

Making a  
**DIFFERENCE**  
THROUGH CONSERVATION



**2009 ANNUAL REPORT**



## DIRECTORS MESSAGE

2009 was a difficult year for all of us. High wholesale power costs kept our power bills higher than average and the deep recession continued to hit our area hard throughout the year.

Early in the year, we sought customer opinions on our performance as your utility provider. We brought in the Florida Survey Research Center of the University of Florida to conduct a survey of our residential and commercial customers. The results of the survey were not surprising. Our customers are very satisfied with our customer service and the quality and reliability of our utility services. They are not satisfied with our rates, particularly the electric rates.

Ever since the surge in wholesale power costs, our staff has been vigilant in lowering the costs that we can control. We have slashed our capital budget from \$48.2 million in 2008 to \$18.2 million this year by delaying growth-related projects and replacement of old facilities and equipment. Additionally, we have steadily reduced our operation and maintenance budgets by 3 to 4 percent per year, despite the rising cost of materials, services and chemicals needed to provide utility services.

On the wholesale power side, FPUA staff is working closely with other member utilities of the Florida Municipal Power Agency (FMPA) to return wholesale power costs to a competitive level. The fuel hedging policies that were largely responsible for sustaining the high wholesale power costs in 2009 have been suspended, and policies are being developed that will prevent that from happening in the future. We are also active in FMPA's Business Model Working Group that is looking at all aspects of FMPA's business model with the goals of improving efficiency and lowering costs.

Throughout 2009, we encouraged and helped our customers to conserve power and water to lower their bills. With funding from the Fort Pierce Redevelopment Agency, our staff made 230 homes more energy and water efficient by adding insulation, sealing air leaks, replacing broken windows, servicing air conditioners and ducts, replacing incandescent lights with compact fluorescents, installing water saving devices and repairing water leaks. Utility consumption data for the first 112 homes showed significant savings per customer. We also distributed over \$90,000 in rebates to our customers for Energy Star appliances and home insulation that will help reduce electric consumption. These programs were suspended recently, but will be resumed as soon as additional funding can be obtained.

Our Customer Service Department provides a wealth of power and water conservation tips that you can use to lower your utility bills. These tips are available in the Customer Service Lobby, on our web site at [www.fpu.com](http://www.fpu.com), or by calling 466-1600.

William G. Thiess P.E., Director of Utilities

# Get weatherized

## THE PROGRAM with FPRA

In an effort to address high utility bills, FPUA in conjunction with the City of Fort Pierce Redevelopment Agency (FPRA) joined together to offer weatherization to low-income customers. This program was designed to educate and assist low-income customers with lowering their utility bill. By having a weatherized home, families are able to permanently reduce their energy bill by being energy efficient. In addition to the home improvements, rebates were available for approved Energy Star appliances. This program is temporarily suspended, but will resume when additional funds are available.

## HOW IT WORKS

Applicants must complete an application, meet specific income guidelines and live within the FPRA service boundary. Once approved, the customer is given a FREE room by room inspection of their home. After the inspection, a customized utility savings plan is designed. The plan may include the following improvements: insulation, caulking, weather-stripping, low-flow showerheads, programmable thermostat, air conditioner inspection and other miscellaneous repairs. Renters and homeowners are eligible. If a customer was not eligible for this program, they were offered a Home Utility Conservation Inspection. This inspection costs the customer \$25, and FPUA pays \$75.

*Real Results.*

**230 HOMES WEATHERIZED**

**Electric Savings**  
**\$2,314 or 12%**  
ANNUAL SAVINGS

**Water Savings**  
**\$563 or 7%**  
ANNUAL SAVINGS



## Rebates offered THROUGH FPRA TEMPORARILY SUSPENDED

1. Residential Air Conditioning Rebate (up to \$2,100)  
**TOTAL REBATE DISTRIBUTION= \$13,545**
2. Energy Star Room Air Conditioner Rebate (\$75 Rebate)  
**TOTAL REBATE DISTRIBUTION= \$0**
3. Energy Star Clothes Washer Rebate – (\$100 Rebate)  
**TOTAL REBATE DISTRIBUTION= \$400**
4. New or Added Insulation Rebate – (up to \$400 Rebate)  
**TOTAL REBATE DISTRIBUTION= \$972**
5. Energy Star Programmable Thermostat Rebate- (\$25 Rebate)  
**TOTAL REBATE DISTRIBUTION= \$25**
6. Energy Star Refrigerator Rebate – (\$175 Rebate)  
**TOTAL REBATE DISTRIBUTION= \$525**
7. Solar Hot Water Heater Rebate – (\$450 Rebate)  
**TOTAL REBATE DISTRIBUTION= \$0**

**\$15,467**

**REBATE\$ with FPRA**

# Weatherization TESTIMONIALS

*I would like to thank them for everything they did for me. **S. Robinson***

*All 3 contractors were great. They all came and did the work. Thank you for everything. **A. Rodriguez***

*Mr. Richard was very efficient with explaining what was to be done and what was to be expected. **L. Small***

*This program made me more aware of the issues and I'm pleased with the service. **M. Stevens***

*The experience was very nice. It is the first time I received help from anyone and I am extremely grateful. **C. Stubblebine***

*I was educated about how to help lower my bill and I appreciate that because someone actually took the time out to teach me. Thanks **C. Washington***

*Thank you for your help and suggestions. **B. Wasser***

*By living on a fixed income I have to make sure I spend as wisely as possible, so when my utility bill kept going upward I knew I had to do something. I'm so happy for the weatherization program. The inspectors and repairmen that came to my home were very helpful and they helped me lower my utility bill. **M. Donovan***

*I am very pleased with the work. **R. Robinson***

*Thank you FPUA for all the service that I have gotten from FPUA. May God bless you all. Thank you. – **N. Anderson***

*I am very pleased at what this program is doing for the community. **L. Boatwright***

*I would like to thank whoever is responsible for this program. At a time like this with the economy so bad, this is a very good program to help lower bills. **M. Booth***

*This program was helpful for me and my family as far as saving energy. **A. Brown***

*I was very pleased with everything they did to my house. They really did a nice job. I really needed it and thanks again. **L. Chester***

*I was very surprised with the wealth of knowledge of information received. I really appreciate the assistance. **J. Dixon***

*The program met my expectations. Thank you very much. **M. George***

*This is a God sent program. Thanks to all who were there to help me. **S. Hall***

*Thanks you all for the work that was done... because my bill was out of sight. **S. Johnson***

*I like the way they improved my window pane, hot water heater, doors and shower. They did a great job. Thanks to everyone. **J. Jones***

*We are very grateful for the services that FPUA did for us in our home. It was much needed. **T. Jones***

*The men that were sent to my home were very courteous and they knew their job. I am pleased. **C. Kitt.***

*Thank you very much. Our light bill went down by almost \$100. **S. Lihfred***

*This program exceeded my expectations. I am truly grateful for everything. Thank you sincerely. **M. Murray***

*Yes I really appreciate the weatherization program and how they reached out to the community and responded in a timely manner with their efforts and expertise to bring my house up to standard. God bless you all. **I. Paul.***

*Thanks to the weatherization program we feel very happy again. Thank you. **C. Raya***

# conservation PARTNERSHIP

## THE PROGRAM with FMPA

FPUA partnered with Florida Municipal Power Agency (FMPA), our wholesale provider, to provide additional funds for our energy efficiency rebate and education program. The funds were used to expand the FPRA rebate program to all customers, to create a conservation DVD, create an education center in our Customer Service Lobby and to offer FREE-online energy audits. Copies of the conservation DVD are available in Customer Service Lobby located at 206 S. 6th Street or on our website at [www.fpu.com](http://www.fpu.com).

*This program is temporarily suspended, but will resume when additional funding is obtained*

# \$78,293

## REBATE\$ with FMPA

click here to

# LEARN HOW TO

# \$AVE MONEY

# watch the

VIDEO

[Click Here](#)



VISIT OUR  
**Education**  
**CENTER** ➔

LEARN HOW TO:  
**Read your electric, water, and gas meter(s)**



Located in the FPUA Customer Service Lobby

# Low Cost CONSERVATION Tips



## HEATING AND COOLING

According to the U.S. Department of Energy, heating and cooling use more energy and drain more energy dollars than any other system in your home. Heating and cooling equates to about 43% of your energy bill. Listed below are some tips on how to save energy dollars.

- Set your thermostat to 78° or above in the summer and 68° or below in the winter. Use a programmable thermostat. You can save as much as 10% a year by simply turning your thermostat back 10% to 15% for 8 hours a day
- Clean or replace air conditioner filters at least once a month. More frequently if you have pets.
- Buy energy-efficient products when you purchase new heating and cooling equipment.
- Have your air conditioner serviced annually to ensure greatest efficiency.
- When purchasing a new air conditioner, look for Seasonal Energy Efficiency Ratio (SEER) of 14 or more.

## INSULATION & SEALING LEAKS

Adding insulation and sealing leaks are fast and cost-effective ways to reduce energy consumption and make the most of energy dollars. To find out if you have enough attic insulation, measure the thickness of the insulation. If it is less than R-30, which is 11 inches of fiber glass or 8 inches of cellulose, you could probably benefit by adding more. Most Florida homes should have between R-30 and R-60 insulation in the attic, according to the U.S. Department of Energy.

- Caulk and seal leaks where plumbing, ducting or electrical wiring penetrates through walls.
- Use foam sealant around larger gaps and around windows.
- Caulk and weatherstrip doors and windows that leak air.



MORE  
TIPS →



## WATER HEATING

According to the U.S. Department of Energy, water heating is the third largest energy expense and accounts for 12% of your energy bill.

- Install aerating, low-flow faucets and showerheads.
- Repair leaky faucets and showerheads.
- Lower the thermostat on your water heater to 120°.
- Insulate your hot-water tank and the first 6 feet of hot and cold water pipes connected to the water heater.
- Purchase an ENERGY STAR efficient water heater or consider a natural gas or tankless water heater.



## WINDOWS

Windows account for 10% to 25% of your heating bill. During the summer, the air conditioner must work harder to cool hot air from sunny windows.

- Install white window shades, drapes or blinds to reflect heat away from the house.
- Close curtains on south and west facing windows.
- Apply sun control or other reflective films on south facing windows to reduce solar gain.
- When purchasing new windows, purchase high-performance windows. These may have two or more panes of glass which will keep heat inside during the winter and outside during the summer.



## APPLIANCES

Appliances account for about 17% of your household's energy consumption, with refrigerators, clothes washers, and clothes dryers at the top of the consumption list. When purchasing new appliances, purchase ENERGY STAR rated appliances. ENERGY STAR products usually exceed minimum federal standards by a substantial amount.

- Unplug unnecessary appliances when not in use.
- Wash your clothes in cold water using cold-water detergents whenever possible.
- Wash and dry full loads.



## LIGHTING

Lighting equates to approximately 11% of your utility bill. Compact fluorescent lights (CFLs) can reduce your lighting expenses by 50% to 70%.

- Use ENERGY STAR rated CFLs. They are more efficient and last 6 to 12 times longer than incandescent bulbs.
- Controls such as timers and photo cells save electricity by turning lights off when not in use. Dimmers save electricity when used to lower light levels.

# You Spoke, WE LISTENED

In February, the Florida Survey Research Group of the University of Florida conducted a survey of FPUA's residential and commercial customers. The survey was specifically designed to obtain information about the customers' opinions on FPUA's utility services, customer service utility bills, special programs and services, energy conservation and FPUA as a company.

The survey was based on 400 randomly selected residential utility customers with a sampling error of +/-5% at a 95% confidence level and 200 randomly selected commercial customers with a sampling error +/-6.6% and a confidence level of 96%. Customers were specifically asked about their perception of the cost, value, quality, reliability and overall satisfaction with FPUA's utility services (electricity, water, natural gas and wastewater). The use of and satisfaction with FPUA customer service in the main lobby, at off-site payment centers, and in the field; perceptions, understanding, and payment of utility bills and any problems with utility bills; methods of receiving information from FPUA; awareness of, use of, and satisfaction with special programs and services; participation in energy conservation; and overall perceptions of FPUA as a company.

This survey will serve as a basis for all other customer service surveys. FPUA anticipates conducting customer service surveys every 2-3 years.

## Survey HIGHLIGHTS

- Interactions with FPUA field personnel are consistently rated as high quality.
- There is a high level of dissatisfaction with the cost of utilities, especially the cost of electricity.
- The majority of customers gave the field service employee high ratings.
- The majority of customers considered FPUA employees to be courteous, knowledgeable and professional.
- Customers preferred to receive important information and news from FPUA via the bill inserts.
- Most customers found the bills easy to understand and felt they were accurate.
- There is a low awareness of the Automated Customer Information System.
- The survey indicated that many customers were unaware of Project Care - a program funded by FPUA employees and customers to assist low income customers with utility bill payments. This program is administered by Mustard Seed Ministries.
- Many customers indicated they were unaware of budget billing. This service, levels out seasonal highs and lows and removes the month-to-month fluctuations caused by changing usage and other factors. Budget billing can be particularly helpful to households on fixed incomes.
- Commercial and residential customers were aware of energy conservation methods; however, they wanted to know more.

INDEPENDENT STUDY INDEPENDENT STUDY INDEPENDENT STU

How we  
**LISTENED** →  
By Department



# Quality Water.

Quality Water.

## Water RECLAMATION department

The Water Reclamation Facility and Wastewater Collections Department, which is responsible for system-wide treatment of wastewater and the city's waste collection system, including lift stations and force mains operate efficiently, reduced costs by:

- Designing and constructed a sodium hypochlorite system for a savings of \$100,000.
- Redistributing personnel duties at the Island Reclamation Facility for an approximate savings of \$98,000.
- Building an electronic data collection system out of the existing Supervisory Control and Data Acquisition (SCADA) program to relieve operations personnel for other duties, projected savings of \$60,000.
- Cancelling several maintenance contracts and delegating the projects to in-house personnel for an approximate savings of \$78,000.

## Water DISTRIBUTION department

The Water Distribution Department is responsible for providing customers with quality water for drinking, irrigation and fire protection. Cost saving measures that were implemented are:

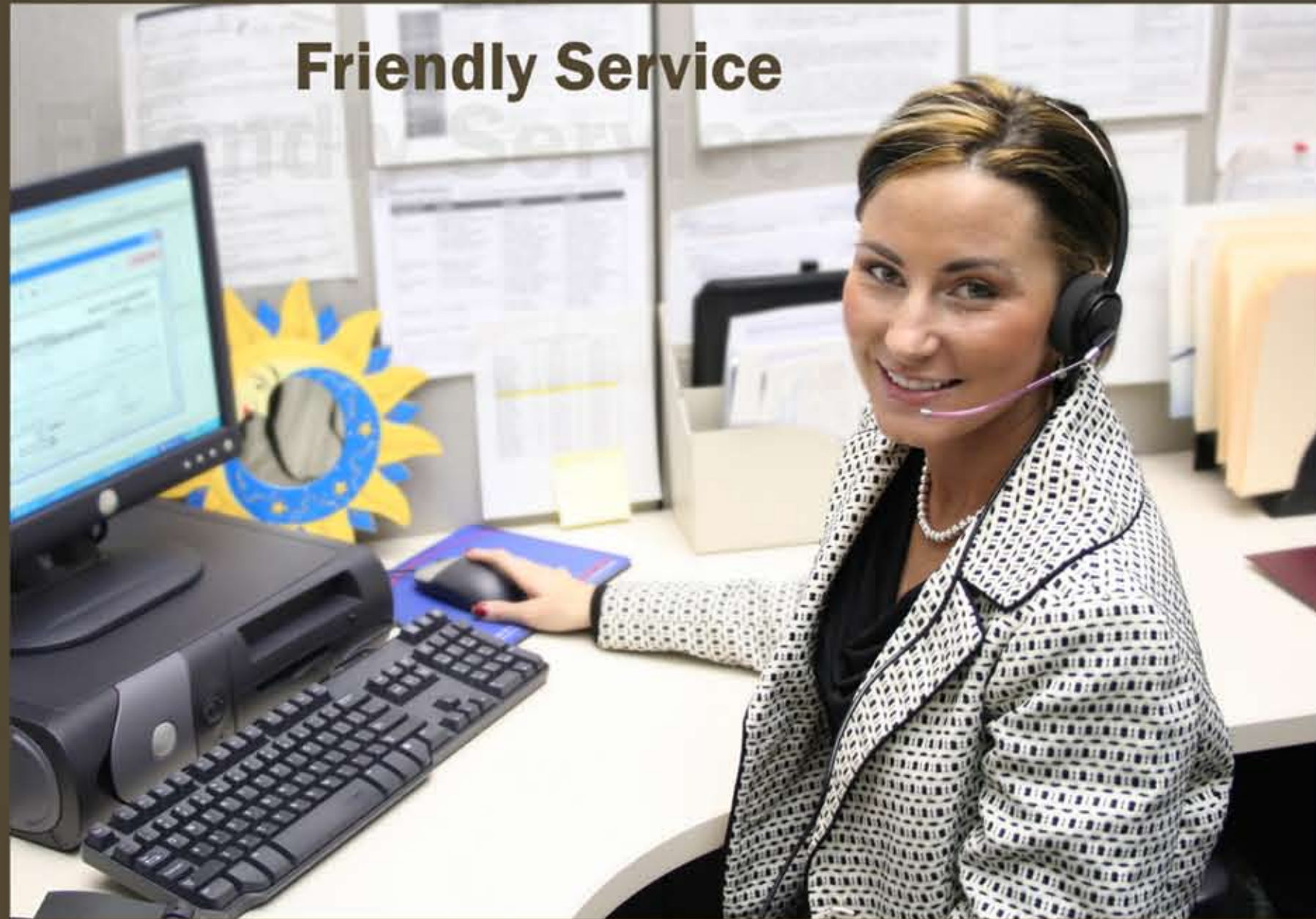
- Create a water distribution construction crew, which is responsible for repairing fire hydrants, restoring sidewalks, and patching streets for a savings of \$29,655 over a five-month period.
- Revamped the work schedule for standby crews, which resulted in reduced overtime and a savings of approximately \$11,900 over a nine-month period.

## Water RESOURCES department

The Water Resources Department, which is responsible for operations and maintenance of the well fields, raw water transmission mains, lime-softening and reverse osmosis drinking water treatment plants storage and re-pump facilities, and the bacteriological monitoring program, reduced costs by:

- Reconfiguring the reverse osmosis odor control system to optimize performance and reduce chemical expenses. This equated to an estimated savings of \$43,000.
- Replacing the hydrofluosilicic acid tank through a grant for a savings of \$17,900.

## Friendly Service



## Information TECHNOLOGY systems

The Information Technology Services (ITS) department provides economically efficient computing, communications, and infrastructure to FPUA. In addition, its FPUAnet Communications (FPUAnet) division brings savings to other government agencies and businesses yielding net revenues to FPUA, which offset some of the costs associated with providing utilities. Therefore, ITS, with its FPUAnet division, is one of the few growing units of FPUA. Cost savings realized include:

- Reduction in communications costs by disconnecting circuits and using FPUA infrastructure for a savings of \$25,300.
- Reduction in communications costs by using state contracted services for long distance calls totaling \$28,800 annual savings.
- Added 33 new FPUAnet Communications services totaling nearly \$14,000 per month in revenue.
- Implemented more stringent review process which decreased technology purchases by \$120,000 annually.

## Customer SERVICE department

Customer Service is responsible for providing outstanding service to customers, both internally and externally. They reduced costs and responded to the survey by implementing the following:

- Reduced overtime by changing the lobby and call center hours, and moved training from overtime to regular time for a savings of \$16,000
- Implemented customer net metering rates and service.
- Moved bill printing and mailing from out-sourced to in-house for a savings of approximately \$20,000.
- Improved delivery of mail to customers due to incorrect or incomplete mailing addresses.

## FPUA COMMUNICATIONS department

In response to the survey the Communications Department, began a campaign to increase customer's awareness of FPUA's conservation and weatherization programs. The campaign consisted of bill inserts, radio advertising, and establishing a speaker's bureau to speak at homeowners' meetings, schools and special interest groups on conservation and weatherization. There was also an increased effort to promote volunteerism and community outreach.



# Reliable Service

## **FPUA** **ENGINEERING** Water, Wastewater and Gas

Water, Wastewater and Gas Engineering Department is responsible for engineering, design, permitting, inspection and construction management associated with expansions, repairs and upgrades of FPUA's Water Reclamation Facility, Water Treatment Plant, Water Distribution System, Gas Distribution System, and Wastewater Collection System. They reduced costs by:

- Receiving a \$780,000 grant from FEMA for storm hardening of Lift Station A and the Island Water Reclamation Facility.
- Developing a manhole assessment program which utilizes automated routing and electronic input of site investigation findings, for an approximate savings of \$50,000.
- Changing procedures for developer projects, which decreased the necessity for the warehouse to stock products. The specific savings is undetermined.

## **Electric** **TRANSMISSION** and distribution

Electric Transmission and Distribution is responsible for the operations, construction, and maintenance of the electrical system in order to provide safe, timely, and reliable service. They worked to control costs by:

- Holding open the position of Special Services Supervisor saving \$86,883.
- Holding open the position of Electric Line Specialist saving \$83,577.
- Deferred purchase of equipment for a savings of approximately \$370,000.

## **Electric** **ENGINEERING** department

The electric engineering department is responsible for FPUA's design, permitting, inspection, and construction management associated with expansions, repairs and upgrades of FPUA's Electric Transmission, Distribution, and Substation systems.They worked to control costs by:

- Reducing staff (through attrition) by 25% for an approximate savings of \$80,000.
- Developing computer databases and modernizing procedures to streamline processes and control expenses for and estimated savings of \$42,000.
- Managed in-house team for system wide inspection, data collection, and pole tagging for and estimated savings of \$50,000.

# Involvement in our **COMMUNITY**

FPUA's communications mission is to promote FPUA as a community partner who cares about enhancing the quality of life in Fort Pierce through active community participation and volunteerism. Last year, we strived to meet this mission by participating in blood drives, United Way's Day of Caring, monthly food drives, Oxbow's Earth Day Celebration, Nature Fest and civic sponsorships, to name a few.



Public  
**POWER WEEK**

# Community **INVOLVEMENT**



Blood  
**DRIVES**



Day of  
**CARING**



Food  
**DRIVES**

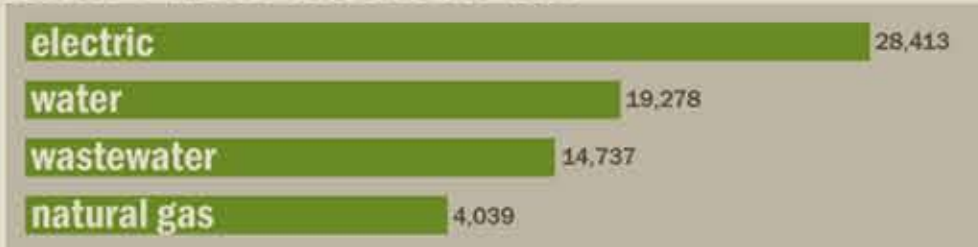
# Financial BREAKDOWN

FPUA's financial statements were audited by DiBartolomeo, McBee, Hartley & Barnes, a local firm of licensed certified public accountants. The independent audit provides a reasonable assurance that the financial statements are free of material misstatements.

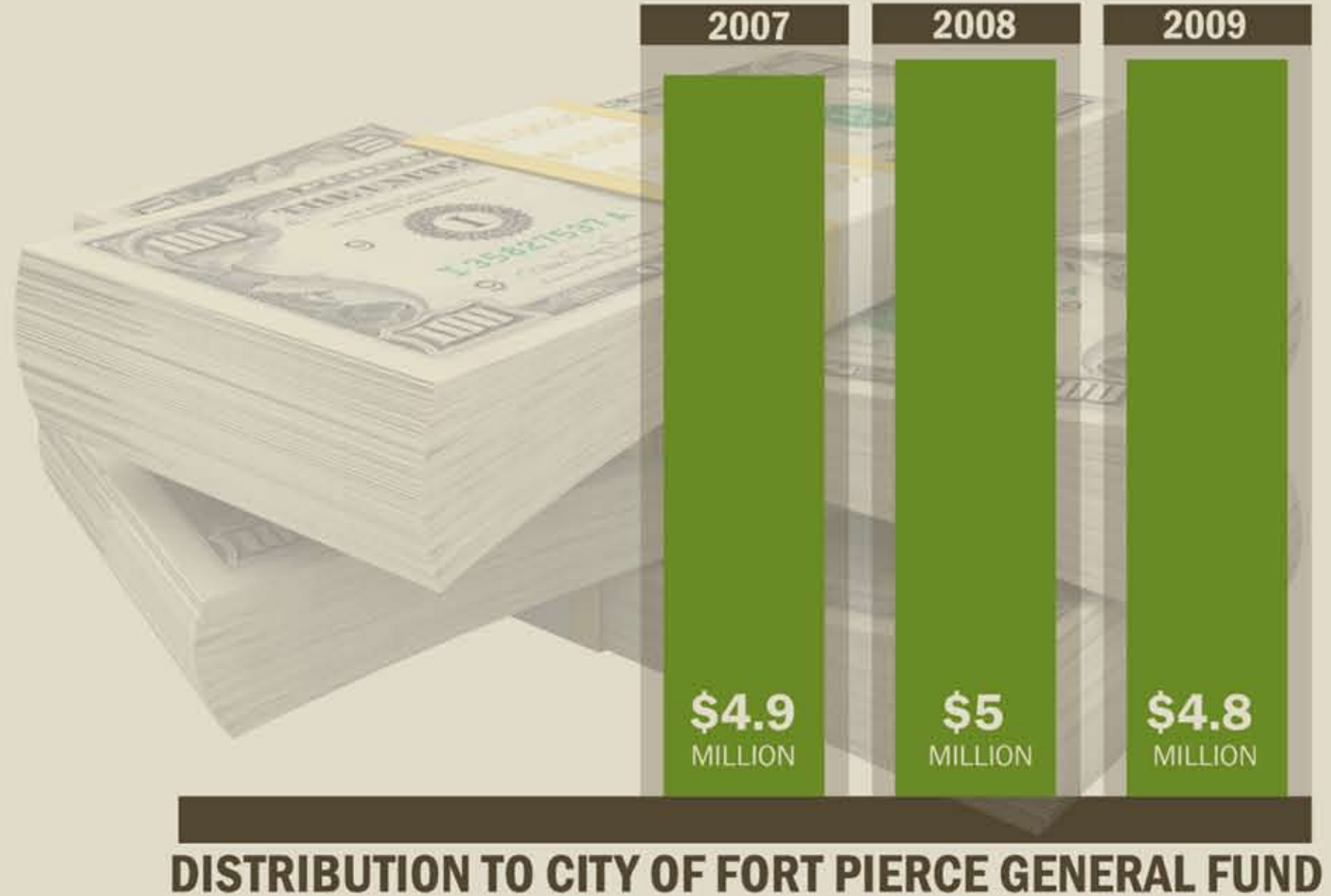
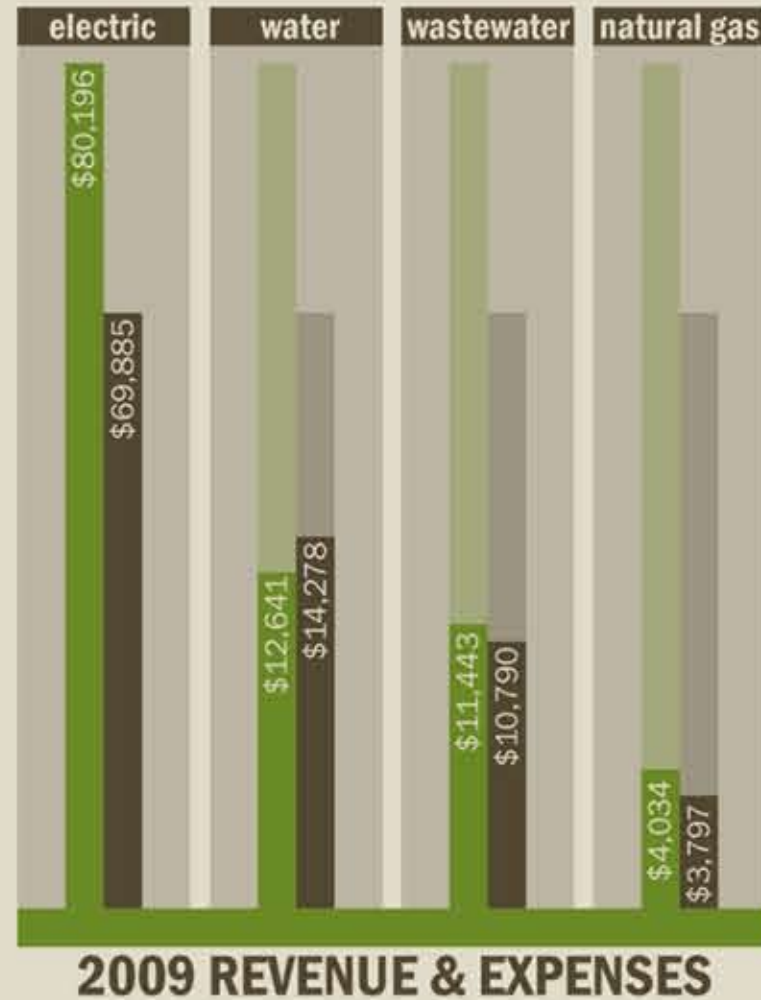
## Average RESIDENTIAL CUSTOMER'S BILL



## Average NUMBER OF CUSTOMERS



The full financial statements are available on [www.fpua.com](http://www.fpua.com) or by clicking here.



# Your 2009 BOARD MEMBERS



Back Row (Left to Right):  
Bill Thiess, Darrel Drummond,  
Tom Perona, Rupert Koblegard III  
Front Row (Left to right):  
Bob Benton III, Pamela Cully, Bob Summerhays

## Did you know?

Fort Pierce Utilities Authority's board members meet monthly on the first and third Tuesday at 4:00 pm. These meetings are open to the public and are located in the City of Fort Pierce City Hall - 100 N. US 1 in the Commissioners Chamber. The meetings are televised on Channel 27 FPTV and the minutes and agenda are available on [www.fpua.com](http://www.fpua.com).

**Darrell Drummond- Chairman**

CEO of Council on Aging and former City Commissioner

**Pamela Cully- Vice Chairman**

Former Marketing and Public Relations specialist

**Bob Summerhays- Secretary**

Certified Public Accountant

**Tom Perona- Deputy Secretary**

Entrepreneur

**Robert Benton III- City of Fort Pierce**

Mayor

**Bill Thiess**

Director of Utilities

**Rupert Koblegard III**

General Counsel

