses to Staff's 27th Set of Data Requests.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Beth Keating', written over a horizontal line.

Beth Keating
Gunster, Yoakley & Stewart, P.A.
215 South Monroe St., Suite 601
Tallahassee, FL 32301
(850) 521-1706

Cc: (Service List)

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for rate increase by Florida Public Utilities Company.	DOCKET NO. 20240099-EI
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FPUC'S RESPONSES TO STAFF'S TWENTY SEVENTH SET OF DATA REQUESTS

1. A customer at the Marianna service hearing testified that credit card payments are limited to \$750 per transaction. As a business owner, the customer found that to be an issue as multiple payments needed to be made to completely pay her bill. Please explain why credit card payments are limited to \$750 and discuss if that payment limit can be removed.

Company Response:

The \$750 limit for payments through FPUC's EZ-Pay one-time payment option was set through the agreement with our payment processing vendor, Kubra. This threshold was established based on average payment amounts at the time to maintain a lower processing fee of \$2.25 for both residential and commercial customers. Customers needing to make larger payments can opt for the free EZ-Billing option, an automated online payment method, which has a higher maximum payment threshold of \$100,000.

2. FPUC's website refers to third-party payment centers. Please provide a list for both Northeast and Northwest divisions of the third-party payment centers, including the address, and state where customers can find information about the location of the centers.

If they are listed on the FPUC website, please provide the link.

Company Response:

Please refer to the attached file DR 27.2 – RCP Locations in Florida for the details including the addresses, of locations in the Northeast and Northwest divisions where customers can pay their bills through a third-party vendor.

The information regarding location of the Company’s third-party payment locations may be found on the back of the customer bill which is attached as “DR 27.2 - FPU Bill Back”.

Additionally, FPUC’s website refers customers to our payment centers where they can pay their bills with cash. Customers can locate these centers by:

- **visiting our EZ-Pay webpage (<https://fpuc.com/customer-care/ez-pay/>),**
- **clicking the EZ-Pay option,**
- **entering their account number,**
- **selecting the “Pay with Cash” option.**

A search page is then displayed, allowing users to enter their zip code and filter by preferred store type (e.g., 7-Eleven, CVS Pharmacy, Family Dollar). A map and list of matching locations will appear.

The Company also has printed field cards (Please refer to the attached file DR 27.2 – Field Cards”). These cards are provided to all our field technicians.

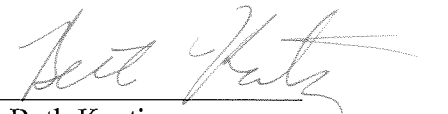
They have them available with them in the field and copies available to provide to the customers if they ask about payment options.

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by Electronic Mail to the following parties of record this 17th day of January, 2025:

<p>Suzanne Brownless Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, FL 32399-0850 sbrownle@psc.state.fl.us discovery-gcl@psc.state.fl.us</p>	<p>Walt Trierweiler/P. Christensen / Charles Rehwinkel/Mary Wessling/Octavio Ponce/Austin Watrous Office of Public Counsel c/o The Florida Legislature 111 W. Madison Street, Room 812 Tallahassee, FL 32399-1400 Trierweiler.Walt@leg.state.fl.us Wessling.Mary@leg.state.fl.us Rehwinkel.Charles@leg.state.fl.us Christensen.patty@leg.state.fl.us Ponce.octavio@leg.state.fl.us Watrous.austin@leg.state.fl.us</p>
<p>Michelle Napier Florida Public Utilities Company 1635 Meathe Drive West Palm Beach FL 33411 mnapier@fpuc.com</p>	

By: _____


Beth Keating
Gunster, Yoakley & Stewart, P.A.
215 South Monroe St., Suite 601
Tallahassee, FL 32301
(850) 521-1706

Retailer Name	Doing Business As	Address1	Address2	County	City	Zip Code	State
Dollar General		1810 GEORGIA ST		JACKSON	ALFORD	32420-6849	FL
Dollar General		551609 US HIGHWAY 1		NASSAU	HILLIARD	32046-8282	FL
7 Eleven		3100 S 8TH ST		NASSAU	Fernandina Beach	32034	FL
Dollar General		5283 US HWY 231		JACKSON	CAMPBELLTON	32426-6832	FL
Walmart - Available at Service Desk or Money Center		2255 HIGHWAY 71		JACKSON	MARIANNA	32448-2541	FL
Dollar General		4722 HIGHWAY 90		JACKSON	MARIANNA	32446-7838	FL
Dollar General		951 PRIM AVE		JACKSON	GRACEVILLE	32440-2505	FL
Dollar General		26014 N MAIN STREET		CALHOUN	ALTHA	32421-3328	FL
Dollar General		450019 STATE ROAD 200		NASSAU	CALLAHAN	32011-3832	FL
Dollar General		8126 HIGHWAY 90		JACKSON	SNEADS	32460-2400	FL
Dollar General		941300 OLD NASSAUVILLE RD		NASSAU	FERNANDINA BEACH	32034	FL
Dollar General		22225 NE SR 20		LIBERTY	HOSFORD	32334	FL
Dollar General		540560 US HWY 1		NASSAU	CALLAHAN	32011	FL
CVS Pharmacy		542325 US HIGHWAY 1		Nassau	CALLAHAN	32011	FL
Dollar General		17830 MAIN STREET STATE N		CALHOUN	BLOUNTSTOWN	32424-0000	FL
CVS Pharmacy		4684 HIGHWAY 90		Jackson	MARIANNA	32446	FL
CVS Pharmacy		870 SADLER RD		Nassau	FERNANDINA BEACH	32034	FL
Dollar General		850777 US HWY 17		NASSAU	YULEE	32097-3984	FL
Dollar General		4264 LAFAYETTE ST		JACKSON	MARIANNA	32446-8229	FL
Dollar General		4376 BRYAN ST		JACKSON	GREENWOOD	32443-2436	FL
Dollar General		6856 HWY 90		JACKSON	GRAND RIDGE	32442-4002	FL
Dollar General		5466 10TH ST		JACKSON	MALONE	32445-3128	FL
Dollar General		1200 VINTAGE WAY		NASSAU	FERNANDINA BEACH	32034-0299	FL
Walmart - Available at Service Desk or Money Center		1385 AMELIA PLZ		NASSAU	FERNANDINA BEACH	32034-1998	FL
Walmart - Available at Service Desk or Money Center		464016 STATE ROAD 200		NASSAU	YULEE	32097-6339	FL
Dollar General		11110 NW SR 20		LIBERTY	BRISTOL	32321	FL
7 Eleven		96001 LOFTON SQUARE CT		NASSAU	Yulee	32097	FL
Walgreens		2101 SADLER RD		NASSAU	FERNANDINA BEACH	32034	FL
Walgreens		542356 US HIGHWAY 1		NASSAU	CALLAHAN	32011	FL
Dollar General		3628 HWY 69		JACKSON	GREENWOOD	32443-2146	FL

**FOR ACCURATE, TIMELY BILLING,
PLEASE ALLOW US TO GET TO OUR METER!**

EXPLANATIONS OF TERMS

G
E
N
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A
L

CITY/COUNTY TAX: Tax levied by City/County on utilities billed.

Tax is remitted to the City/County.

EST: Will appear if we are unable to read your meter and is based on usage history.

GROSS RECEIPTS TAX: A tax levied by the State of Florida on utilities billed. Tax is remitted to the State of Florida.

THERM: 100,000 BTUs of heat.

C
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BTU: British Thermal Unit; a measure of heat.

CCF: One hundred cubic feet. This is the way gas is measured when it goes through the meter.

CCF TO THERMS CALCULATION: CCF's X Multiplying Factor = Therms.

FRANCHISE FEE: A fee paid to local governments for the right to utilize public property to provide utility service.

RATE: Approved charges by the Public Service Commission for type of service received.

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BASE ENERGY CHARGE: Distribution costs included in rate.

CUSTOMER CHARGE: A fixed monthly amount to cover the cost of your service, meter and billing. This charge is applied regardless of the quantity of energy used.

DEMAND CHARGE: FPU Electric Customers. The charge per kilowatt (KW) of demand which reflects the cost of distribution plant investment.

KW / KILOWATT: FPU Electric Customers. One thousand (1,000) watts.

KWH / KILOWATT-HOUR: FPU Electric Customers. One thousand (1,000) watt-hours.

PGA: FPU Natural Gas Customers. Purchase Gas Adjustment; this cost is passed directly to the customer with no profit to FPU.

PPA: FPU Electric Customers. Purchase Power Adjustment; this cost is passed directly to the customer with no profit to FPU.

C
F
G

FIRM TRANSPORTATION CHARGE: The amount charged per account each month based on rates approved by the Public Service Commission.

USAGE / THERM: The amount charged per therm each month based on rates approved by the Public Service Commission.

BUSINESS HOURS

Monday - Friday

7:00 a.m. - 7:00 p.m. EST

Call for 24-Hour Emergency Service

Telephone number located on front upper left side of bill

Call Sunshine State One Call Before You Dig.

Call: 800.432.4770 or 811.

FLEXIBLE PAYMENT OPTIONS

We have many electronic payment options available.
For more information, visit www.fpuc.com

WALK-IN PAYMENT SERVICE:

IT'S FREE. Use FPU's EZ-PAY and select Pay with Cash option to locate the nearest authorized retail payment partner.

Also pay at any Western Union. Payments post the next business day.
Visit www.westernunion.com for the nearest location.

EZ-BILLING – It's free by using your banking account. You can set up auto pay or pay manually. Enroll on www.fpuc.com.

EZ-PAY – Pay by using your credit/debit card or banking account.
There is a small convenience fee of \$2.25 per every \$750.00.

PAY BY PHONE (IVR) – Pay by using our automated system with your credit/debit card or banking account. Simply call 877.337.3145
There is a small convenience fee of \$2.25 per every \$750.00.

BUDGET BILLING- Residential customers who have had service for one year may enroll in this levelized billing service at no charge.
Please visit our website for more information.

FLORIDA PUBLIC
UTILITIES

FLORIDA PUBLIC
UTILITIES

FLORIDA PUBLIC
UTILITIES

CENTRAL FLORIDA GAS

FORT MEADE DIVISION

FLORIDA PUBLIC
UTILITIES

PENINSULA
PIPELINE

INDIANTOWN DIVISION

If you entered information below, you MUST check the box on the front of the return stub.

Please change the following:

Mailing Address: _____

City, State, Zip: _____

Phone Number: _____

Cell Phone: _____

Email Address: _____

**PAY WITH
CASH**



**PAY YOUR FLORIDA PUBLIC UTILITIES BILL
WITH CASH AT PARTICIPATING STORES**

Payments are recognized immediately
and are posted on the next business day.

Bring this barcode with you to make a payment.

RETAILER INSTRUCTIONS:

1. SCAN customer barcode.
2. ENTER the amount the customer wants to pay.
3. COLLECT cash amount (and fee, if applicable).

For FLORIDA PUBLIC UTILITIES Customer Service,
please call 800-427-7712.

By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/pay/terms.
After successful payment using this barcode, you may retrieve your full detailed e-receipt at vanilladirect.com/pay/ereceipt.

DOLLAR GENERAL

Walgreens

RITE AID

Sheetz

CVS

7 ELEVEN

Flatter's

FAMILY DOLLAR

Walmart

Pilot FLYING J

Stripes

ROYAL FARMS



powered by
KUBRA EZ-PAY

799366301520006371683622665728

Easy Payment Options with **NO FEES**

- **EZ-BILLING**

Enroll in our online bill management platform to set up automatic payments from your checking or savings account. Customize email and text notifications, payment reminders and confirmations.

- **MAIL**

Florida Public Utilities
PO BOX 825925
Philadelphia, PA 19182-5925

- **AUTHORIZED RETAIL LOCATION**

Pay in person with cash, money order or debit cards only.
(EZ-PAY barcode required)



Walmart



Pilot



CVS



Easy Payment Options with **LOW FEES** (\$2.25 per \$750)

- **EZ-PAY**

Submit one-time payments, using a credit or debit card. Enjoy 24/7 access to pay your bill via phone, or online, using any mobile device.

- **PHONE**

Automated phone system: **877.337.3145**



Scan this QR code for
more information on
ways to pay your bill:



Or visit our website at
fpuc.com

800.427.7712

CustomerSupport@fpuc.com

Your Safety is Our Top Priority

Review these Important Safety Tips and Guidelines

DOWNED POWER LINES

Always assume all power lines are active and dangerous, so be sure to stay away.

**Do not drive on them.
Do not touch them.**

Should you come across a downed power line, including lines that could be downed within a tree, or across a tree line, report it to us immediately at **800.427.7712.**

CALL BEFORE YOU DIG

Hitting underground utility lines could result in fines, injury or worse. Call the free **8-1-1** service number to have your utility lines marked before you start digging (at least two days in advance).



**Know what's below.
Call before you dig.**

HOW TO DETECT A GAS LEAK

SMELL: A distinct 'rotten egg odor' is added to natural gas to help you identify a leak.

SEE: Blowing dirt or bubbling creeks or ponds.

HEAR: Listen for hissing sounds near gas appliances or pipeline.

