

Helping Electric Utility Customers in Need

During tough economic times, more families struggle to heat and cool their homes. Customers who are in a crisis situation and unable to pay their electric bills often call the Florida Public Service Commission (PSC) for assistance. The PSC regulates utilities under its jurisdiction and serves consumers in all utility regulatory matters. Fortunately, many Florida utilities have funds that help low-income individuals or families in crisis cover home energy needs. These funds—from corporate contributions, company employee donations, and customer contributions—are administered by local nonprofit and/or government agencies. This publication provides contact information for Florida's electric utilities, so consumers can call them directly to tap into the large network of social-service organizations located in their service territories.



2-1-1 connects you with trained and supportive professionals who can provide assistance and more information about public and private health and human services. To access information about free, confidential hotline programs, call 2-1-1. Visit their Web site at www.flairs.org/florida-2-1-1-network/.



Low Income Home Energy Assistance Program (LIHEAP) assists low income households in meeting immediate home energy needs. The program provides grants directly to local county governments and non-profit agencies that then determine who will receive assistance. Applicants apply within the county they reside. For more information, call 1-866-674-6327. Visit their Web site at http://www.floridajobs.org/community-planning-and-development/community-services/low-income-home-energy-assistance-program.



The Emergency Home Energy Assistance for the Elderly Program (EHEAP) assists low-income households, with at least one person age 60 and older, experiencing a home energy crisis. For more information on additional eligibility requirements, call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337). Visit their Web site at www.elderaffairs.org.



The Emergency Food and Shelter Program was created by Congress to help meet the needs of hungry and homeless people throughout the United States and its territories by allocating federal funds for the provision of food and shelter. Contact the Emergency Food and Shelter National Board Program at (703) 706-9660, or fax to (703) 706-9677. Visit their Web site at www.fema.gov.



Where to Find Help in Florida provides an overview of the Florida Public Service Commission and an explanation of assistance available to consumers for utility-related issues. It also includes general information about the state's electric and gas utilities and helpful conservation tips. For more information, call 1-800-342-3552. Visit their Web site at www.floridapsc.com.

Contact Information for Florida's Electric Utilities

Following is a list of Florida's electric companies with their contact information. Consumers should contact their electric utility to determine if it offers services for customers having difficulty paying their monthly bills.

Investor-Owned Electric Companies

Florida Power & Light Company

P.O. Box 025576 Miami, FL 33102 www.fpl.com

(888) 988-8249

Florida Public Utilities Company

401 S Dixie Hwy. West Palm Beach, FL 33401 www.fpuc.com

(800) 427-7712

Duke Energy Florida, LLC

299 1st Ave. N St. Petersburg, FL 33701 www.duke-energy.com www.progress-energy.com

(800) 700-8744

Tampa Electric Company

P.O. Box 111
Tampa, FL 33601-0111
www.tampaelectric.com

(888) 223-0800

Rural Electric Cooperatives

Central Florida Electric Cooperative, Inc.

11491 NW 50th Ave. Chiefland, FL 32626 www.cfec.com

(352) 493-2511

Choctawhatchee Electric Cooperative, Inc.

1350 W Baldwin Ave. DeFuniak Springs, FL 32435 www.chelco.com

(850) 892-2111

Clay Electric Cooperative, Inc.

P.O. Box 308 65 SW Citrus Ave. Keystone Heights, FL 32656 www.clayelectric.com

(352) 473-4917

Escambia River Electric Cooperative, Inc.

3425 Hwy. 4 Jay, FL 32565 www.erec.com

(800) 235-3848

Florida Keys Electric Cooperative Association, Inc.

P.O. Box 377 Tavernier, FL 33070 www.fkec.com

(800) 858-8845

Glades Electric Cooperative, Inc.

26733 US Hwy. 27 P.O. Box 519 Moore Haven, FL 33471 www.gladesec.com

(863) 946-6200

Gulf Coast Electric Cooperative, Inc.

722 W Hwy. 22 P.O. Box 220 Wewahitchka, FL 32465 www.gcec.com

(800) 333-9392

Lee County Electric Cooperative, Inc.

433 N 15th St. Immokalea, FL 34142 www.lcec.net

(800) 599-2356

Okefenoke Rural Electric Membership Corporation

14384 Cleveland St. E P.O. Box 602 Nahunta, GA 31553 www.oremc.com

(800) 262-5131

Peace River Electric Cooperative, Inc.

P.O. Box 1310 Wauchula, FL 33873-1310 www.preco.org

(800) 282-3824

Rural Electric Cooperatives continued

PowerSouth Energy Cooperative

2027 E Three Notch St. Andalusia, AL 36421 www.powersouth.com

(334) 427-3000

Seminole Electric Cooperative, Inc.

16313 N Dale Mabry Hwy. Tampa, FL 33618 www.Seminole-electric.com

(813) 963-0994

Sumter Electric Cooperative, Inc.

330 S US Hwy. 301 Sumterville, FL 33585-0301 www.secoenergy.com

(352) 793-3801

Suwannee Valley Electric Cooperative, Inc.

11340 100th St. Live Oak, FL 32060 www.svec-coop.com

(800) 447-4509

Talquin Electric Cooperative, Inc.

1640 W Jefferson St. Quincy, FL 32351 www.talquinelectric.com

(850) 627-7651

Tri-County Electric Cooperative, Inc.

2862 W Hwy. 90 Madison, FL 32340 www.tcec.com

(850) 973-2285

West Florida Electric Cooperative Association, Inc.

805 St. Johns Rd. Bonifay, FL 32425 www.westflorida.coop (800) 342-7400

Withlacoochee River Electric Cooperative, Inc.

14651 21st St. Dade City, FL 33523 www.wrec.net

(352) 567-5133

Florida's Municipal Electric Utilities

City of Alachua

P.O. Box 9 Alachua, FL 32616-0009 www.cityofalachua.org

(386) 418-6100

City of Bartow

450 N Wilson Ave. Bartow, FL 33830 www.cityofbartow.net

(863) 534-0100

City of Blountstown

20591 Central Ave. W Blountstown, FL 32424-2103 www.blountstown.org

(850) 674-5488

City of Bushnell

P.O. Box 115
Bushnell, FL 33513-0016
www.cityofbushnellfl.com

(352) 793-2591

City of Chattahoochee

P.O. Box 188 Chattahoochee, FL 32324-0188 www.chattgov.org

(850) 663-4046

City of Clewiston

141 Central Ave. Clewiston, FL 33440-3701 www.clewiston-fl.gov

(863) 983-1454

City of Fort Meade

521 4th St. NW Fort Meade, FL 33841 www.cityoffortmeade.com

(863) 285-1119

Fort Pierce Utilities Authority

2065 6th St. Fort Pierce, FL 34950 www.fpua.com

(772) 466-1600

Gainesville Regional Utilities

301 SE 4th Ave. Gainesville, FL 32641 www.gru.com

> (352) 334-3434 (800) 818-3436

City of Green Cove Springs Electric Utility

321 Walnut St. Green Cove Springs, FL 32043 www.greencovesprings.com

(904) 297-7500

Town of Havana

P.O. Box 1068 Havana, FL 32333-1068 www.townofhavana.com

(850) 539-2820

Homestead Energy Services

675 N Flagler Ave. Homestead, FL 33030 www.cityofhomestead.com

(305) 224-4800

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Florida's Municipal Electric Utilities continued

JEA

21 W Church St. Jacksonville, FL 32202 www.jea.com

(904) 665-6000

Beaches Energy Services

11 N 3rd St.

Jacksonville Beach, FL 32250

www.beachesenergy.com

(904) 247-6241

Keys Energy Services

1001 James St. Key West, FL 33040 www.keysenergy.com

(305) 295-1000

Kissimmee Utility Authority

1701 W Carrill St. Kissimmee, FL 34741 www.kua.com

(407) 933-7777

City of Lake Worth Utilities

414 Lake Ave. Lake Worth, FL 33460 www.lakeworth.org

(561) 533-7300

Lakeland Electric

501 E Lemon St. Lakeland, Florida 33801-9881 <u>www.lakelandelectric.com</u>

> (863) 834-9535 (800) 929-4876

City of Leesburg

2010 Griffin Rd. Leesburg, Florida 34748 www.leesburg.fl.com

(352) 728-9830

City of Moore Haven

P.O. Box 399
Moore Haven, FL 33471-0399
www.moorehaven.org

(863) 946-0711

City of Mount Dora

P.O. Box 176 Mount Dora, FL 32757 www.ci.mount-dora.fl.us

(352) 735-7100

New Smyrna Beach Utilities Commission

200 Canal St. New Smyrna Beach, FL 32168 www.ucnsb.net

(386) 427-1361

City of Newberry

25440 W Newberry Rd. Newberry, FL 32669 www.ci.newberry.fl.us (352) 472-2161

Ocala Utility Services

110 SE Watula Ave. Ocala, FL 34471 www.ocalafl.org

(352) 629-2489

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Florida's Municipal Electric Utilities continued

Orlando Utilities Commission

P.O. Box 3193 Orlando, FL 32802-3193 www.ouc.com

(407) 423-9018

City of Quincy

404 W Jefferson St. Quincy, FL 32351 www.myquincy.net

(850) 618-0017

City of Starke

209 W Thompson St. Starke, FL 32091 www.cityofstarke.org.

(904) 964-5027

City of Tallahassee

435 N Macomb St. Tallahassee, FL 32301 www.talgov.com

(850) 891-4YOU (4968)

City of Wauchula

126 S 7th Ave. Wauchula, FL 33873 www.cityofwauchula.com

(863) 773-3131

City of Williston

50 NW Main St. Williston, FL 32696 www.willistonfl.org

(352) 528-3060

Reedy Creek Improvement District

1900 Hotel Plaza Blvd. Lake Buena Vista, FL 32830 www.rcid.org

(407) 824-4913

City of St. Cloud

1300 9th St. Building A, 1st Floor St. Cloud, FL 34769 www.stcloud.org

(407) 957-7373

Winter Park Electric Utility

401 Park Ave. S Winter Park, FL 32789 www.cityofwinterpark.org

(407) 599-3220

Notes

If you have questions, you may call the Florida Public Service Commission's Office of Consumer Assistance & Outreach 1-800-342-3552,

fax your questions to 1-800-511-0809, or contact the FPSC via the following e-mail address: contact@psc.state.fl.us

Or write to the
Florida Public Service Commission
Office of Consumer Assistance & Outreach
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

See our Internet home page at www.FloridaPSC.com