



A  
GUIDE  
TO  
**UTILITY  
ASSISTANCE**  
IN  
**FLORIDA**



FLORIDA  
PUBLIC  
SERVICE  
COMMISSION

# Helping Electric Utility Customers in Need

During tough economic times, more families struggle to heat and cool their homes. Customers who are in a crisis situation and unable to pay their electric bills often call the Florida Public Service Commission (PSC) for assistance. The PSC regulates utilities under its jurisdiction and serves consumers in all utility regulatory matters. Fortunately, many Florida utilities have funds that help low-income individuals or families in crisis cover home energy needs. These funds—from corporate contributions, company employee donations, and customer contributions—are administered by local nonprofit and/or government agencies. This publication provides contact information for Florida’s electric utilities, so consumers can call them directly to tap into the large network of social-service organizations located in their service territories.



**2-1-1** connects you with trained and supportive professionals who can provide assistance and more information about public and private health and human services. To access information about free, confidential hotline programs, call 2-1-1. Visit their Web site at [www.florida211.org](http://www.florida211.org).



**Low Income Home Energy Assistance Program (LIHEAP)** assists low income households in meeting immediate home energy needs. The program provides grants directly to local county governments and non-profit agencies that then determine who will receive assistance. Applicants apply within the county they reside. For more information, call toll-free 1-877-352-3222. Visit their Web site at [www.floridacommunitydevelopment.org/liheap/index.cfm](http://www.floridacommunitydevelopment.org/liheap/index.cfm).



**The Emergency Home Energy Assistance for the Elderly Program (EHEAP)** assists low-income households, with at least one person age 60 and older, experiencing a home energy crisis. For more information on additional eligibility requirements, call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337). Visit their Web site at [www.elderaffairs.state.fl.us](http://www.elderaffairs.state.fl.us).



Emergency Food and Shelter Program (EFSP)

**The Emergency Food and Shelter Program** was created by Congress to help meet the needs of hungry and homeless people throughout the United States and its territories by allocating federal funds for the provision of food and shelter. Contact the Emergency Food and Shelter National Board Program at (703) 706-9660, or fax to (703) 706-9677. Visit their Web site at [www.fema.gov](http://www.fema.gov).



**Where to Find Help in Florida** provides an overview of the Florida Public Service Commission and an explanation of assistance available to consumers for utility-related issues. It also includes general information about the state’s electric and gas utilities and helpful conservation tips. For more information, call 1-800-342-3552. Visit their Web site at [www.floridapsc.com](http://www.floridapsc.com).

## Contact Information for Florida's Electric Utilities

Following is a list of Florida's electric companies with their contact information. Consumers should contact their electric utility to determine if it offers services for customers having difficulty paying their monthly bills.

### Investor-Owned Electric Companies

#### ***Florida Power & Light Company***

*P.O. Box 025576  
Miami, FL 33102  
[www.fpl.com](http://www.fpl.com)*

<b>Boca/Delray</b>	<b>(561) 994-8227</b>
<b>Bradenton</b>	<b>(941) 917-0708</b>
<b>Broward County</b>	<b>(954) 797-5000</b>
<b>Cocoa</b>	<b>(321) 723-7795</b>
<b>Daytona</b>	<b>(386) 252-1541</b>
<b>Ft. Myers</b>	<b>(239) 334-7754</b>
<b>Ft. Pierce</b>	<b>(772) 462-0555</b>
<b>Jupiter</b>	<b>(561) 697-8000</b>
<b>Miami-Dade County</b>	<b>(305) 442-8770</b>
<b>Melbourne</b>	<b>(321) 723-7795</b>
<b>Naples</b>	<b>(239) 262-1322</b>
<b>Punta Gorda</b>	<b>(941) 639-1106</b>
<b>Sarasota</b>	<b>(941) 917-0708</b>
<b>Stuart</b>	<b>(772) 287-5400</b>
<b>West Palm Beach</b>	<b>(561) 697-8000</b>
<b>Other Areas</b>	<b>(800) 226-3545</b>

#### ***Florida Public Utilities Company***

*401 S Dixie Hwy  
West Palm Beach, FL 33401  
[www.fpuc.com](http://www.fpuc.com)*

<b>Jackson County</b>	<b>(850) 526-6800</b>
<b>Liberty &amp; Calhoun Counties</b>	<b>(850) 674-4748</b>
<b>Fernandina Beach</b>	<b>(904) 261-3663</b>

#### ***Gulf Power Company***

*One Energy Place  
Pensacola, FL 32520  
[www.gulfpower.com](http://www.gulfpower.com)*

**(800) 225-5797**

#### ***Progress Energy Florida, Inc.***

*299 1st Ave N  
St. Petersburg, FL 33701  
[www.progress-energy.com](http://www.progress-energy.com)*

**(800) 700-8744 or**

<b>Pinellas County</b>	<b>(727) 443-2641</b>
<b>Orlando</b>	<b>(407) 629-1010</b>

#### ***Tampa Electric Company***

*P.O. Box 111  
Tampa, FL 33601-0111  
[www.tecoenergy.com](http://www.tecoenergy.com)*

<b>Hillsborough County</b>	<b>(813) 223-0800</b>
<b>Polk County</b>	<b>(863) 299-0800</b>
<b>Others</b>	<b>(888) 223-0800</b>

CONTACT INFORMATION

**Rural Electric Cooperatives**

***Central Florida  
Electric Cooperative, Inc.***

P.O. Box 9  
Chiefland, FL 32644  
[www.cfec.com](http://www.cfec.com)

**(800) 227-1302**

***Choctawhatchee  
Electric Cooperative, Inc.***

1350 W Baldwin Ave  
P.O. Box 512  
DeFuniak Springs, FL 32435  
[www.chelco.com](http://www.chelco.com)

**(800) 342-0990**

***Clay Electric Cooperative, Inc.***

P.O. Box 308  
225 West Walker Drive SR100  
Keystone Heights, FL 32656  
[www.clayelectric.com](http://www.clayelectric.com)

**(352) 473-8000**

***Escambia River  
Electric Cooperative, Inc.***

3425 Hwy 4  
Jay, FL 32565  
[www.erec.net](http://www.erec.net)

**(800) 235-3848**

***Florida Keys Electric  
Cooperative Association, Inc.***

P.O. Box 377  
Tavernier, FL 33070  
[www.fkec.com](http://www.fkec.com)

**(800) 858-8845**

***Glades Electric Cooperative, Inc.***

1190 US Hwy 27 E  
P.O. Box 519  
Moore Haven, FL 33471  
[www.gladesec.com](http://www.gladesec.com)

**Moore Haven (800) 226-4024**

**Lake Placid (800) 226-4025**

**Okeechobee (800) 226-4023**

***Gulf Coast  
Electric Cooperative, Inc.***

722 W Hwy 22  
P.O. Box 220  
Wewahitchka, FL 32465  
[www.gcec.com](http://www.gcec.com)

**(800) 333-9392**

***Lee County  
Electric Cooperative, Inc.***

4980 Bayline Dr  
North Ft. Myers, FL 33917  
[www.lcec.net](http://www.lcec.net)

**(800) 599-2356**

***Okefenoke Rural  
Electric Membership Corporation***

14384 Cleveland St  
P.O. Box 602  
Nahunta, GA 31553  
[www.oremc.com](http://www.oremc.com)

**(800) 262-5131**

***Peace River  
Electric Cooperative, Inc.***

P.O. Box 1310  
Wauchula, FL 33873-1310  
[www.preco.org](http://www.preco.org)

**(800) 282-3824**

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## CONTACT INFORMATION

### Rural Electric Cooperatives *continued*

#### ***PowerSouth Energy Cooperative***

2027 E Three Notch St  
Andalusia, AL 36421  
[www.powersouth.com](http://www.powersouth.com)

**(334) 427-3000**

#### ***Seminole Electric Cooperative, Inc.***

16313 N Dale Mabry Hwy  
Tampa, FL 33618  
[www.Seminole-electric.com](http://www.Seminole-electric.com)

**(813) 963-0994**

#### ***Sumter Electric Cooperative, Inc.***

330 S US Hwy 301  
Sumterville, FL 33585-0301  
[www.secoenergy.com](http://www.secoenergy.com)

<b>Citrus County</b>	<b>(352) 726-3944</b>
<b>Hernando County</b>	<b>(352) 521-5788</b>
<b>Pasco County</b>	<b>(352) 521-5788</b>
<b>Lake County</b>	<b>(352) 357-5600</b>
	<b>or (352) 429-2195</b>
<b>Marion County</b>	<b>(352) 237-4107</b>
	<b>or (352) 489-4390</b>
<b>Levy County</b>	<b>(352) 528-3644</b>
<b>Sumter County</b>	<b>(352) 793-3801</b>

#### ***Suwannee Valley Electric Cooperative, Inc.***

11340 100th St  
Live Oak, FL 32060  
[www.svec-coop.com](http://www.svec-coop.com)

**(800) 447-4509**

#### ***Talquin Electric Cooperative, Inc.***

1640 W Jefferson St  
Quincy, FL 32351  
[www.talquinelectric.com](http://www.talquinelectric.com)

**(888) 802-1832**

#### ***Tri-County Electric Cooperative, Inc.***

P.O. Box 208  
2862 W Hwy 90  
Madison, FL 32341  
[www.tcec.com](http://www.tcec.com)

**(850) 973-2285**

#### ***West Florida Electric Cooperative Association, Inc.***

P.O. Box 127  
Graceville, FL 32440  
[www.wfecanet](http://www.wfecanet)

**(800) 342-7400**

#### ***Withlacoochee River Electric Cooperative, Inc.***

14651 21st St  
Dade City, FL 33523  
[www.wrec.net](http://www.wrec.net)

**(352) 567-5133**

CONTACT INFORMATION

**Florida's Municipal Electric Utilities**

***City of Alachua***

P.O. Box 9  
Alachua, FL 32616-0009  
[utilities@cityofalachua.org](mailto:utilities@cityofalachua.org)

**(386) 462-1231**

***City of Bartow***

P.O. Box 1069  
Bartow, FL 33831-1069  
[www.cityofbartow.net](http://www.cityofbartow.net)

**(863) 534-0100**

***City of Blountstown***

20591 Central Ave W  
Blountstown, FL 32424-2103  
[www.blountstown.org](http://www.blountstown.org)

**(850) 674-5488**

***City of Bushnell***

P.O. Box 115  
Bushnell, FL 33513-0016  
[www.cityofbushnellfl.com](http://www.cityofbushnellfl.com)

**(352) 793-2591**

***City of Chattahoochee***

P.O. Box 188  
Chattahoochee, FL 32324-0188  
[www.cityofchattahoochee.com](http://www.cityofchattahoochee.com)

**(850) 663-4475**

***City of Clewiston***

141 Central Ave  
Clewiston, FL 33440-3701  
[www.clewiston-fl.gov](http://www.clewiston-fl.gov)

**(863) 983-1454**

***City of Fort Meade***

P.O. Box 856  
Fort Meade, FL 33841-0856  
[www.cityoffortmeade.com](http://www.cityoffortmeade.com)

**(863) 285-1100**

***Fort Pierce Utilities Authority***

P.O. Box 3191  
Fort Pierce, FL 34948-3191  
[www.fpu.com](http://www.fpu.com)

**(772) 466-1600**

***Gainesville Regional Utilities***

301 SE 4th Ave  
Gainesville, FL 32641  
[www.gru.com](http://www.gru.com)

**(352) 393-6840**

***City of Green Cove Springs  
Electric Utility***

229 Walnut St  
Green Cove Springs, FL 32043-3439  
[www.greencovesprings.com](http://www.greencovesprings.com)

**(904) 529-2200**

***Town of Havana***

P.O. Box 1068  
Havana, FL 32333-1068  
[www.townofhavana.com](http://www.townofhavana.com)

**(850) 539-2820**

***Homestead Energy Services***

790 N Homestead Blvd  
Homestead, FL 33030-6212  
[www.cityofhomestead.com](http://www.cityofhomestead.com)

**(305) 224-4802**

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CONTACT INFORMATION

**Florida's Municipal Electric Utilities** *continued*

***JEA***

21 W Church St  
Jacksonville, FL 32202  
[www.jea.com](http://www.jea.com)

**(904) 665-6000**

***Beaches Energy Services***

11 N 3rd St  
Jacksonville Beach, FL 32250  
[www.beachesenergy.com](http://www.beachesenergy.com)

**(904) 247-6248**

***Keys Energy Services***

1001 James St  
Key West, FL 33040  
[www.keysenergy.com](http://www.keysenergy.com)

**(305) 295-1088**

***Kissimmee Utility Authority***

P.O. Box 423219  
Kissimmee, FL 34742-3219  
[www.kua.com](http://www.kua.com)

**(407) 933-7777 ext. 2112**

***City of Lake Worth Utilities***

P.O. Box 404  
Lake Worth, FL 33460-0404  
[www.lakeworth.org](http://www.lakeworth.org)

**(561) 533-7375**

***Lakeland Electric***

501 E Lemon St  
Lakeland, Florida 33801-9881  
[www.lakelandelectric.com](http://www.lakelandelectric.com)

**(863) 834-1201**

***City of Leesburg***

P.O. Box 490630  
Leesburg, Florida 34749-0630  
[www.leesburgfl.gov](http://www.leesburgfl.gov)

**(352) 728-9820**

***City of Moore Haven***

P.O. Box 399  
Moore Haven, FL 33471-0399  
[www.moorehaven.net](http://www.moorehaven.net)

**(863) 946-0711**

***City of Mount Dora***

P.O. Box 176  
Mount Dora, FL 32756-0176  
[www.cl.mount-dora.fl.us](http://www.cl.mount-dora.fl.us)

**(352) 735-7105**

***New Smyrna Beach  
Utilities Commission***

P.O. Box 100  
New Smyrna Beach, FL 32170  
[www.ucnsb.net](http://www.ucnsb.net)

**(386) 424-3040**

***City of Newberry***

P.O. Box 369  
Newberry, FL 32669-0369  
[www.cityofnewberryfl.com](http://www.cityofnewberryfl.com)

**(352) 472-1537**

***Ocala Utility Services***

201 SE 3rd St  
Ocala, FL 34471  
[www.ocalafl.org](http://www.ocalafl.org)

**(352) 629-8431**

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## CONTACT INFORMATION

### Florida's Municipal Electric Utilities *continued*

#### ***Orlando Utilities Commission***

*P.O. Box 3193  
Orlando, FL 32802-3193  
[www.ouc.com](http://www.ouc.com)*

**(407) 434-2102**

#### ***City of Quincy***

*320 W Jefferson St  
Quincy, FL 32351-2328  
[www.myquincy.net/utilities](http://www.myquincy.net/utilities)*

**(850) 627-7681**

#### ***City of Starke***

*P.O. Drawer C  
Starke, FL 32091-1287  
[www.cityofstarke.org](http://www.cityofstarke.org)*

**(904) 964-5027**

#### ***City of Tallahassee***

*408 N Adams St  
Tallahassee, FL 32301  
[www.tal.gov.com](http://www.tal.gov.com)*

**(850) 891-8335**

**(850) 891-4YOU (4968)**

#### ***City of Vero Beach***

*P.O. Box 1389  
Vero Beach, FL 32961-1389  
[www.covb.org](http://www.covb.org)*

**(772) 978-5127**

#### ***City of Wauchula***

*P.O. Box 818  
Wauchula, FL 33873-0818  
[www.cityofwauchula.com](http://www.cityofwauchula.com)*

**(863) 773-3131**

#### ***City of Williston***

*P.O. Drawer 160  
Williston, FL 32696  
[www.willistonfl.com](http://www.willistonfl.com)*

**(352) 528-3060**

#### ***Reedy Creek Improvement District***

*1900 Hotel Plaza Blvd  
Lake Buena Vista, FL 32830  
[www.rcid.org](http://www.rcid.org)*

**(407) 838-2241**

#### ***City of St. Cloud***

*1300 9th St  
Building A, 1st Floor  
St. Cloud, FL 34769  
[www.stcloud.org](http://www.stcloud.org)*

**(407) 957-7373**

#### ***Winter Park Electric Utility***

*401 Park Ave S  
Winter Park, FL 32789  
[www.cityofwinterpark.org](http://www.cityofwinterpark.org)*

**(407) 599-3371**







If you have questions, you may call the  
Florida Public Service Commission's  
Division of Safety, Reliability and  
Consumer Assistance at  
**1-800-342-3552,**  
fax your questions to  
1-800-511-0809,  
or contact the FPSC via the  
following e-mail address:  
*contact@psc.state.fl.us*

Or write to the  
Florida Public Service Commission  
Division of Safety, Reliability and  
Consumer Assistance  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

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[www.floridapsc.com](http://www.floridapsc.com)