Welcome to the Florida Public Utilities Family

FLORIDA PUBLIC UTILITIES

fpuc.com

Welcome to the Florida Public Utilities Family!

Dear Valued Customer,

Florida Public Utilities (FPU) is happy to welcome you as a new customer and we look forward to delivering an endless amount of exceptional service and positive energy to you and your family.

As a propane consumer, there are several services you should expect from your propane company. These include being treated like family, being offered customized solutions to meet your specific needs and competitive prices with the ability to keep the gas flowing. FPU offers all this and more. We are sure you will find our service superior so we will reward you with a $50.00 referral for every new customer that signs up for FPU services.

In helping you get the lowest priced gas for your particular situation, FPU offers the Name Your Price and Smart Club Programs. In addition to these money saving programs, FPU also offers an Easy Pay Budget Plan, Automatic Direct Debit payment option and an online customer portal, accessible 24/7 with ease and convenience. Contact your local office for details and an analysis of which plan best suits your needs.

Over the years, our customers have trusted FPU for their propane service. We are committed to maintaining our "customer first" culture and continually strive to exceed your expectations.

As always, please do not hesitate to call with any comments, questions or concerns. We look forward to continuing our relationship with you for many years to come.

Most Sincerely Yours,

Florida Public Utilities

PO Box 530969, Debary, FL 32753 | 833.486.0773 **fpuc.com/propane**

STEP 1

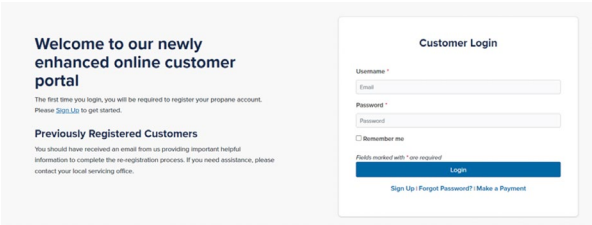
Create an Account

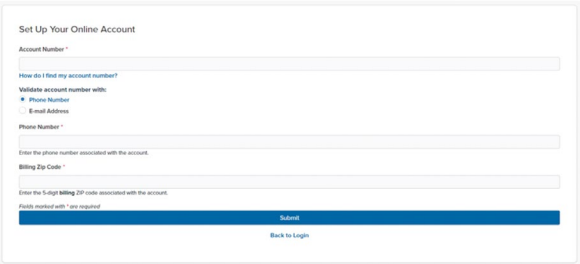
Florida Public Utilities is pleased to provide an amazing online customer portal for our customers!

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** and select Sign Up.
2. Complete the section shown by entering your Propane account number, primary account phone number or email address and Billing Zip Code.
3. Complete setting up your online account.
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

Need more information? Contact us today at **833.486.0773** or visit **FPUC.com/propane**

STEP 2

Money Saving Programs!

Florida Public Utilities has several programs to meet your propane needs.

- **Easy Pay Budget Plan** — allows you to spread your propane costs for the heating season over the entire year.
- **Name Your Price** — save 20-30 cents per gallon by monitoring your own tank and calling FPU when the tank gauge reads 25%.
- **Smart Club** — ensures that you'll pay FPU's lowest residential price for all of your propane needs for the entire year.

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."

Name Your Price

Take Charge of Your Tank!

Name Your Price for SAVINGS

In today's world, we buy many needed items at a bulk price so that we can save money and pay less. Ever wonder why this isn't the case with propane? That's all about to change with Florida Public Utilities' newest program. Take charge of your tank, and you can name your price! With Florida Public Utilities' new Name Your Price program, it's easy to save money.

How It Works

You watch your own tank and call Florida Public Utilities when the tank gauge reads 25%. Each time Florida Public Utilities makes a delivery and fills your tank when it is at or below 25%, you can save 20–30 cents per gallon. Simply read the terms below and call Florida Public Utilities, and say, "I want to NAME MY PRICE." A representative will be happy to get you started on your way to big savings.

Terms and Conditions

To participate in Name Your Price, please read the following:

- Minimum tank size for the program is a 120-gallon tank.
- Florida Public Utilities may take 5 business days from the date the gas is ordered until a delivery is made.
- The price per gallon will be determined by the gallons delivered and not by the percentage called in when ordering gas.
- The price per gallon will be determined by the gallons delivered on the day of the delivery.
- Participation requires an annual nonrefundable "Name Your Price" fee for equipment.
- Florida Public Utilities is not responsible for customer run outs.
- Gas left in a tank too long may be subject to odor fade. For your added safety, Florida Public Utilities recommends you consider purchasing and installing a propane detector.

Name Your Price— at a Glance:

- Monitor Your Own Tank Set up specific delivery periods to ensure big savings.
- Save 20 to 30 cents per gallon.

CLICK HERE TO CHOOSE NAME YOUR PRICE

Smart Club

Smart Club Offers Protection

Choose Smart Club for THE LOWEST RESIDENTIAL PRICE

Smart Club is a program that allows you to cut your propane costs. It's designed for customers that use propane for Hot Water, Fireplace, Generators and Pool Heaters. Smart Club membership ensures that you'll pay Florida Public Utilities' lowest residential price for all of your propane needs for the whole year.

How It Works

For an annual fee (based on the size and number of propane tanks you have), you'll pay Florida Public Utilities' lowest residential price for each gallon of propane you buy.

Smart Club — at a Glance:

Designed for customers that use propane for Hot Water, Fireplace, Generators, and for Pool Heaters.

CLICK HERE TO CHOOSE SMART CLUB

STEP 3

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

Propane has a strong, unpleasant smell like rotten eggs. Propane manufacturers add the smell deliberately to help alert customers to propane leaks, which can create a safety hazard.

If you smell a gas leak, take these safety steps from **fpuc.com/propane/safety**:

- **NO FLAMES OR SPARKS!** Immediately put out all smoking materials and other open flames. Do not operate lights, appliances, telephones or cell phones.
- **LEAVE THE AREA IMMEDIATELY!** Get everyone out of the building or area where you suspect gas is leaking.
- **SHUT OFF THE GAS.** Turn off the main gas supply valve on your propane tank if it is safe to do so.
  To close the valve, turn it to the right (clockwise).*(See IMAGE 1)*
- **REPORT THE LEAK.** From a neighbor's home or other nearby building away from the gas leak, call your propane retailer right away. If you can't reach your propane retailer, call 911 or your local fire department.

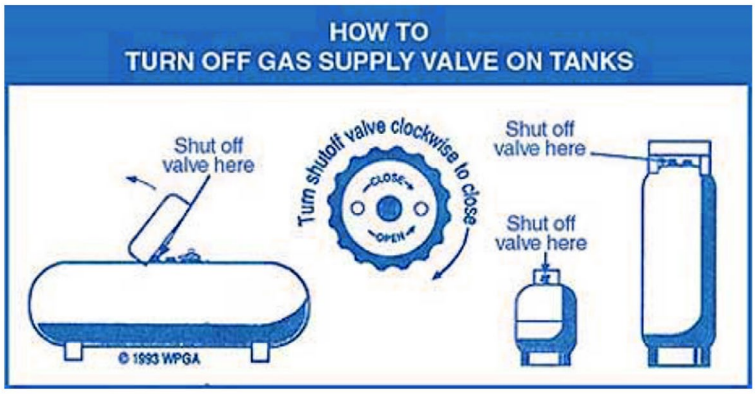


IMAGE 1: Areas on tanks where shut off valves are located.

- **DO NOT RETURN TO THE BUILDING OR AREA** until your propane retailer, emergency responder or qualified service technician determines that it is safe.
- **GET YOUR SYSTEM CHECKED.** Before you attempt to use any of your propane appliances, your propane retailer's qualified service technician must check your entire system to ensure that it is leak-free.

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

CLICK HERE TO LEARN MORE ABOUT PROPANE SAFETY

FLORIDA PUBLIC UTILITIES

Refer a Friend, Earn a $50 Credit

Florida Public Utilities will reward you for helping your friends and family enjoy the benefits of being a new Florida Public Utilities propane customer. Use the button below to refer a new Florida Public Utilities customer and you will receive a $50 credit on your account (new tank set only).

CLICK HERE TO REFER A FRIEND

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!

Follow us on Social Media!

Terms & Conditions

Billing Rights

We strive to conform to ADA guidelines to ensure accessibility for all users.
*If you experience issues, please contact us at **accessibility@chpk.com** for assistance.*

Need more information? Contact us today at **833.486.0773** or visit **FPUC.com/propane**