

**Ruth Nettles**

100001-EI

**From:** beth.keating@akerman.com  
**Sent:** Friday, February 26, 2010 1:57 PM  
**To:** Filings@psc.state.fl.us  
**Subject:** Docket No. 100001-EI  
**Attachments:** Fuel Response.pdf

Attached for filing, please find a copy of a letter from Florida Public Utilities Company to Mr. Pete Lester with the Company's follow up responses to Staff's inquiries at the February 19, 2010 meeting in this Docket. If you have any questions, whatsoever, please do not hesitate to contact me.

Sincerely,  
Beth Keating  
Akerman Senterfitt  
(850) 224-9634  
(850) 521-8002 (direct)  
beth.keating@akerman.com

A. Beth Keating

Akerman Senterfitt

106 East College Ave., Suite 1200

Tallahassee, FL 32301

(850) 224-9634

(850) 521-8002 (direct)

[beth.keating@akerman.com](mailto:beth.keating@akerman.com) <<mailto:beth.keating@akerman.com>>

B. Docket No. 100001-EI: Fuel and Purchased Power Cost Recovery Clause

C. Filed on behalf of the Florida Public Utilities Company

D. Number of Pages: 15

E. Letter to Mr. Pete Lester from Ms. Cheryl Martin with Company Supplemental Information from 2/19/10 meeting

DOCUMENT NUMBER-DATE

01321 FEB 26 2010

FPSC-COMMISSION CLERK



[www.akerman.com](http://www.akerman.com) | Bio | V Card

CONFIDENTIALITY NOTE: The information contained in this transmission may be privileged and confidential information, and is intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this transmission in error, please immediately reply to the sender that you have received this communication in error and then delete it. Thank you.

CIRCULAR 230 NOTICE: To comply with U.S. Treasury Department and IRS regulations, we are required to advise you that, unless expressly stated otherwise, any U.S. federal tax advice contained in this transmittal, is not intended or written to be used, and cannot be used, by any person for the purpose of (i) avoiding penalties under the U.S. Internal Revenue Code, or (ii) promoting, marketing or recommending to another party any transaction or matter addressed in this e-mail or attachment.



February 26, 2010

Florida Public Service Commission  
Mr. Pete Lester  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Dear Mr. Lester:

The attached is supplemental information requested from Florida Public Utilities Company in connection to the meeting on Friday, February 19, 2010 regarding the Fuel Docket 100001-EI for our NW Electric division. Please advise if you require any additional information.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl M. Martin".

Cheryl M. Martin  
Controller

Enclosure

CC: Parties of Record

DOCUMENT NUMBER - DATE

01321 FEB 26 09

FPSC-COMMISSION CLERK

**Supplemental Information**

**Re: Fuel Docket No. 100001-EI NW Electric Division**

**1. Liheap assistance program status in the NW electric division service territories**

The Liheap local provider for Jackson County is Jackson County Senior Citizens Organization, Inc. 850-263-4650

The Liheap local provider for Calhoun and Liberty Counties is Calhoun Area Community Action Agency. 850-674-5067

FPU currently has signed agreements with both providers of Liheap funds. They receive funds for the full year but allocate out the funds on a monthly basis. Jackson County Senior Citizens Organization has zero funds left for February 2010; but, will begin taking applications again March 1, 2010. Calhoun Area Community Action Agency still has funds available for February 2010 and applications are taken anytime during business hours.

Funds from both organizations are on a first come first serve basis depending upon eligibility and recipients can qualify for the funds up to three times per year. We provide customers with these Organization's phone numbers and driving directions, since the applicants are required to apply in person, on an as needed basis.

**2. Weatherization and other assistance programs in the NW division**

Weatherization assistance programs are available from Low-Income Home Energy Assistance Program Florida Department of Community Affairs on a financial need basis and applications are accepted anytime. We provide customers with this Organization's phone number and driving directions, since the applicant is required to apply in person, on an as needed basis.

FPU also references the following to customers for assistance: (Unfortunately, none of these agencies currently have funds available)

- Local and area churches
- Life Management Center
- Salvation Army
- Capitol Area Community Action Agency
- Liberty County Ministerial Association
- Area Agency on Aging for NW Florida
- Catholic Charities

**3. Outreach efforts by FPU to educate our customers**

We currently have several conservation promotions, such as a radio conservation challenge with a local station WJAQ where the winner gets a free energy conservation package. We also conduct big tent events in the cities of Marianna and Bristol to promote conservation, and sponsor a Conservation Challenge to determine the household with the greatest energy savings during a 3 month period. The winner receives a \$500.00 gift certificate from Lowes and will be

DOCUMENT NUMBER DATE

01321 FEB 26 0

FPSC-COMMISSION CLERK

the face of our conservation messages that state it is possible to lower your electric bill by the conservation methods we suggest.

We provide free energy audits, free meter test, and loan of a Power Cost Monitor for customers who request them. The energy audits have been very successful in determining the cause of some customers' unusually high bills. For example; one customer complained that the bill for his barn was too high since he only had a freezer in the barn. When the FPU representative looked in the barn he noticed the customer had an electric space heater being used to keep his dogs warm which easily explained the bill.

We offer budget billing and payment plans for customers that need assistance with paying their bills. These are offered to customers that indicate they want or need the assistance and can benefit from them.

FPU will be placing new conservation messages on local TV and radio stations, in March, 2010 and new newspaper messages beginning weekly in March, 2010. We will also continue current energy conservation ads in local newspapers. FPU is scheduling Energy Saving Conservation programs with the local Chipola College TV station to begin during March 2010 to emphasize the need to set thermostats to 68 degrees or lower during the winter and 78 or higher during the summer.

We have included copies of recent ads, inserts and messages.

#### **4. Recent correspondence regarding fuel costs.**

FPU has responded to numerous FPSC Complaints with phone calls offering explanation of their bill, reviewing usage histories, suggesting free energy audits, free meter test, and payment options on an as needed basis. There have been 36 formal inquiries//complaints since December 2009.

FPU has had contact with US Senator Bill Nelson, State Senator Al Lawson, State Representatives Marti Coley and Brad Drake plus City of Marianna and Bristol government officials to answer questions and try and assist them where possible in responding to our customers concerns. Buddy Shelley, NW General Manager, attended and spoke at a recent public Legislative Forum sponsored by State Representative Marti Coley which included State Representative Brad Drake and Senator Al Lawson to discuss electric rates and conservation.

We have responded to interviews from area media outlets including Marc McAfee with TV news WMBB (Panama City), Vanessa Nguyen with TV news WJHG (Panama City), and Jennifer Curci with the Jackson County Floridan newspaper (Marianna).

#### **5. Impact of the recent cold weather in early 2010 on demand and future fuel costs**

The recent cold weather will have no effect on the capacity cost or fuel cost going forward in our wholesale agreement with Gulf Power.

## **6. Disconnects in December 2009 and January 2010**

The number of disconnects due to nonpayment in December in our NW division was 43. The number of disconnects due to nonpayment in January 2010 in our NW division was 138. The amount of reconnect fees billed in December 2009 was \$8,443. The amount of reconnect fees billed in January 2010 was \$4,803.

As another point of reference, the number of disconnects due to nonpayment in September 2009 in our NW division was 106. The amount of reconnect fees billed in September 2009 was \$6,540. The number of disconnects due to nonpayment in October 2009 in our NW division was 75. The amount of reconnect fees billed in October 2009 was \$2,112.

## **7. Alternatives to Consider for reducing Fuel prices in the near term**

One possible alternative to reduce fuel costs in 2010 would be to use over recoveries realized in the first quarter of 2010 to reduce fuel costs through a midcourse correction over the remainder of 2010. The final remaining true-up for 2009, under recovery of \$1,378,165, could be deferred for recovery until the following year. The weather in January 2010 did contribute to an over recovery of \$218,295 for the month, compared to the projected over recovery of \$30,659 for the month. This alternative would reduce a typical monthly residential bill to our customers in the second half of 2010 by an estimate of \$3.93 per 1000 KWH.

Another alternative would be to provide a one-time refund to our customers for the over recovered fuel costs in 2010.

Another possible alternative to consider to help reduce fuel cost in 2010 is to revisit the alternative proposed during the 2009 fuel hearing for 2010 fuel costs. The Company proposed the following alternative.

The most realistic option to reduce the impact on the Northwest Florida customers is to remove the 2009 under recovery amount of \$1,725,320 and to recover this amount separately over a certain period of time through the use of a portion of the storm hardening revenues received in our recent base rate increase. We would reduce a portion of the storm hardening expenditures and use those revenues for recovery of the under recovered fuel costs. For 2010, the contribution to the amortization would occur by reducing the storm hardening expenditures in the Northwest Florida area in amount of approximately \$295,500. The total fuel adjustment factor as shown on Line 33, Schedule E1 would then be 7.654¢ (versus 8.197¢) and a residential customer using 1,000 KWH would pay a typical bill of \$149.95, reducing the increase resulting from the 2009 under recovery by a total of \$5.63. This option is being proposed for only a one year period and depending on future fuel costs, we would evaluate each year to determine if we should continue with the storm hardening reductions to amortize any remaining under recovery, or roll back into the fuel clause and recover through fuel rates.


Finally, FPUC is continuing discussions with Southern Company to determine if reductions in rates are possible. All options are being explored and will continue until all possible remedies are exhausted.

HOW TO READ YOUR METER – TRACK YOUR KW USAGE, DRY ERASE TRACKING FORM


## ENERGY CONSUMPTION TRACKER

Track your energy consumption for a month and visit [www.fpuc.com](http://www.fpuc.com) to review energy conservation tips.

DAYS	DATE	TIME OF DAY	METER READING	KWH USED	METER READING	KWH USED
S						
M						
T						
W						
T						
F						
S						
WEEKLY TOTAL						
S						
M						
T						
W						
T						
F						
S						
WEEKLY TOTAL						
S						
M						
T						
W						
T						
F						
S						
WEEKLY TOTAL						
S						
M						
T						
W						
T						
F						
S						
WEEKLY TOTAL						
				CURRENT AVG DAILY kWh		
				TARGET AVG DAILY kWh		



### HOW TO READ A METER




To help conserve energy, FPUC recommends reading your electric meter and then tracking your kilowatt-hour usage (kWh). To track your usage, simply subtract last month's reading from this month's reading.

How to read a meter:

- Read each dial in the direction shown by the numbers.
- If the dial hand is between the numbers, use the lower one (if between 9 and 0, read 9).
- If the dial hand is exactly on a number, look at the dial to the immediate right. If its dial hand is not past zero, record the lower number for the dial in question.

The correct reading for this meter is 135.6.

**REQUEST A FREE ENERGY SURVEY TODAY!**



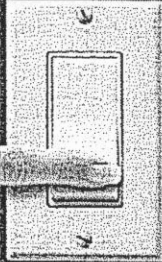
[www.fpuc.com](http://www.fpuc.com)

Energy For Life

MAGNET

You Have the  
Power to Conserve  
Energy and

**\$AVE  
MONEY**



**Flip  
the  
Switch**

**FLORIDA PUBLIC  
UTILITIES**

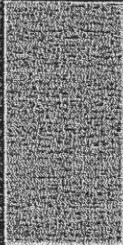
REQUEST A  
**FREE ENERGY SURVEY**  
TODAY!

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

SWITCH PLATE STICKER

You Have the Power  
to Conserve Energy and

**\$AVE  
MONEY**



**Flip  
the  
Switch**

REQUEST A **FREE ENERGY SURVEY** TODAY!

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



Monthly Conservation Tips Coupon

# Flip the Switch Tips of The Month

The first step in taking control of your energy costs is to incorporate these No Cost Energy Tips into your daily routine:

- Turn off your ceiling fan, computer and monitor when not in use.
- Lower the thermostat on your hot water heater to 120F.
- Set your A/C thermostat comfortably low in the winter and comfortably high in the summer.



Buy any large pizza & receive a small one topping pizza for \$3.99, regularly priced at \$7.50.

526-7776 [www.dinoscafe.net](http://www.dinoscafe.net)

Hours: 10:30 AM - 7 PM or until... Location: 4434 Lafayette St.  
Restrictions may apply, offer ends 02/28/10.



For more energy tips visit [www.fpu.com](http://www.fpu.com) or call FPU at (850) 526-6800 to request a free energy survey.

Energy for Life

Monthly Conservation Tips Coupon

# Flip the Switch Tips of The Month

The first step in taking control of your energy costs is to incorporate these low cost energy conserving tips:

- Plug home electronics such as cell phone chargers, TVs and DVD players into power strips; turn the power strips off when the equipment is not in use, (In standby mode these items still use several watts of power).
- Caulk and weather-strip all doors and windows that leak air.
- Install compact fluorescent light bulbs (CFLs) - "An ENERGY STAR qualified CFL will save about \$30 over its lifetime and pay for itself in about 6 months. It uses 75 percent less energy and lasts about 10 times longer than an incandescent bulb." ([www.energystar.gov](http://www.energystar.gov))



**DINO'S CAFE**  
**20% OFF ANY LARGE PIZZA!**  
(Must present coupon to receive offer.)  
**526-7776**  
**[www.dinoscafe.net](http://www.dinoscafe.net)**  
Hours: 10:30 AM - 8 PM or until... Location: 4434 Lafayette St.  
Restrictions may apply, offer ends 03/31/10.



07/10 NW

For more energy tips visit [www.fpu.com](http://www.fpu.com) or call FPU at (850) 526-6800 to request a free energy survey.

Energy for Life

Monthly Conservation Tips Coupon

# Flip the Switch Tips of The Month

The first step in taking control of your energy costs is to incorporate these no cost and low cost energy conserving tips:

- Set thermostats at 68 degrees or lower to save energy while wearing seasonally appropriate clothing.
- Keep warm air inside by caulking and weatherstripping doors and windows, and sealing air leaks.
- Close blinds and curtains at night to trap warm air inside, and open them during the day to let in the warm sunshine.
- Follow manufacturer instructions for proper space heater use to ensure safety and efficiency.

**BEER O'BRAEDY'S**  
*Established in 1985*

**10% OFF!**  
**ON WEEKDAY LUNCHES**  
(EXCLUDING BEVERAGES)

**(850) 482-0002**  
4944 Malloy Plaza East, Marianna, FL 32448  
(Across from Wal-Mart behind Superior Bank)

Hours: Sun-Thurs 10:30am-10pm, Fri & Sat 10:30am-11pm

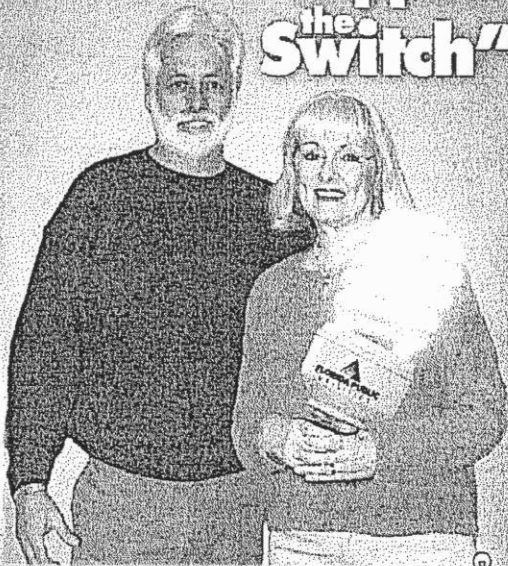
Not valid with any other offer, discount or purchase of gift cards. Tax, alcohol and gratuity not included. One offer per table, per visit. Valid for lunch orders on Monday-Friday only. Total value not to exceed \$5. Good only at participating locations listed above.



03/10 NW

For more energy tips visit [www.fpu.com](http://www.fpu.com) or call FPU at (850) 526-5800 to request a free energy survey. Energy for Life

## Scott and Danuta Jacob of Marianna "Flipped the Switch"



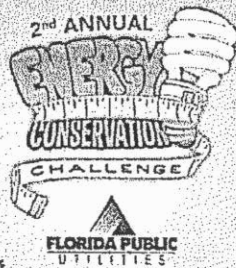
**Energy for Life**

Concerned about their home's high energy usage, Marianna residents Scott and Danuta Jacob took on FPU's 2nd Energy Conservation Challenge. They "Flipped the Switch" by making energy efficient upgrades and saw their home energy usage drop. Energy improvements included:

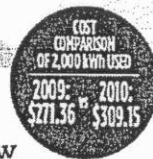
- ✓ Using power strips to avoid "phantom power load" on computers and electronics
- ✓ Installing a programmable thermostat
- ✓ Replacing a 16-year-old heating/cooling unit with a more energy-efficient model
- ✓ Installing a water heater jacket and insulating pipes
- ✓ Switching to compact fluorescent light bulbs

Interested in making your own home or business more energy efficient? Contact FPU for a FREE energy survey. An FPU conservation representative will inspect your home or business and provide a detailed list of energy conservation recommendations to help save money. To schedule your survey, call FPU and ask to speak to a conservation representative.

Jackson County 526-6000 • Liberty and Calhoun Counties 674-4740  
[www.FPUC.com](http://www.FPUC.com)



## WORKING WITH YOU TOWARDS LOWERING YOUR ELECTRIC BILLS



### No Cost & Low Cost Energy Tips:

Set your A/C thermostat comfortably low in the winter and comfortably high in the summer. Running your heater for a long period of time can significantly increase energy usage.

Install a programmable thermostat that is compatible with your heating and cooling system and utilize the set back feature to maximize energy efficiency when no one is home.

Caulk and weather-strip doors and windows that leak air.

Caulk and seal air leaks where plumbing, duct work or electrical wiring penetrates through exterior walls, floors, ceilings and soffits over cabinets.

Schedule a FREE Energy Survey with a Florida Public Utilities Energy Conservation Representative.

**Energy for Life**

### FPU IS WORKING HARD TO HELP YOU CONSERVE ENERGY

We understand and share the frustration over rising energy costs, and are doing everything we can to lessen the impact on our customers. One of the many factors causing higher electric bills around the state is the prolonged cold snap that created a need for heaters to run nearly non-stop, causing some customers usage to double. To reduce the burden FPU is taking steps to help customers conserve energy and in turn, reduce your electricity costs. Please call FPU today to schedule a FREE Energy Audit.

### CALL FPU TODAY TO LEARN:

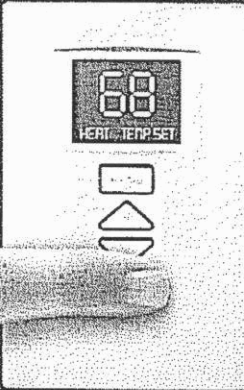
- ✓ How to Conserve Energy
- ✓ Low Cost Tips
- ✓ About Budget Billing
- ✓ How to Read Your Meter
- ✓ Track Kilowatts Used
- ✓ Available Rebates



(850) 526-6800 • [WWW.FPUC.COM](http://WWW.FPUC.COM)

Thermostat Print Ad

# Turn it Down to Save Energy!



Set thermostats at 68 degrees or lower to save energy while wearing seasonally appropriate clothing.

Keep warm air inside by caulking and weatherstripping doors and windows, and sealing air leaks.

Close blinds and curtains at night to trap warm air inside, and open them during the day to let in the warm sunshine.


Follow manufacturer instructions for proper space heater use to ensure safety and efficiency.

Energy for Life

**FIND YOUR COMFORT LEVEL**  
We understand and share the frustration over rising energy costs and are doing everything we can to lessen the impact on our customers. One of the many factors causing higher electric bills around the state is the prolonged cold snap that created a need for heaters to run nearly non-stop, causing some customers usage to double. To reduce the burden, FPU is taking steps to help customers make simple lifestyle changes to conserve energy and, in turn, reduce your electricity costs. Please call FPU today to schedule a FREE Energy Audit.

**CALL FPU TODAY TO LEARN:**

- ✓ How to Conserve Energy
- ✓ Low Cost Tips
- ✓ Benefits of Budget Billing
- ✓ How to Read Your Meter
- ✓ How to Track Kilowatts
- ✓ Rebates Available



(850) 526-6800 • WWW.FPUC.COM

Two (2) :15 Conservation TV Spots

Feature the FPU logo, phone number and "Call for a FREE Energy Survey" at the bottom of the screen for the full :15.

VO Script:

TURN IT DOWN TO SAVE ENERGY! (Runs in March)

Set your thermostat at 68 degrees or lower to save energy while wearing seasonally appropriate clothing, and call FPU for a FREE Energy Survey.

TURN IT UP TO SAVE ENERGY! (Runs in April)

Set your thermostat at 78 degrees or higher to save energy while wearing seasonally appropriate clothing, and call FPU for a FREE Energy Survey.

**Investment Earning Energy Tips** — Once you have successfully incorporated the No Cost Energy Tips into your daily routine and have implemented the Low Cost Energy Tips, the next step is to consider energy efficiency when making major purchases. Consider the following Investment Energy Tips when purchasing major appliances or remodeling.

- Look for the ENERGY STAR® label on home appliances and products. ENERGY STAR® products meet strict efficiency guidelines set by the U.S. Environmental Protection Agency and the U.S. Department of Energy.
- Increase the level of insulation in your home. The U.S. Department of Energy recommends Florida residents to insulate attics with R-38 and walls with R-13.
- Consider natural gas or propane on-demand or tankless water heaters. Researchers have found savings can be up to 30 percent compared with a standard storage tank water heater.
- When shopping for a new clothes dryer, look for one with a moisture sensor that automatically shuts off the machine when your clothes are dry.
- When you're shopping for new windows, look for the National Fenestration Rating Council's label; it means the window's performance is certified. Select windows with air leakage ratings of 0.3 cubic feet per minute or less.
- An ENERGY STAR® computer uses 70 percent less electricity than computers without this designation. If left inactive, ENERGY STAR® computers enter a low-power mode and use 15 watts or less.

## ENERGY FOR LIFE CONSERVATION PROGRAMS

### Geothermal Heat Pumps

Heat pumps are one of the most efficient heating and cooling systems available. Geothermal (Ground Source) systems take advantage of the Earth's energy to provide heating, cooling and even hot water for your home or office.

**Incentives:**  
Single-Family Energy Use Warranty  
Multi-Family — \$500 Per Unit

### ENERGY STAR®

Homes constructed with energy-saving features are built better, have improved indoor comfort and save energy every month. Many common home problems like moisture on window panes, peeling paint and mold, can often be solved by taking steps to improve energy efficiency.

**Builder Incentives:**  
Permit Box & Yard Sign, Marketing Collateral & POP Display Materials

CONTINUED ON BACK PANEL

## ENERGY FOR LIFE CONSERVATION PROGRAMS

### Residential and Commercial Energy Survey

A qualified Energy Conservation Representative will conduct a FREE energy evaluation and inspection of your home or business. They will provide recommendations for saving energy and money, improving comfort and increasing the value of your property.

### Residential Rebates

HVAC Upgrade\* — Install a new, high-efficiency heat pump and receive an incentive. Required: Energy Efficiency Rating of 14.0 (SEER).

Incentives:	Home Dealer	HVAC Dealer
Replace Old A/C, Heat	\$ 100	\$ 75
Replace Old Heat Pump	\$ 100	\$ 25

Ceiling Insulation Upgrade\* — Keep your home warm in the winter and cool in the summer. Required: Add a minimum of R-11 insulation.

\*Incentive: \$100 incentive paid to either the home owner or the contractor, not both.

### Commercial Building

Design and build to increase the efficiency of your facility. Reduce operating costs and increase your bottom line. Use efficient materials, lighting and equipment. Call an FPU Energy Conservation Representative today, and ask about the benefits of installing high-efficiency equipment and lighting.

**Incentives:** FREE Design Assistance, Lighting and Equipment Selection and ENERGY STAR® and/or Green Building Certification.

### Commercial Indoor Lighting

Incentive: Indoor Lighting Upgrade \$.10 per watt reduced

Energy for Life

## CALL TODAY FOR A FREE ENERGY SURVEY OF YOUR HOME OR BUSINESS

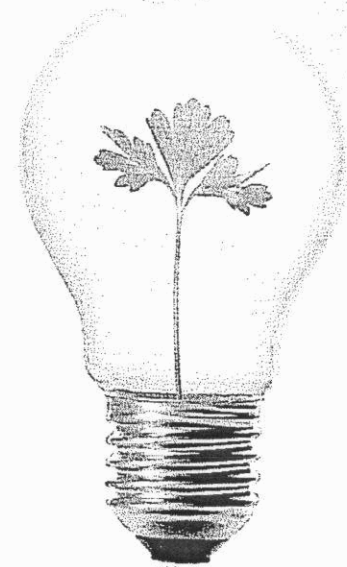
Amelia Island Customers  
(904) 261-3663

Liberty & Calhoun County Customers  
(850) 674-4748

Jackson County Customers  
(850) 526-6800



Electric Conservation 30110-4-0074 03/10

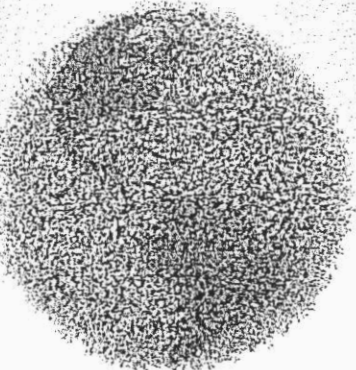


Energy. Conservation.

Energy for Life

## ENERGY MANAGEMENT & CONSERVATION PROGRAMS





Save some green with us.

## TAKE CONTROL OF YOUR ENERGY COSTS

### DID YOU KNOW?

"Florida ranks fifth nationally in the amount of energy consumed per capita and third in total energy consumption."

[http://www.dep.state.fl.us/energy/energyact/files/final\\_eo111605.pdf](http://www.dep.state.fl.us/energy/energyact/files/final_eo111605.pdf)

"American homes account for 21 percent of the nation's energy use; in fact, the average home releases twice as much harmful greenhouse gas into the atmosphere as the average vehicle. The residential sector contributes 335 million metric tons of carbon to the atmosphere each year." [http://www.energystar.gov/ia/business/challenge/learn\\_more/residentialhomeimprovement.pdf](http://www.energystar.gov/ia/business/challenge/learn_more/residentialhomeimprovement.pdf)

## ENERGY MANAGEMENT PLAN

Learn how you and your family can work together to lower your energy bills, and help protect the environment. The following energy tips have been broken down into 3 steps; No Cost Options, Low Cost Options and Investment Earning Options. The following tips will serve as a platform for you and your family to develop and implement an Energy Management Plan for the household.

As part of your Energy Management Plan, make a point to monitor your monthly energy savings. Perhaps your kids can be involved in comparing the savings with the energy conservation efforts everyone is incorporating. Then with the money saved, the family could celebrate by going for ice cream or a movie. It's a great way to get everyone on board!

**No Cost Energy Tips** — The first step in taking control of your energy costs is to incorporate these No Cost Energy Tips into your family's daily routine.

- Air dry dishes instead of using your dishwasher.
- Turn off your computer and monitor when not in use.
- Lower the thermostat on your hot water heater to 120F.
- Take short showers instead of baths.
- Wash only full loads of dishes and clothes.
- Look for the ENERGY STAR® label on home appliances and products. ENERGY STAR® products meet strict efficiency guidelines set by the U.S. Environmental Protection Agency and the U.S. Department of Energy.
- Plug home electronics, such as TVs and DVD players, into power strips; turn the power strips off when the equipment is not in use (TVs and DVDs in standby mode still use several watts of power).
- Set your thermostat comfortably low in the winter and comfortably high in the summer.
- When the fireplace is not in use, keep the flue damper tightly closed. A chimney is designed specifically for smoke to escape, so until you close it, warm air escapes—24 hours a day!
- Check your ducts for air leaks. First, look for sections that should be joined but have separated and then look for obvious holes.
- Consider using an interior fan in conjunction with your window air conditioner to spread the cooled air more effectively through your home without greatly increasing your power use.
- Don't place lamps or TV sets near your air conditioning thermostat. The thermostat senses heat from these appliances, which can cause the air conditioner to run longer than necessary.
- Keep windows on the south side of your house clean to let in the winter sun.
- Be sure your dishwasher is full, but not overloaded, when you run it.
- Don't use the "rinse hold" on your dish washer for just a few soiled dishes. It uses 3 to 7 gallons of hot water each time you use it.
- Don't keep your refrigerator or freezer too cold. Recommended temperatures are 37 to 40F for the fresh food compartment of the refrigerator and 5F for the freezer section. If you have a separate freezer for long-term storage, it should be kept at 0F.
- Regularly defrost manual-defrost refrigerators and freezers; frost buildup decreases the energy efficiency of the unit. Don't allow frost to build up more than one quarter of an inch.
- Dry towels and heavier cottons in a separate load from lighter-weight clothes.
- Schedule a Free Energy Survey with a Florida Public Utilities Energy Conservation Representative.

**Low Cost Energy Tips** — Once you have successfully incorporated the No Cost Energy Tips into your daily routine, you are ready for the next step. The following Low Cost Energy Tips can have a dramatic impact on how you and your family consume energy.

- Install a programmable thermostat that is compatible with your heating and cooling system, and utilize the set back feature to maximize energy efficiency when no one is home.
- Caulk and weather-strip doors and windows that leak air.
- Caulk and seal air leaks where plumbing, duct work or electrical wiring penetrates through exterior walls, floors, ceilings and soffits over cabinets.
- Install rubber gaskets behind outlet and switch plates on exterior walls.
- Look for dirty spots in your insulation, which often indicate holes where air leaks into and out of your house. You can seal the holes by stapling sheets of plastic over the holes and caulking the edges of the plastic.
- Clean or replace filters on furnaces once a month or as needed.
- If you use tape to seal your ducts, avoid cloth-backed, rubber adhesive duct tape, which tends to fail quickly. Researchers recommend other products to seal ducts: mastic, butyl tape, foil tape or other heat approved tapes. Look for tape with the Underwriters Laboratories' logo.
- Plant trees or shrubs to shade air conditioning units, but not to block the airflow. Place your room air conditioner on the north side of the house. A unit operating in the shade uses as much as 10 percent less electricity than the same one operating in the sun.
- Install aerating, low-flow faucets and showerheads.
- Insulate your electric hot-water storage tank, but be careful not to cover the thermostat. Follow the manufacturer's recommendations.
- Insulate the first six feet of the hot and cold water pipes connected to the water heater.
- Consider installing timers, photo cells or occupancy sensors to reduce the amount of time your lights are on.
- Use Compact Fluorescent Lamps (CFL) in all the portable table and floor lamps in your home.
- Take advantage of daylight by using light-colored, loose-weave curtains on your windows to allow daylight to penetrate the room while preserving privacy. Also, decorate with lighter colors that reflect daylight.
- Use outdoor lights with a photocell unit or a motion sensor so they will turn on only at night or when someone is present. A combined photocell and motion sensor will increase your energy savings even more.
- Wash your clothes in cold water using cold-water detergents whenever possible.

CONTINUED ON BACK SIDE

## Reading Your Electric Meter

Florida Public Utilities uses digital meters in addition to four-and five-dial meters that look similar to clock faces. The five-dial meter pictured below is an example of a typical dial meter. When the dial on the right completes one revolution, the dial to the left advances one number.

The first, third and fifth dials move clockwise; the second and fourth dials move counter clockwise.

To read your dial meter, read and write down the numbers as shown on the dials from right to left. When the pointer is directly on a number, look at the dial to the right.

If it has passed zero, use the next higher number.

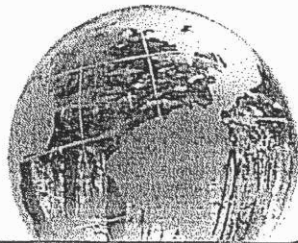
If it has not passed zero, use the lower number.

Should the hand of a dial fall between two numbers, use the smaller of the two numbers. To determine how much electricity you used, simply subtract the previous reading from the current one.



The correct reading for this meter is 35645.

For assistance in reading four-dial meters please contact FPU.



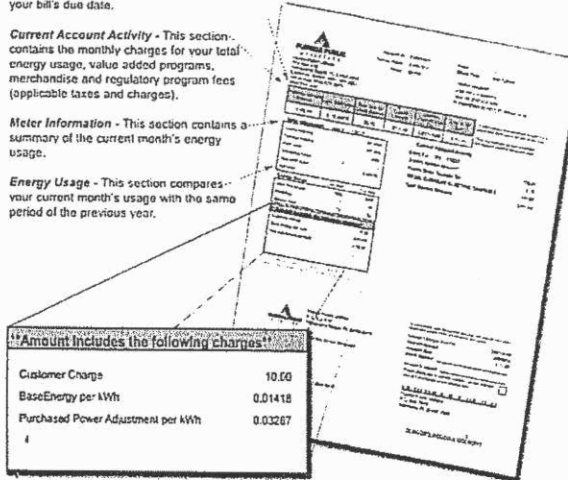
## Understanding Your Electric Bill

**Payments and Adjustments** - This section totals all payments and credits received on your account since your last bill, as well as important information about your account and your bill's due date.

**Current Account Activity** - This section contains the monthly charges for your total energy usage, value added programs, merchandise and regulatory program fees (applicable taxes and charges).

**Meter Information** - This section contains a summary of the current month's energy usage.

**Energy Usage** - This section compares your current month's usage with the same period of the previous year.



This section of the FPU bill includes a Customer Charge and an Energy Charge per kWh which are considered base energy charges.

### Organizations or Agencies that You Can Go To For Help

#### Jackson, Liberty and Calhoun County Customers:

Salvation Army (850) 482-1075

Life Management Center (850) 482-7441

Area Agency on Aging of North Florida (866) 467-4624

Jackson County Senior Citizens (850) 263-2774

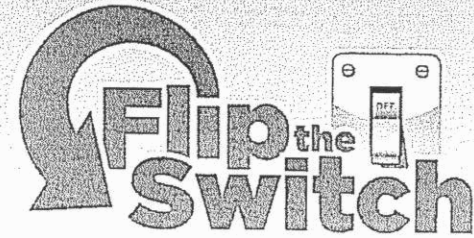
Calhoun County Senior Citizens (850) 674-4163

Calhoun County Community Action (850) 674-5067

Liberty County Community Action (850) 643-5113

Also check with area churches

NW Electric Customer Brochure - 30110-I-0070 01/10



Working with YOU  
Toward a Greener  
Environment and  
Lower Electric Bills

### Helping YOU

- Understand your electric bill.
- Read your meter and track kilowatts used.
- Learn how to conserve energy.
- Get a FREE energy survey.

**FLORIDA PUBLIC**  
UTILITIES

(850) 526-6800 · www.fpuc.com



Electric Appliance Operating Costs  
(Excluding home heating and cooling)

Appliance	Typical Wattage	kWh Rate	Hourly Operating Cost
Oscillating Fan	88	\$0.15	\$0.0132
Clothes Dryer	3500	\$0.15	\$0.5250
Clothes Washer	500	\$0.15	\$0.0750
Dehumidifier	785	\$0.15	\$0.1178
Dishwasher	1600	\$0.15	\$0.2400
Freezer {12 cubic foot}	29	\$0.15	\$0.0044
Incandescent Light (Bulb)	75	\$0.15	\$0.0113
Compact Floor Lamp (CFL)	15	\$0.15	\$0.0023
Microwave Oven	1300	\$0.15	\$0.1950
Range (mid size surface unit)	2100	\$0.15	\$0.3150
Refrigerator	41	\$0.15	\$0.0062
TV (27" Conventional)	75	\$0.15	\$0.0113
TV (42" Plasma)	325	\$0.15	\$0.0488
TV (42" LCD)	185	\$0.15	\$0.0278
Water Heater (.85 energy factor)	3800	\$0.15	\$0.5700

**Q. How were these costs calculated?**

*A. To calculate an hourly operating cost, first determine the wattage for each appliance. To do this, multiply the appliance's Volts by the Amps. The Volts and Amps are found on the appliance. Once the wattage has been calculated, then divide it by 1,000 to get the kilowatts (kWh's) used per hour, and finally multiply this by Florida Public Utilities' kWh rate of \$0.15.*

**No Cost Energy Tips**

*The first step in taking control of your energy costs is to incorporate these No Cost Energy Tips into your family's daily routine.*

- Dry towels and heavier cottons in a separate load from lighter-weight clothes.
- Be sure your dishwasher or washing machine is full, but not overloaded, when you run it.
- Don't use the "rinse hold" on your dishwasher for just a few soiled dishes. It uses 3 to 7 gallons of hot water each time you use it.

**No Cost Energy Tips (continued)**

- Turn off your computer and monitor when not in use.
- Lower the thermostat on your hot water heater to 120F.
- Take short showers instead of baths.
- Look for the ENERGY STAR® label on home appliances and products. ENERGY STAR products meet strict efficiency guidelines set by the U.S. Environmental Protection Agency and the U.S. Department of Energy.
- Plug home electronics such as TVs and DVD players into power strips; turn the power strips off when the equipment is not in use (TVs and DVD players in standby mode still use several watts of power).
- Set your thermostat comfortably low in the winter and comfortably high in the summer.
- When the fireplace is not in use, keep the flue damper tightly closed. A chimney is designed specifically for smoke to escape, so until you close it, warm air escapes-24 hours a day!
- Check your ducts for air leaks. First, look for sections that should be joined but have separated and then look for obvious holes.
- Turn off your ceiling fan when you are not in the room.
- Consider using an interior fan in conjunction with your window air conditioner to spread the cooled air more effectively through your home without greatly increasing your power use.
- Don't place lamps or TV sets near your air conditioning thermostat. The thermostat senses heat from these appliances, which can cause the air conditioner to run longer than necessary.
- Keep windows on the south side of your house clean to let in the winter sun.
- Don't keep your refrigerator or freezer too cold. Recommended temperatures are 37 to 40F for the fresh food compartment of the refrigerator and 5F for the freezer section. If you have a separate freezer for long-term storage, it should be kept at zero degrees Fahrenheit.
- Regularly defrost manual-defrost refrigerators and freezers; frost buildup decreases the energy efficiency of the unit. Don't allow frost to build up more than one quarter of an inch.
- Schedule a Free Energy Survey with a Florida Public Utilities Energy Conservation Representative.

**Residential and Commercial Energy Survey**  
Unsure how to cut your electricity costs? Let a qualified FPU Energy Conservation Representative conduct a FREE energy use evaluation of your home or business. Then, we can provide you with a comprehensive list of recommendations, like no cost, low cost and investment earning conservation tips for saving energy and money.

To schedule an energy survey, contact your local Energy Conservation Representative at (850) 526-6800.

**What is a Kilowatt Hour (kWh)?**

A kilowatt hour (kWh) is the standard unit of measurement electric utilities use to calculate energy consumption. A typical home uses an average of 1,000 – 1,500 kilowatt hours a month. The total amount of kilowatt hours you consume monthly is located on your FPU electric bill in the box, under the title Meter Information.

**Residential Budget Billing**

Budget Billing is a free service that stabilizes your monthly energy costs by spreading usage over the course of the year to give you balanced and predictable bills. With Budget Billing you will pay about the same amount each month. The program does not reduce the amount you pay for energy.

To set up Budget Billing, FPU calculates your monthly energy cost by averaging energy usage from the previous year and develops a stabilized rate that accounts for cost fluctuations. To learn more details or to enroll in the Residential Budget Billing program, contact your local FPU office. Additionally, there is a yearly true-up to account for any variances between amounts paid and actual consumption costs. For more details visit [www.fpuc.com](http://www.fpuc.com) or contact FPU.

**Fluctuating Bills**

Many factors, including hot and cold weather, a change in the purchase power adjustment per kWh, the addition of appliances and lighting, and house guests can cause electric bills to increase.

**Where Does my Electricity Go?**

Typically, the greatest electric consumer in your home is the heating and air conditioning unit. This equipment accounts for approximately 55 percent of the energy consumption in an average home. Older, less insulated homes could use even more electricity. Water heaters are usually the second-largest users of electricity. They are followed by major appliances such as refrigerators, stoves, dryers, washers and then smaller appliances such as TVs, lamps and stereos. Older appliances are less energy efficient and cost more to run.