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February 10, 2025

BY E-FILING

Mr. Adam Teitzman, Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 20240099-EI - Petition for rate increase by Florida Public Utilities Company

Dear Mr. Teitzman:

To follow up on my letter of February 3, 2025, Florida Public Utilities Company ("FPUC" or "Company"), by this letter, would like to advise the Commission of its additional outreach to its customers in the Northwest (Marianna) service territory in response to questions and concerns raised by customers at the January 8, 2025, customer service hearing.

This week, the Company has implemented a landing page on its website to explain its bills and the various components of the bill, to further explain its requested rate increase, and to clarify that the Company anticipates that most residential customers' bills will actually be lower overall than in prior years due to reductions in other line items on the bill. Abbreviated versions of the same information will be included in a bill message to customers and an email message that will direct customers to the landing page.

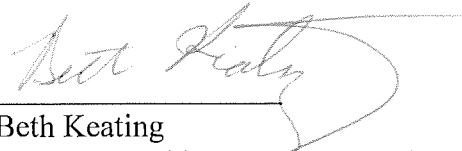
The Company is also initiating new social media posts regarding conservation programs, payment assistance, and information regarding plans to enhance system reliability.

In addition, the Company will be conducting a "Big Tent Event" on February 28 in Marianna to engage with the community, to address customers' questions, to provide information on

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conservation as a mechanism to help lower bills, and to provide information on both payment assistance and payment options. The Company is placing full page adds in the Jackson County Times to promote the event.

Sincerely,

A handwritten signature in cursive script, appearing to read "Beth Keating", written over a horizontal line.

Beth Keating
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215 South Monroe St., Suite 601
Tallahassee, FL 32301
(850) 521-1706

Cc: (Service List)