

# Welcome to the Florida Public Utilities Family





# Welcome to the Florida Public Utilities Family!

Dear Valued Customer,

Florida Public Utilities (FPU) is happy to welcome you as a new customer. FPU Propane is the propane supplier for your community/home and we look forward to serving you and your family. Please take a few moments to review the important information included on safe use of propane. You'll learn what propane smells like and, if you should ever suspect a leak, you'll know exactly what to do. In addition, we offer a variety of options that may be of interest to you. These include:

**Easy Pay Budget Plan:** Customers can expect consistent monthly budget payments with no unexpected highs or lows. This is especially valuable during the unpredictable weather and fluctuating energy cost.

**My FPU Account:** Our Online Customer Portal features mobile capabilities, online bill pay options, eStatements/Invoices, online service call requests, account maintenance and the ability to view past transactions. You can also enroll in paperless billing and receive all of your statements/invoices electronically.

If you haven't signed up for these great options, take a look at the literature included, check them out on our website at **[www.fpuc.com/propane](http://www.fpuc.com/propane)**, or simply call us. Our friendly and knowledgeable customer service representatives will be happy to assist you with these programs. If you have any questions please do not hesitate to call your local servicing office.

We thank you for your business and wish you many happy years in your new home and community.

Most Sincerely Yours,

**Florida Public Utilities**



## STEP 1

# Create an Account

Florida Public Utilities is pleased to provide an amazing online customer portal for our customers!

### Enrolling is easy! Benefits include:



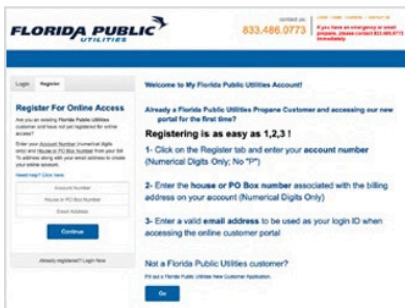
- 24/7 account access
- Order propane
- Request a service call
- View electronic statements & invoices
- Pay your bill online
- Enroll in paperless billing
- Enroll in automatic direct debit
- Update contact information
- Learn about money saving programs
- Link & unlink related accounts
- Provide feedback
- Contact us

**Simply follow these steps to begin taking advantage of the many benefits the online customer portal has to offer!**



**1**

Click the button below. Or go to **myaccount.fpuc.com**.



**2**

Complete the section shown by entering your Sharp account number and the house or PO Box number associated with the billing address on your account (do not enter street name or "PO Box" — simply the number). The email address you enter will become your login email address when accessing the online customer portal.



**3**

Create your password.



**4**

Congratulations, you are now enrolled! We hope you enjoy the many benefits of our newly enhanced online customer portal!

**CLICK HERE TO CREATE  
AN ACCOUNT**



**STEP 2**

# Enroll In Easy Pay Budget Plan

Avoid worrying about the timing of your deliveries and feel more relaxed when it comes to staying within your budget this season.



## Choose the Easy Pay Budget Plan

Weather, fuel costs, new appliances and a variety of other factors can cause your Florida Public Utilities bill to fluctuate during the year. Easy Pay Budget Plan allows you to stabilize your monthly energy costs by paying the same amount each month — preventing spikes in your bill. With Florida Public Utilities' Easy Pay Budget Plan, you can leave the worrying to us. Our Easy Pay Budget Plan allows you to spread your propane costs over the entire year. All for no additional cost to you, our valued customer.



## How It Works

The Easy Pay Budget Plan averages your 12 months of energy cost over 11 months with a 12th payment that will realign your account for the next season. We will periodically review your account during the year to ensure you that your Easy Pay Budget amount is adequate. To become an Easy Pay Budget Plan customer, click the button below or contact your local office for more information. Easy Pay Budget Plan payments are due by the 15th of each month. All Easy Pay Budget monthly payments must be made to monthly payments must be made to remain on the Easy Pay Budget Plan.

**CLICK HERE TO  
CHOOSE EASY PAY**



"Making equal payments all year helps me keep track of my family's budget without having to guess what the monthly cost will be."

# Choose from 4 Great Payment Methods



1

## My Propane Account

Florida Public Utilities is pleased to provide an online customer portal for customers! Enrolling is easy and you'll be able to: **pay your bill online**, have 24/7 account access, learn about money saving programs, enroll in automatic payment options, order propane, update contact information, request a service call, link and unlink accounts, view electronic statements and invoices, provide feedback, enroll in paperless billing and contact us. Sign up today at **myaccount.fpuc.com**.

2

## Automatic Direct Debit Payments

Sign up for automatic payment from your checking or savings account to ensure your bill is always paid on time! Your account will automatically be debited on or about the 15th of each month. If you have questions about your bill, contact your local office within 10 days of the statement date. Your next statement will reflect your payment, just as if you paid by check. Your monthly bank statement will also show the amount deducted from your account and paid to Florida Public Utilities. To sign up for direct debit, please enroll online at **myaccount.fpuc.com**.

3

## Credit Card Payments

Florida Public Utilities accepts credit card payments from Visa, Mastercard and Discover Card and you have the option to set up automatic credit card payments. These payments are processed on or about the 15th of each month using credit card information provided by you. One-time credit card payments can be made online by creating an account at **myaccount.fpuc.com**. One-time credit card payments made after 2 p.m. will be posted the next business day.

4

## Mail Payment

Send a check made payable to "Florida Public Utilities" at:

**Florida Public Utilities**  
**P.O. Box 829981**  
**Philadelphia, PA 19182-9981**

### Remittance Address

If you send payments through your bank, please use the address below:

**Florida Public Utilities**  
**P.O. Box 829981**  
**Philadelphia, PA 19182-9981**

**CLICK HERE TO LEARN MORE  
ABOUT PAYMENT METHODS**



# Propane Safety

## Why Does It Have To Smell So Bad?

Propane gas is safe, reliable, convenient and it adds to our comfort of living, so why does it have to smell so bad? Propane gas is odorless by nature. For safety's sake, an odorant called mercaptan is added so that you will know if gas is escaping and recognize that a potentially dangerous situation may exist. Propane gas that has escaped may enter locations (including properties that don't have propane gas service) by migrating and entering through openings. So, if you ever detect a "rotten egg" smell in or near your home or place of business, please take the following precautions to help keep your family, friends and colleagues safe.



**To be safe, please familiarize yourself, as well as the occupants of your home or business, with the odor and the safety measures listed below. If you suspect you have a leak, please follow these precautions:**

- Do leave your home or building immediately.
- Do immediately call your local emergency number from a cell phone outside the home or building, or from a neighboring location to immediately report the suspected gas leak.
- Do not use your telephone, turn on or off the light switches, light a match or do anything that might create a spark or flame.
- Do not re-enter the building where the leak is suspected until emergency professionals give the O.K.

Please make sure that they can identify the smell of propane gas and follow the instructions above. If for any reason you or someone in your home or business cannot smell the odorant, we recommend that you purchase and install a gas detector.

**If you are experiencing an emergency or concern,  
please contact us at 833.486.0773**

**CLICK HERE TO LEARN MORE  
ABOUT PROPANE SAFETY**



Need more information  
on propane services and  
our delivery areas?

LEARN MORE



**We thank you for your business and allowing  
Florida Public Utilities to serve your propane needs!**

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