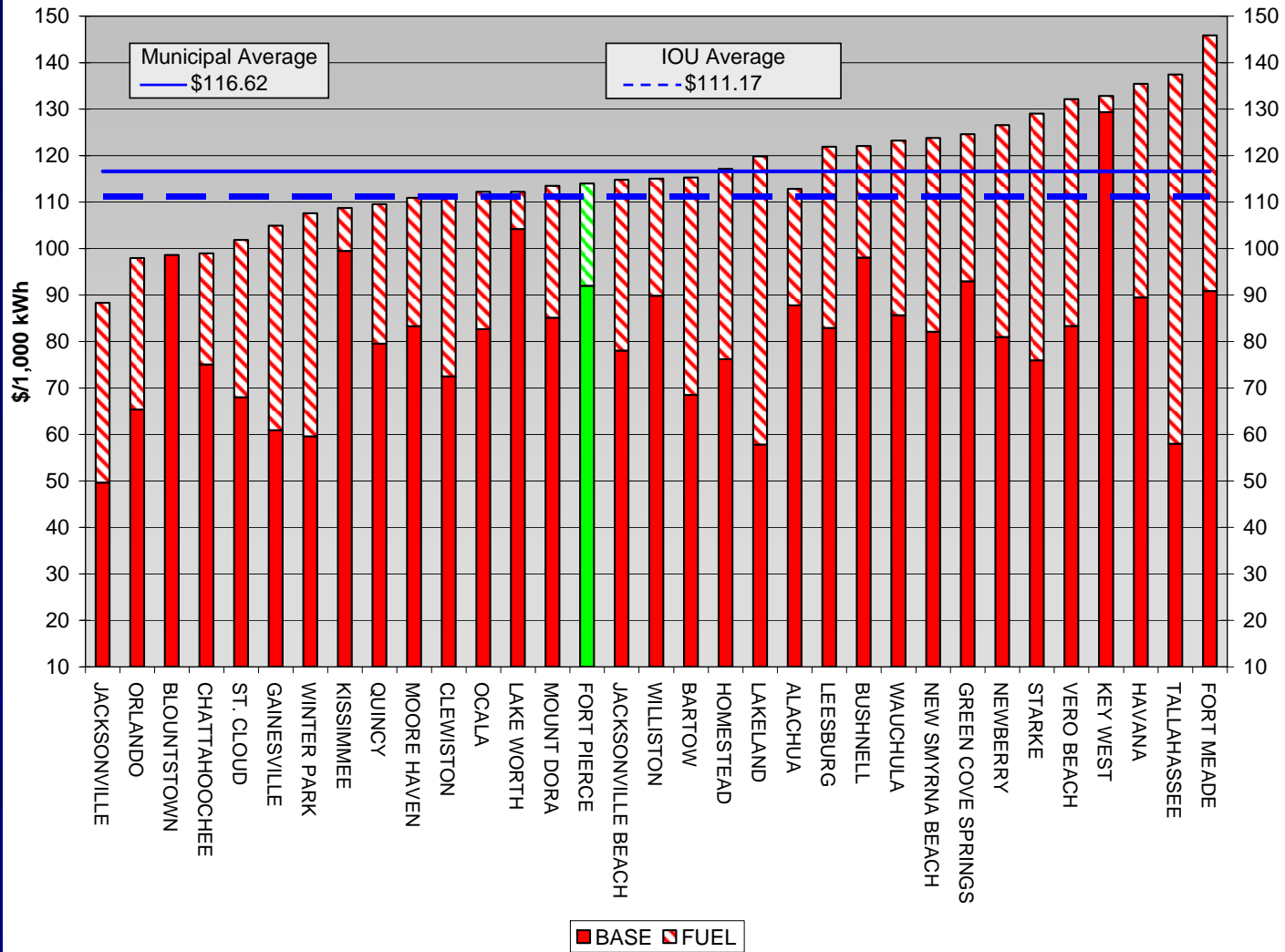


# FPUA Rate Comparisons and Utility Usage Profiles

# FPUA's Electric Rates Compared to Other Florida Utilities

## FMEA Electric Bill Comparison (1,000 kWh)- September 2007

PLEASE NOTE THAT 14 MUNICIPALITIES HAVE RATES LOWER THAN FPUA, BUT 18 HAVE RATES HIGHER THAN FPUA





# FPUA's Water and Wastewater Rates Compared to Other Utilities

**Comparison of Typical Residential Water and Wastewater Bills  
6,000 Average Monthly Gallons**

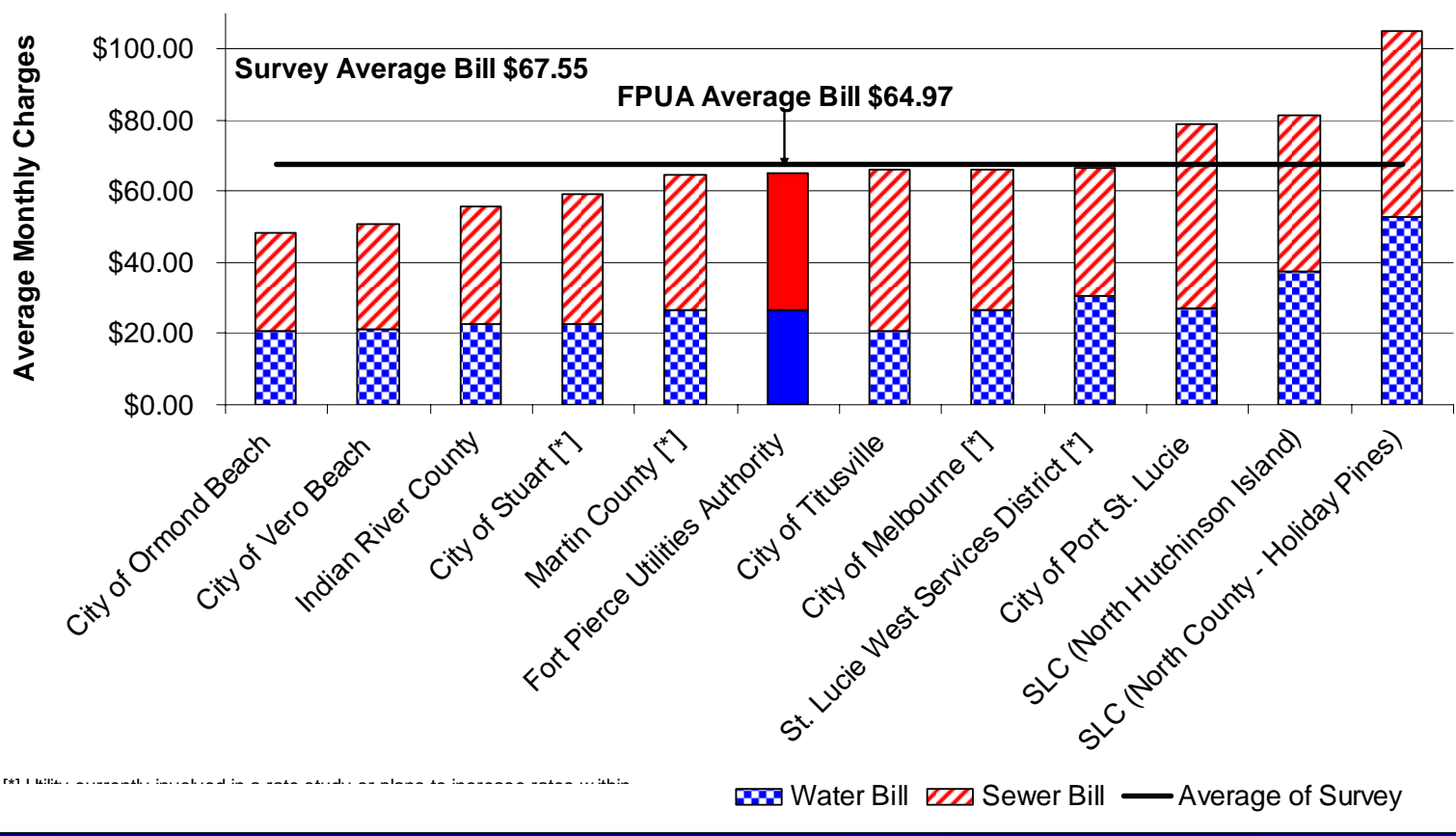


FIG 1. Utility companies included in a rate study as close to representative utilities

# FPUA's Rates Compared to Neighboring Utilities

| Utility       | Consumption      | September 2007 Total Utility Bill* |                      |                 |
|---------------|------------------|------------------------------------|----------------------|-----------------|
|               |                  | Fort Pierce                        | Port St. Lucie/FPL** | Vero Beach      |
| Electric      | 1,200 kwh        | \$147.06                           | \$138.53             | \$171.27        |
| Water         | 7,000 gal used   | \$32.04                            | \$32.68              | \$24.00         |
| Wastewater    | 7,000 gal billed | \$42.89                            | \$60.69              | \$32.29         |
| <b>Totals</b> |                  | <b>\$221.99</b>                    | <b>\$231.90</b>      | <b>\$227.56</b> |

\* Includes all taxes, fees and charges. Numbers are from actual utility bills for a home with average electric, water and sewer usage.

\*\* PSL electric provided by FPL. Many Port St. Lucie Utilities customers also pay an assessment on their tax bill for water and sewer service.

# FPUA's Average Bill for September 2007



Fort Pierce Utilities Authority  
 P.O. Box 3191  
 Fort Pierce, FL 34948-3191  
 www.fpu.com

A 1.5% penalty charge will apply to any unpaid portion of the Current Due if paid after the due date. See reverse side of this bill for more details. Copies of Customer Service Policies and Service Charges may be obtained in FPUA's lobby or at www.fpu.com. For questions about your bill, please call (772) 466-1600.

| Account Number  | Past Due | Current Due          | Total Due |
|-----------------|----------|----------------------|-----------|
| 72513000-203201 |          | 289.28<br>10/11/2007 | 289.28    |

PLEASE FILL IN TOTAL AMOUNT PAID

|                      |                      |                      |                      |                      |                      |                      |                      |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|

Dollars Cents

JANE DOE  
 1000 MAIN ST  
 FORT PIERCE, FL 34947

Make check(s) payable to FPUA in U.S. funds and mail with this portion in the enclosed envelope. If paying in person, bring this portion of the bill to FPUA's Business Office or Payment Locations.

FOLD ON PERFORATION BEFORE TEARING

BILL STATEMENT - CUSTOMER COPY - RETAIN THIS PORTION FOR YOUR RECORDS

|                       |                 |                                 |            |
|-----------------------|-----------------|---------------------------------|------------|
| Account Number        | 72513000-203201 | Date of Last Payment Received   | 10/01/2007 |
| Customer Name         | JANE DOE        | Amount of Last Payment Received | 359.66     |
| Service Address       | 1000 MAIN ST    | Date Meter(s) Read              | 09/24/2007 |
| Days in Billing Cycle | 32              | Bill Date                       | 09/26/2007 |

### SUMMARY OF CURRENT CHARGES

| Rate Code | Meter Number | Type | Meter Multiplier | Meter Reading             |                | Current Month's Usage |           | Monthly Customer Charge | Amount |
|-----------|--------------|------|------------------|---------------------------|----------------|-----------------------|-----------|-------------------------|--------|
|           |              |      |                  | Current Month             | Previous Month | This Year             | Last Year |                         |        |
| EL        | E34666       | R    | 1                | 45446                     | 44246          | 1200                  | 1598      | 5.77                    | 110.75 |
| WA        | W37401708    | R    | 1                | 592                       | 585            | 7                     | 6         | 10.44                   | 29.13  |
|           |              |      |                  | SEWER WITH WATER          |                |                       |           | 12.23                   | 42.89  |
| GS        | G56131       | R    | 1                | 6395                      | 6385           |                       | 10        | 10.00                   | 20.00  |
|           |              |      |                  | GARBAGE RESIDENTIAL       |                |                       |           |                         | 19.25  |
|           |              |      |                  | GARBAGE RECYCLING         |                |                       |           |                         | 2.70   |
|           |              |      |                  | POWER COST ADJUSTMENT     |                |                       |           |                         | 26.40  |
|           |              |      |                  | PURCHASED GAS ADJUSTMENT  |                |                       |           |                         | 5.08   |
|           |              |      |                  | LATE PAYMENT CHARGE       |                |                       |           |                         | 15.00  |
|           |              |      |                  | PENALTY CHARGE            |                |                       |           |                         | 4.72   |
|           |              |      |                  | ELEC GROSS RECEIPTS RESI  |                |                       |           |                         | 3.51   |
|           |              |      |                  | GAS GROSS RECEIPTS RESI   |                |                       |           |                         | 0.54   |
|           |              |      |                  | CITY UTILITY TAX ELECTRIC |                |                       |           |                         | 6.40   |
|           |              |      |                  | CITY UTILITY TAX WATER    |                |                       |           |                         | 2.91   |

\*\*\*\*\* Total current charges \*\*\*\*\* 289.28

Electric Total - \$147.06

Water Total - \$32.04

Sewer Total - \$42.89

Gas Total - \$25.62

All Utilities - \$247.61

Call 1-800-432-4770 before digging near or around gas meters  
 \*FPUA monthly customer charge now applies to vacant properties.\*  
 Dormant Status no longer offered. For garbage call 460-2200

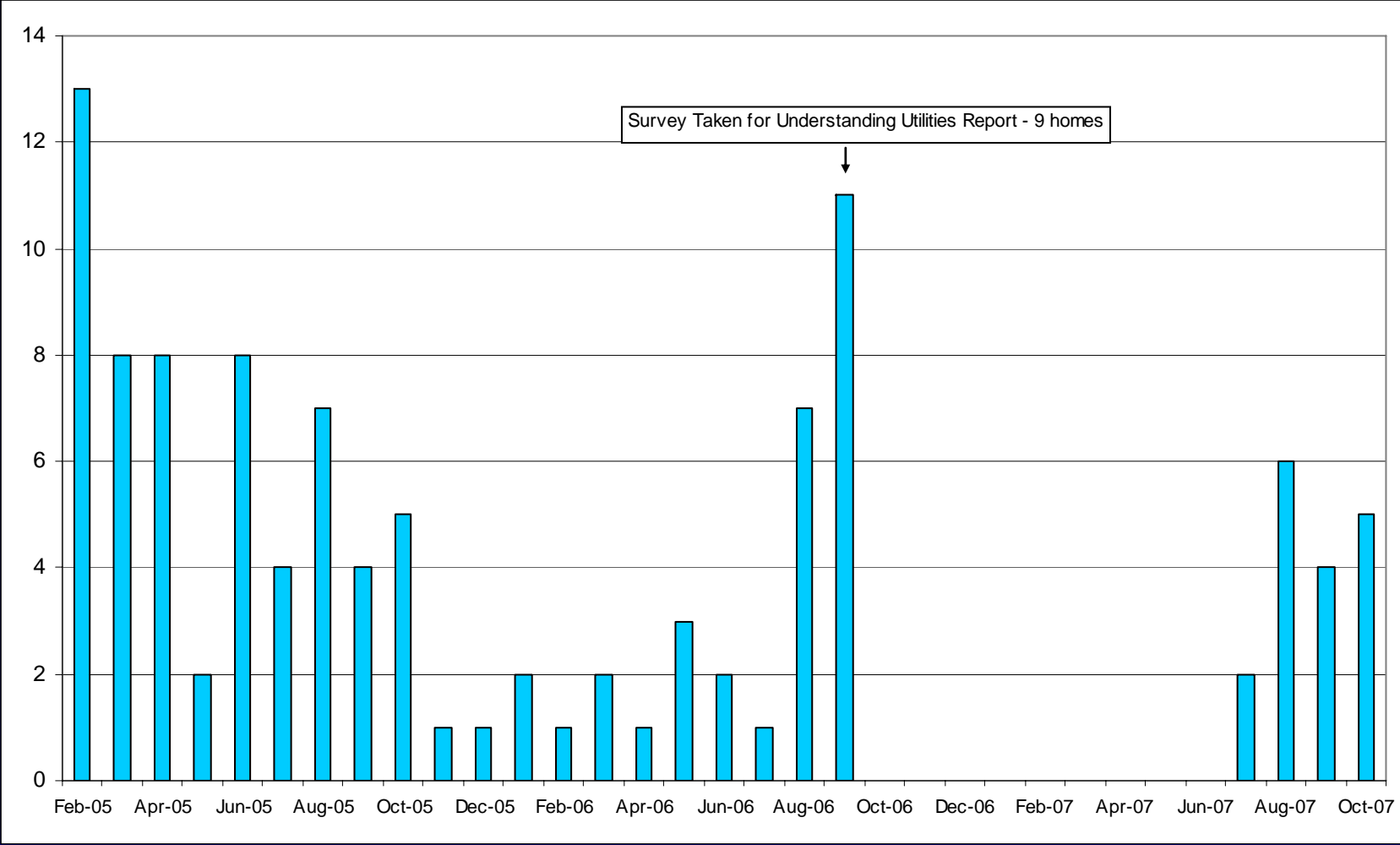


# What Has FPUA Done to Address Complaints?

Since October 2004 we have:


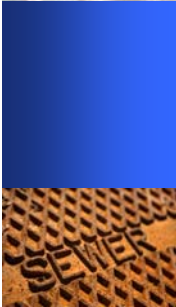




- Conducted residential home utility energy conservation surveys.
- Reduced all residential utility deposits (one time basis).
- Created Budget Billing, an optional billing program to reduce fluctuation of monthly payments.
- Hired outside, independent auditors to investigate complaints about estimated bills after the hurricanes. Results demonstrated that bills were estimated in a fair and equitable manner.
- Requested a peer review from outside utilities regarding our meter reading procedures and implemented the excellent suggestions.
- Created a marketing campaign to help raise money for *Project Care* which assists customers who have difficulty with monthly utility bill payments.
- Continued to offer payment plans.
- Created Utility Conservation Workshops to educate people on how to save money on their utility bills
- Conducted a home survey and meter reading audit for Concerned Citizens' Group

# Customer Use of FPUA's Home Energy Surveys









## FPUA's Public Information Efforts (11/2006 – 10/2007)

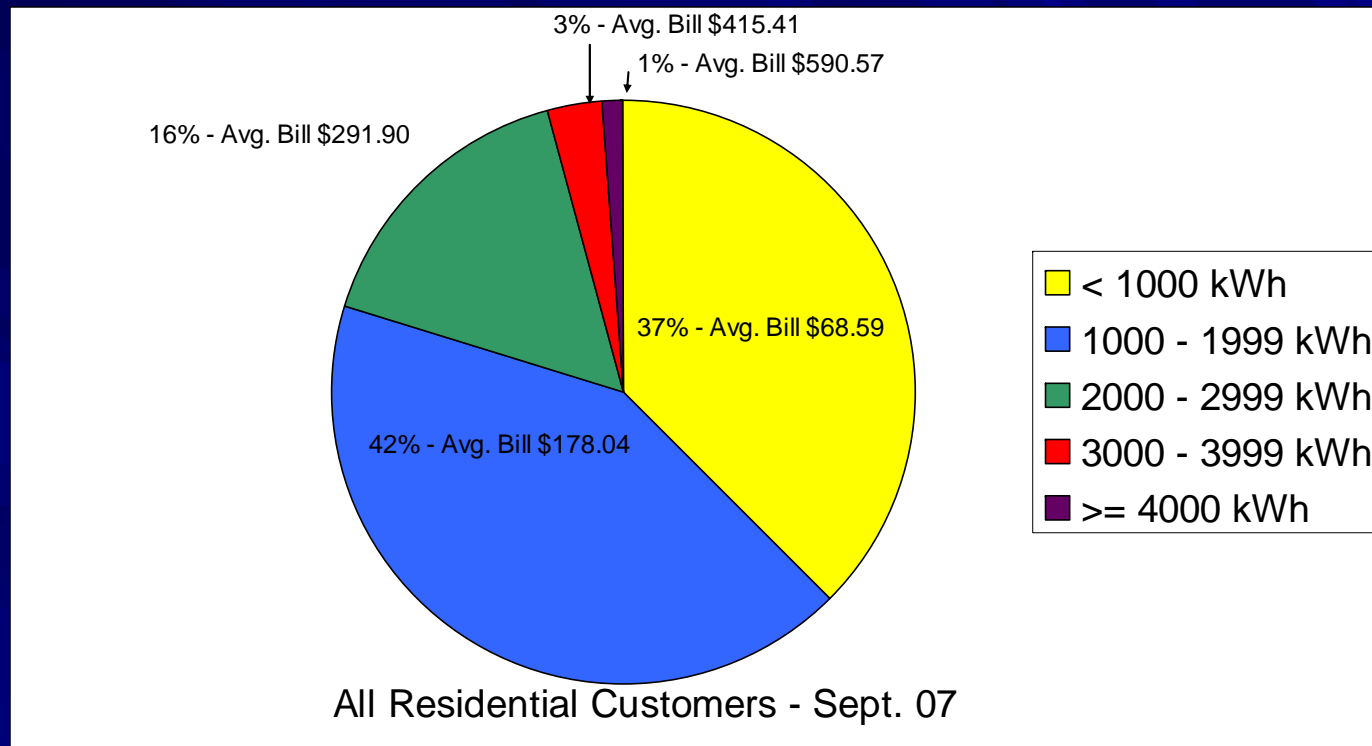
- 
- **Budget Billing** – 2,000 pamphlets, 25,000 billing inserts, 25,000 Utility Lines, 25,000 outer billing envelope, Website advertising, Exhibits in Lobby (8 weeks), print advertising (2 ads)
  - **Project Care** – 2,000 pamphlets, 25,000 billing inserts, 25,000 Utility Lines, 25,000 outer billing envelope, Website advertising, Exhibits in Lobby (94 weeks), Exhibits at Riverside Bank (94 weeks) , radio advertising (30 ads)
  - **Conservation** – 15,000 pamphlets, 150,000 Utility Lines, 50,000 outer billing envelope, Website advertising, Exhibits in Lobby (36 weeks), print advertising (8 ads), Workshops(2)
  - **Rates-** 2,000 pamphlets, Website advertising, Exhibits in Lobby (36 weeks), print advertising (6 ads), Workshops (3), Public Meetings (6), Community Forum
  - **Events-** Pilot Home Show (6 days), Radio Talk Show (3), Club Presentations (5)
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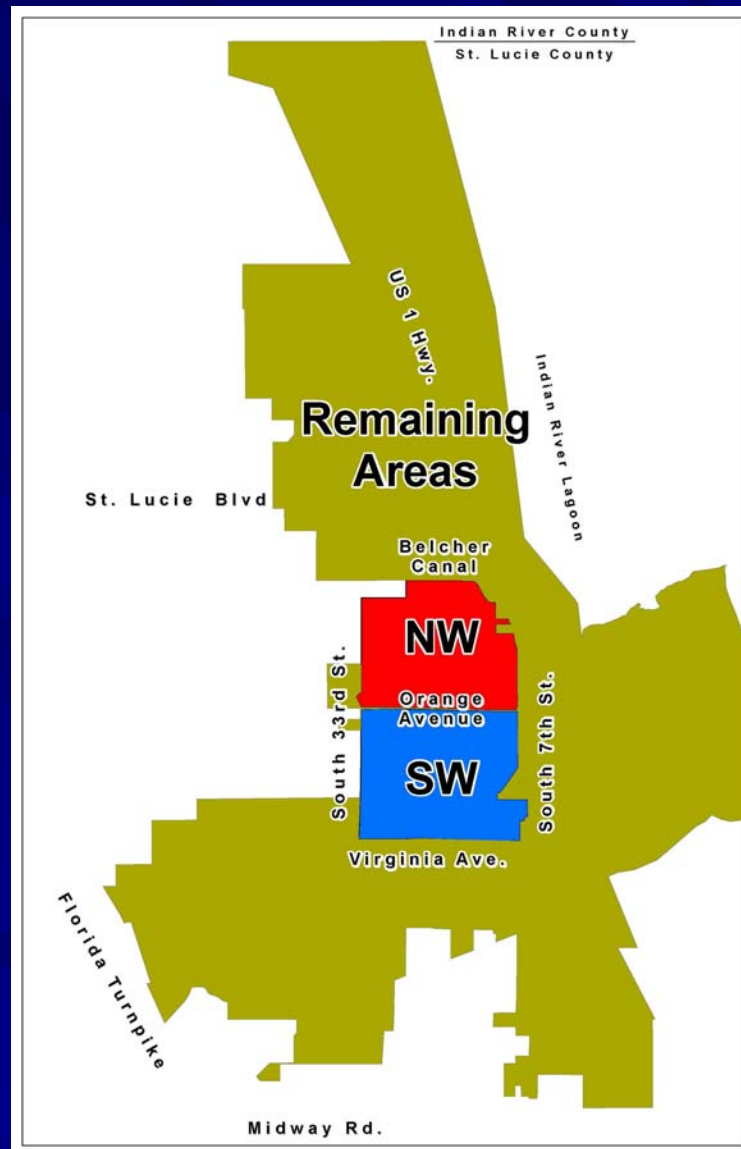
## FPUA's Comprehensive Utility Survey – September 2006

- 
- Study coordinated with Concerned Citizens Group and analyzed 9 “worst case” high utility bills
  - Average monthly bill for all utilities was \$321, included electric, water, sewer, gas, garbage
    - Average monthly electric bill was \$219 with average consumption at 2,166 kWh (incl. taxes & gross receipts)
  - Late payments added to cost in most cases
  - Highest bills in summer due to air conditioning
  - All meters were read properly
  - Conservation measures, such as minor low-cost repairs and weatherization, can significantly reduce bills.
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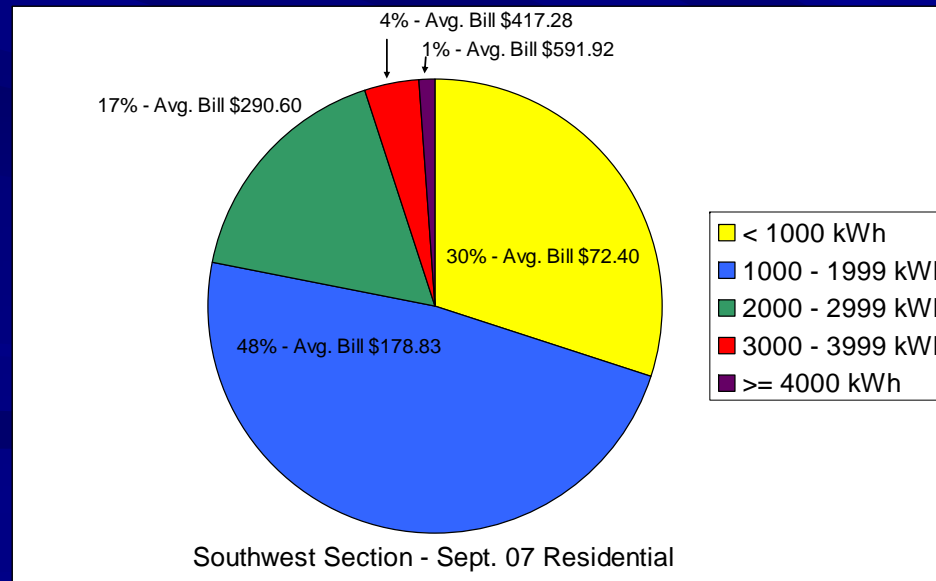
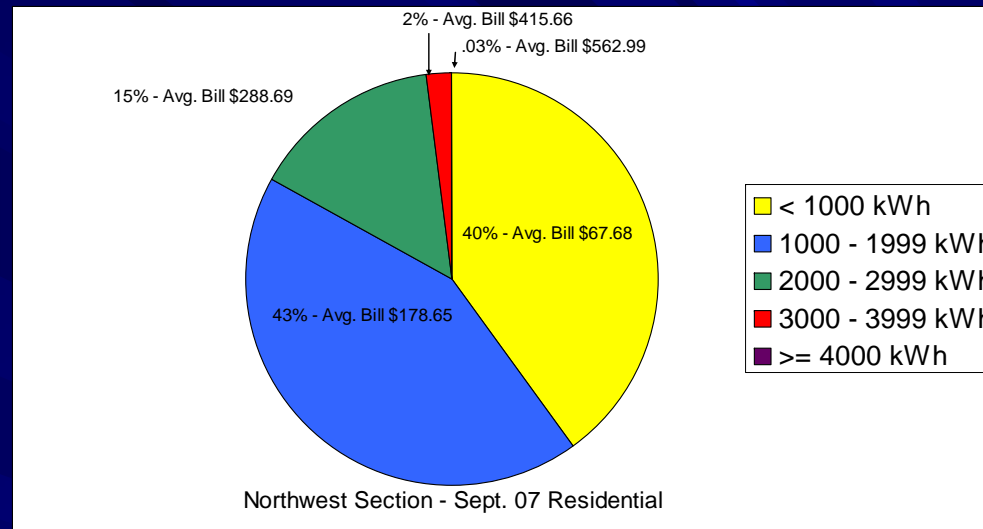
# Sept. 2007 Electric Consumption - Residential Customers



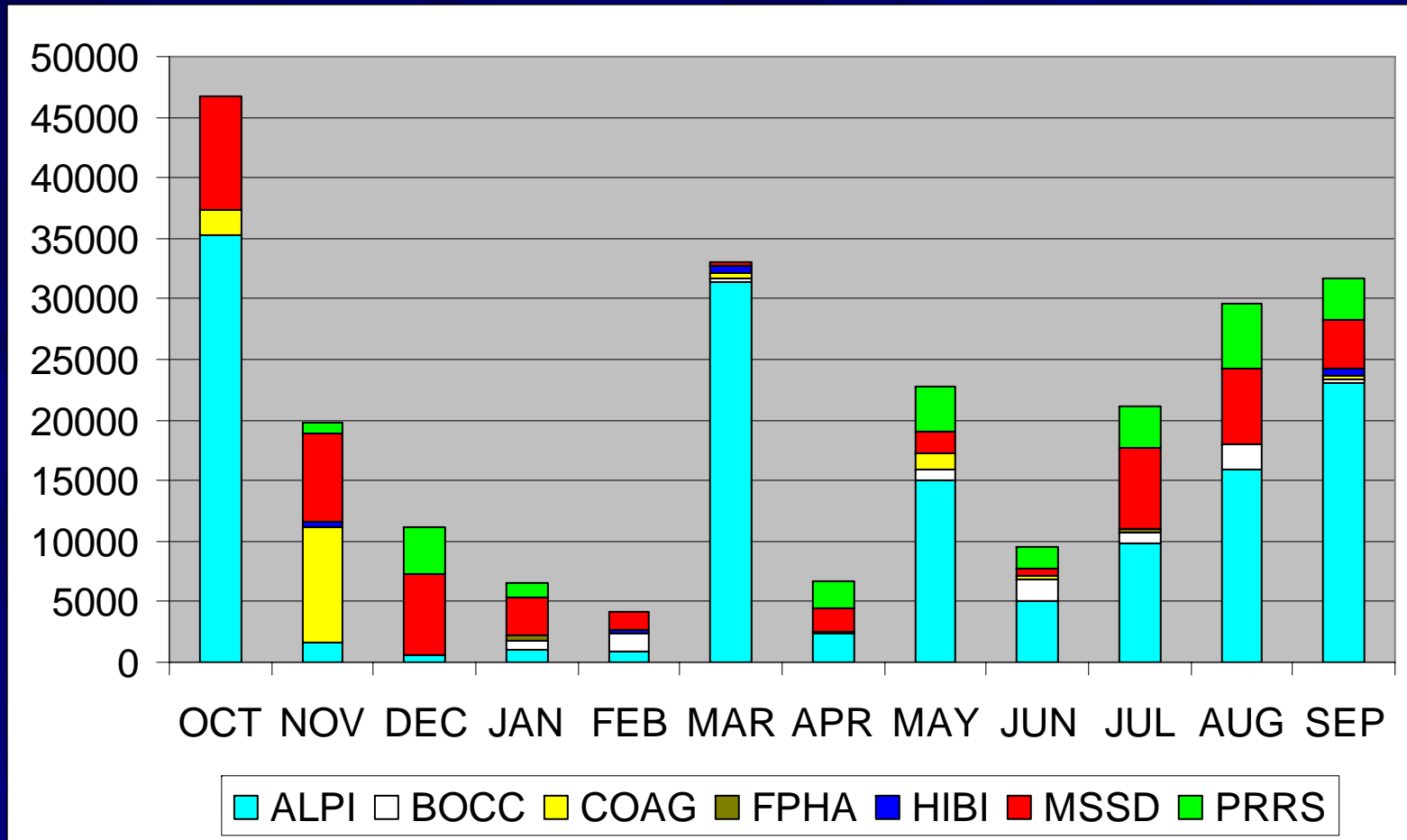
# September 2007 Electric Consumption Residential Customers in NW & SW Sections



# September 2007 Electric Consumption Residential






# Utility Payment Assistance for FPUA Customers FY 2007



ALPI -Agriculture and Labor, BOCC-St Lucie Co Board of Co Comm., COAG-Council on Aging, FPHA-Fort Pierce Housing Authority, HIBI-Hibiscus Children's Center, MSSD-Mustard Seed, PRRS-Project Response/Federal Housing



## Summary

- 
- **FPUA rates have been competitive, not high.**
  - **High bills stem from excessive consumption and, in some cases, late payments.**
  - **No-cost conservation measures and low-cost weatherization/repairs can significantly reduce consumption and utility bills. Customers with high bills need to recognize this.**
  - **FPUA can assist customers in lowering their bill.**
  - **Resident owners should take advantage of home utility surveys.**
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