

## What can you expect from FPUA?

FPUA is dedicated to this community to restoring utility services as soon as possible after an emergency such as a hurricane.

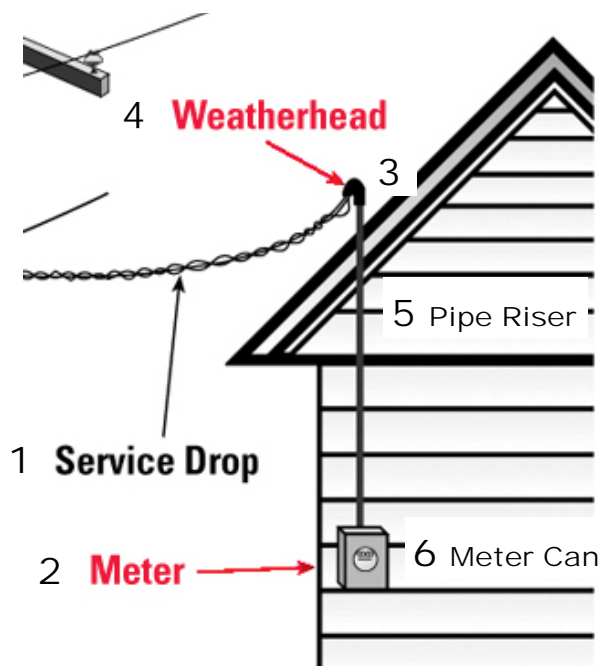
Following these important tips will help all of us be safer and will assist with restoration.

FPUA is responsible for equipment such as poles and lines leading up to buildings, but certain equipment, like weatherheads (or service risers) and meter cans, are the customer's responsibility. If this equipment is damaged, please contact an electrician to make the repairs. After repairs are made, the City of Fort Pierce requires an inspection before FPUA can turn the service back on.

The City of Fort Pierce has the authorization to "red tag" buildings that they deem are not safe. When they do this, FPUA cannot turn on utility service to that building.

FPUA does not issue refunds because power was out – when there is no electricity, your meter does not run, and you are only charged for what you use.

**Call FPUA's emergency number, 466-7703, to report a power outage, damaged utility lines or poles, or broken sewer or water lines.**



FPUA installs and maintains your service line (1) and electric meter (2).

Installation and maintenance of the service bracket or hook (3), weatherhead (4), pipe riser (5) and meter can (6) are the customer's responsibility. These are generally installed and maintained by a licensed electrician.

### Fort Pierce Utilities

206 South 6th Street  
Fort Pierce, FL 34950

Phone: 772-466-1600,  
Extension 3900  
[www.fpua.com](http://www.fpua.com)

# Hurricane Preparedness & Safety Tips

**Our commitment to enhancing the quality of life**



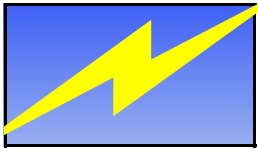
**Fort Pierce Utilities**  
Committed to Quality

# Are you Hurricane Prepared?



**You can rely on Fort Pierce Utilities (FPUA) to do its part to plan for the safety of the community's utility system, but it's up to you to plan for the safety of you and your family.**

**In any kind of emergency situation, especially one involving an approaching hurricane, advance planning and preparation will help protect your family and property and minimize your risk of injury or property damage during the storm.**



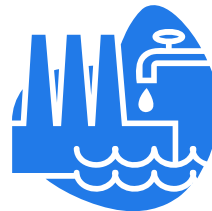
- \* During a storm, turn off or unplug all electrical equipment.
- \* Do not touch downed or low-hanging wires or anything they may be touching. Also, stay away from puddles where downed lines may have landed.
- \* If you use a generator, be sure to turn your electricity off at the fuse box to prevent safety hazards for utility workers. Make sure your generator is in a well-ventilated location. Also, remember to turn the generator off before turning your electricity back on.
- \* FPUA electric line crews will stop responding to service calls when high winds make it too dangerous. When hurricane force winds diminish, employees will begin restoration.



- \* FPUA may need to take precautionary measures and shut off natural gas service to mobile home parks for safety reasons. Gas service will be restored to these areas as soon as possible following the storm.



- \* If you lose water service or experience a drop in water pressure during or after a storm, boil all tap water used for drinking or cooking until you are advised that it is safe to stop, or use bottled water.
- \* Demand on the water system could be extremely high immediately before and after a storm. Please limit your water use during this critical time so that water will be available for emergency use (fire fighting, first aid, etc.).



- \* Lift stations that move the wastewater out of the system to the plant do not work when there is no electricity. When the power is off, refrain from flushing your toilet to help prevent backups.

## BEFORE THE STORM

- \* In preparation for a hurricane, FPUA may close its Customer Service Lobby, located at 206 South 6th Street, Fort Pierce.
- \* Store enough non-perishable foods, canned or powdered milk, bottled water, medicine, baby supplies, and pet food to last two weeks. Keep a first aid kit, insurance documents, flashlights, candles, matches, battery-operated radios, and extra batteries handy. Make arrangements for persons with special medical needs or handicaps.
- \* Get gas and cash before a storm. ATM's and gas pumps do not work without electricity.
- \* Stow away small objects that could cause damage in high winds and anchor outdoor objects that cannot be brought inside.
- \* If you evacuate, turn off water and electric utilities when leaving your home. Leave the natural gas on.

## AFTER THE STORM

- \* Do not to block access to poles or downed equipment by placing debris around them.
- \* When power is restored, turn electrical appliances back on in a staggered manner to prevent excessive loads on the electric system.
- \* When power is restored, appliances (refrigerators and air conditioners) that were off will be working hard to get back to normal, so electric consumption (and bills) will be high.
- \* Check your home for damage. Check to see if water lines, spigots, or hoses have been damaged and have water running. Even if water is leaking, you will be charged for it.
- \* Water usage can be higher before and after a storm due to filling containers up ahead of time and also by extra cleaning afterward.

**Customer Service - 466-1600, ext. 3900**