

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: March 21, 2024

TO: Office of Commission Clerk (Teitzman)

FROM: Division of Economics (Guffey) *JG*
Office of the General Counsel (Stiller) *JSC*

RE: Docket No. 20230136-PU – Petition for approval of revisions to budget billing tariffs, by Florida Public Utilities Company.

AGENDA: 04/02/24 – Regular Agenda – Tariff Filing – Interested Persons May Participate

COMMISSIONERS ASSIGNED: All Commissioners

PREHEARING OFFICER: Administrative

CRITICAL DATES: 08/15/24 (8-Month Effective Date)

SPECIAL INSTRUCTIONS: None

Case Background

On December 15, 2023, Florida Public Utilities Company (FPUC or Company) filed a petition seeking Commission approval of revisions to its optional budget billing program (program) tariffs for both its electric and natural gas divisions. FPUC also proposed to expand the program to include certain small general service customers, to remove unnecessary language related to bill format, and to revise the terms and conditions of the program. Furthermore, FPUC has proposed to add details to its electric budget billing tariffs to align with its natural gas program tariffs. Overall, the Company states that the proposed tariff revisions are intended to provide consistency across the business units under FPUC's parent company, Chesapeake Utilities Corporation (CUC).

Currently, FPUC's Customer Information and Billing System (CIS) services are provided by ECIS, a Vertex business solutions product which the Company has been using for over 20 years. FPUC's parent company, CUC, will be replacing the current system at the completion of its

contract on December 31, 2024. CUC is currently working with SAP (a software company for the management of business processes) and IBM to transition to FPUC's new billing system known as 1CX with an estimated transition date of August 2024.¹ FPUC requests approval of its proposed tariff revisions to be effective on the actual date of the transition date to the new CIS, expected to be completed in August 2024.

During the review process, staff issued a data request to FPUC on January 17, 2024, for which the responses were received on January 31, 2024. The responses included a corrected version of the First Revised Sheet No. 41. In Order No. PSC-2024-0045-PCO-PU,² the Commission suspended the proposed tariffs. Staff notes that the Commission has approved budget billing programs and tariffs for Florida Power & Light Company, Tampa Electric Company, Duke Energy Florida, and Peoples Gas System.³ The proposed revised tariff sheets are included in Attachment A to this recommendation.

The Commission has jurisdiction over this matter pursuant to Sections 366.04, 366.05, and 366.06, Florida Statutes (F.S.).

¹ Commission approval for the new billing system is not an issue in this docket.

² Order No. PSC-2024-0045-PCO-PU, issued February 22, 2024, in Docket No. 20230136-PU, *In re: Petition for approval of revisions to budget billing tariffs, by Florida Public Utilities Company.*

³ Order No. PSC-05-0951-TRF-EI, issued October 6, 2005, in Docket No. 050486-EI, *In re: Petition for approval of optional budget billing program for GS-1 rate customers by Florida Power & Light Company*; Order No. PSC-2015-0416-TRF-EI, issued October 1, 2015, in Docket No. 20150159-EI, *In re: Petition for approval of tariff revisions to implement customer relationship management (CRM) project, by Tampa Electric Company*; Order No. PSC-2018-0372-TRF-EI, issued July 30, 2018, in Docket No. 20180123-EI, *In re: Petition for approval of modifications to Section No. IV, general rules and regulations governing electric service, Part VIII billing, residential and non-residential budget billing, by Duke Energy Florida, LLC*; and Order No. PSC-2015-0415-TRF-GU, issued October 1, 2015, in Docket No. 20150160-GU, *In re: Petition for approval of tariff revisions to implement customer relationship management (CRM) project, by Peoples Gas System.*

Discussion of Issues

Issue 1: Should the Commission approve FPUC's proposed revisions to its optional budget billing program tariffs for its electric and natural gas divisions, including the expansion of the program to small general service customers?

Recommendation: Yes. The Commission should approve FPUC's proposed revisions to its optional budget billing program tariffs for its electric and natural gas divisions, including the expansion of the program to small general service customers. The proposed revised tariffs are included in Attachment A to this recommendation. The proposed tariffs should be effective on the actual date of the transition of the existing CIS platform to the new CIS platform expected to occur in August 2024. No later than 30 days prior to the transition date, the Company should notify the Commission in writing of the actual transition date. (Guffey)

Staff Analysis: The Company, in its petition, explained that as it working through the process of changing to the new billing system and the need for consistency for the program for both electric and natural gas divisions was emphasized. The Company is not seeking Commission approval of its new CIS platform. In its response to staff's data request, the Company stated that it has not yet determined the timing or mechanism for recovery of the costs associated with the implementation of the 1CX system.⁴

Natural Gas Budget Billing Program

FPUC's natural gas budget billing program tariff is an option for residential customers and is designed to help customers stabilize their monthly payments. To qualify for the program, a customer must be a year-round customer with 12 months of consecutive bills and not owe past payments to the Company (*i.e.*, have a zero balance). The customer's monthly payment is based on an average of the previous 12 months of bills and applicable fees and taxes. FPUC currently has 194 natural gas customers enrolled in its program.⁵ Pursuant to the currently effective tariff, the budgeted monthly payment is recalculated from time to time and if the recalculated monthly payment varies by 10 percent or more from the budget monthly payment, the Company may begin charging the recalculated amount on the customer's next bill. Additionally, a customer's budgeted monthly payment will be recalculated on each anniversary of the customer's initial participation in the Program.

Proposed Tariff Revisions

In its petition, FPUC proposed to remove the requirement that the recalculated budgeted monthly payment vary by 10 percent before the utility may begin charging the recalculated amount. In response to staff's data request, FPUC stated that removing the 10 percent variable requirement would allow the system to calculate based on the factors necessitating the change, which would produce a more accurate budget billing amount.⁶ The Company also explained that it would recalculate budgeted monthly payments due to circumstances including changes to rates, taxes, or new load which would impact a customer's usage.⁷ Staff believes this methodology is

⁴ Response No. 1 in Staff's First Data Request, Document No. 00463-2024.

⁵ Response No. 2 in Staff's First Data Request, Document No. 00463-2024.

⁶ Response No. 4 in Staff's First Data Request, Document No. 00463-2024.

⁷ Response No. 3 in Staff's First Data Request, Document No. 00463-2024.

reasonable and should reduce the imbalances between the budgeted monthly payment and a customer's actual total bill.

In addition to the above proposed tariff revision, the Company is also proposing to expand its budget billing program to include non-residential customers in Rate Schedules GS-1 (customers using less than 1,000 therms annually) and GS-2 (customers using 1,000 to 4,999 therms annually). FPUC asserts that the proposal will enable general service customers to better budget their utility expenses and states that this proposed expansion will not impact the general body of ratepayers. FPUC is also proposing to remove the requirement that customers who request to end their participation in the program may not rejoin the program until after six months. Finally, FPUC proposes to reserve the right to waive the requirement that customers must join the program with a zero balance, on a not-unduly discriminatory basis.

Electric Budget Billing Program

FPUC currently has 258 electric customers enrolled in its budget billing program. The existing tariff provides that a customer participating in the program will remain a program participant unless the customer requests termination from the program or is delinquent in payment. In comparison to the natural gas budget billing tariff discussed above, existing budget billing electric tariffs are less detailed. The terms for FPUC's electric budget billing program are quoted in their entirety in Paragraph 8 of the Petition.

Proposed Tariff Revisions

In order to add details similar to the natural gas budget billing tariff, FPUC proposed to add language stating that the customer must be a year-round customer with 12 months of consecutive bills and not owe past due payments to the Company to enroll in the program. The customer's monthly payment will be based on an average of the previous 12 months of bills and applicable fees and taxes. FPUC has also proposed program tariff language to state that the budgeted monthly payment may be recalculated from time to time, and that the Company may begin charging the recalculated amount on the customer's next bill. Additionally, a customer's budgeted monthly payment will be recalculated on each anniversary of the customer's initial participation in the program. Staff believes the above tariff modifications would better specify the terms of the program and would align more closely with the natural gas budget billing tariff.

Other revisions include removing language on applying a factor which typically has not been utilized, removing the monthly 10 percent payment variable margin (the new CIS platform will automatically calculate the customers budget billing amount), and removing the terminated customer waiting period before reenrolling in the budget billing program.

In addition to the above discussed proposed tariff revisions, the Company is also proposing to expand its electric budget billing program to customers in Rate Schedules GS-Non Demand (customers using 25 kilowatts or less), and GS-Demand (customers using 25 to 500 kilowatts). The Company asserts that the proposal would enable smaller commercial customers to better budget their utility expenses and the proposed expansion would not impact the general body of ratepayers.

Overall, the added detail to the electric budget billing tariffs would provide more consistency with the natural gas tariff. Furthermore, the replacement of the CIS platform would allow FPUC

to enhance its billing and payment platforms, streamline and automate the billing system, consolidate customer information, and onboard customers quickly.

Conclusion

The Commission should approve FPUC's proposed revisions to its optional budget billing program tariffs for its electric and natural gas divisions, including the expansion of the program to general service customers. The proposed revised tariffs, in Attachment A to this recommendation, should be effective on the actual date of the transition of the existing CIS platform to the new CIS platform expected to occur in August 2024. No later than 30 days prior to the transition date, the Company should notify the Commission in writing of the actual transition date.

Issue 2: Should this docket be closed?

Recommendation: Yes. If a protest is filed within 21 days of the issuance of the order, the tariffs should remain in effect, with any revenues held subject to refund, pending resolution of the protest. If no timely protest is filed, this docket should be closed upon the issuance of a consummating order. (Stiller)

Staff Analysis: If a protest is filed within 21 days of the issuance of the order, the tariffs should remain in effect, with any revenues held subject to refund, pending resolution of the protest. If no timely protest is filed, this docket should be closed upon the issuance of a consummating order.

Florida Public Utilities Company
FPSC Tariff
Original Volume No. 2

First Revised Sheet No. 6.253
Replaces Original Sheet No. 6.253

RULES AND REGULATIONS - CONTINUED

6. Budget Billing Program (Optional):

a. Residential Customers and non-residential Customers served under Rate Schedules GS-1 and GS-2 and may elect to make budgeted monthly payments of amounts due the Company to help stabilize monthly payments. To qualify for the Budget Billing Program, a Customer must be a year-round Customer with twelve (12) Months of consecutive bills and have zero balance owing when the Customer elects to participate in the Program. The Company ~~will implement Customer's participation in the program on the first day of the Month following the application by Customer~~ may waive the zero balance requirement on a not-unduly discriminatory basis.

b. If a Customer requests to make budgeted monthly payments, the initial budgeted monthly payment amount ~~is~~ will be based on an average of the previous twelve (12) Months bills due the Company, including all applicable fees and taxes (excluding service charges and additional fees). The Company reserves the right to estimate increases or decreases over historical amounts in rate components (including taxes) to the account, ~~and then apply a factor based — upon the above and true-up any variances.~~

After the Customer's budgeted monthly payment amount has been initially established, the Company may recalculate the budgeted monthly payment from time to time. If the recalculated budgeted monthly payment varies ~~by 10% or more~~ from the budgeted monthly payment amount then in effect, the Company may begin charging the recalculated amount on Customer's next successive bill.

c. ~~Any current and budget balance will be shown on the Customer's bill.~~ The Customer's budgeted monthly payment will be recalculated on each anniversary of the Customer's initial participation in the program. On such recalculation, any credit and debit deferred balance will be recalculated in the following year's budgeted monthly payment calculation.

d. An electing Customer's participation in the budgeted payment plan will be continuous unless the Customer requests that participation in the plan be terminated or that gas service be terminated, or the Customer is delinquent in paying the budgeted payment amount and becomes subject to the collection action on the service account. At that time, the Customer's participation in the program will be terminated and the Customer shall settle their account with the Company in full. If a Customer requests to terminate participation in the program, but remains a Customer of the Company, the Customer shall pay any deferred debit balance with their next regular monthly bill, and any deferred credit balance shall be used to reduce the amount due for the next regular monthly bill. ~~An electing~~

Issued by: Jeffrey Sylvester, Chief Operating Officer
Florida Public Utilities Company

Effective: ~~March 1, 2023~~

Florida Public Utilities Company First Revised Sheet No. 6.254
Original Volume No. 2 Replaces Original Sheet No. 6.254

RULES AND REGULATIONS - CONTINUED

~~Budget Billing Program (Optional) Continued:~~

~~Customer may request that participation be terminated at any time, but once terminated by Customer request or due to collection action, will be limited to a six (6) Month waiting period before Customer may rejoin the Budget Billing program.~~

7. Payments:

a. Payment Methods:

Customers may elect to pay their bill by cash, check, money order, credit card, debit card, automatic withdrawal from a bank account, or on-line via Company's website no later than twenty (20) Days from the date of presentation by Company.

- i. Customers may elect to pay their bill at a Company authorized payment agent listed on Company's website.

b. Application of Payments:

Customer payments received by the Company shall be applied to the billed charges as follows:

i. Aging of Accounts Receivable:

Oldest outstanding billed charges until fully satisfied following the payment application methodology specified below.

Proceeding to the next oldest outstanding billed charge until either the entire payment has been applied or until the entire amount owed has been satisfied following the payment application methodology specified below.

c. Payment Application Methodology:

- i. Separately stated taxes and fees, until fully satisfied; then,
- ii. Pool Manager's charges for the sale of Gas, if any, until fully satisfied; then
- iii. Company's regulated charges, until fully satisfied; then,
- iv. Other Company non-regulated charges, until fully satisfied; then other Pool Manager charges.

Issued by: Jeffrey Sylvester, Chief Operating Officer Effective:
Florida Public Utilities Company

Florida Public Utilities Company
~~First~~^{Second} Revised Sheet No. 39
 F.P.S.C. Electric Tariff
 Cancels ~~Original~~^{First} Sheet No. 39
 Third Revised Volume No. I

INDEX OF RATE SCHEDULES

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Issued by: ~~Jeffrey M. Householder, President~~ Jeffrey Sylvester, Chief Operating Officer
 Effective: ~~FEB 04 2021~~

Florida Public Utilities Company
F.P.S.C. Electric Tariff
Third Revised Volume No. I

Fifth Revised Sheet No. 40
Cancels Fourth Revised Sheet No. 40

*RATE SCHEDULE RS
RESIDENTIAL SERVICE*

Availability

Available within the territory served by the Company in Jackson, Calhoun and Liberty Counties and on Amelia Island in Nassau County.

Applicability

Applicable for service to a single family dwelling unit occupied by one family or household and for energy used in commonly-owned facilities in condominium and cooperative apartment buildings.

Character of Service

Single-phase service at nominal secondary voltage of 115/230 volts; three-phase service if available.

Limitations of Service

The maximum size of any individual single-phase motor hereunder shall not exceed five (5) horsepower.

The Company shall not be required to construct any additional facilities for the purpose of supplying three-phase service unless the revenue to be derived therefrom shall be sufficient to yield the Company a fair return on the value of such additional facilities.

Monthly Rate

Customer Facilities Charge:

\$16.95 per customer per month

Base Energy Charge:

2.373¢/KWH for usage up to 1000 KWH's/month

3.887¢/KWH for usage above 1000 KWH's/month

Purchased Power Charges

Purchased power charges are adjusted by the Florida Public Service Commission, normally each year in January. For current purchased power costs included in the tariff, see Sheet Nos. 65 & 66.

Minimum Bill

The minimum monthly bill shall consist of the above Customer Facilities Charge.

(Continued on Sheet No. 41)

Issued by: ~~Jeffrey M. Householder, President~~ Jeffrey Sylvester, Chief Operating Officer
Effective: JAN-01-2024

Florida Public Utilities Company

First Revised Sheet No. 41
Cancels Original Sheet No. 41

F.P.S.C. Electric Tariff
Third Revised Volume No. 1

*RATE SCHEDULE RS
RESIDENTIAL SERVICE*

(Continued from Sheet No. 40)

Purchased Power Costs

See Sheet Nos. 65 & 66.

Conservation Costs

See Sheet Nos. 65 & 66.

Franchise Fee Adjustment

Customers taking service within franchise areas shall pay a franchise fee adjustment in the form of a percentage to be added to their bills prior to the application of any appropriate taxes. This percentage shall reflect the customer's pro rata share of the amount the Company is required to pay under the franchise agreement with the specific governmental body in which the customer is located.

Budget Billing Program (optional)

a. Residential Customers may elect to make budgeted monthly payments of amounts due the Company to help stabilize monthly payments. To qualify for the Budget Billing Program, a Customer must be a year-round Customer with twelve (12) Months of consecutive bills and have zero balance owing when the Customer elects to participate in the Program. The Company may waive the zero balance requirement on a not-unduly discriminatory basis.

b. If a Customer requests to make budgeted monthly payments, the initial budgeted monthly payment amount will be based on an average of the previous twelve (12) months bills due the Company, including all applicable fees and taxes (excluding service charges and additional fees). The Company reserves the right to estimate increases or decreases over historical amounts in rate components (including taxes) to the account.

After the Customer's budgeted monthly payment amount has been initially established, the Company may recalculate the budgeted monthly payment from time to time. If the recalculated budgeted monthly payment varies from the budgeted monthly payment amount then in effect, the Company may begin charging the recalculated amount on Customer's next successive bill.

(Continued on Sheet No. 42)

Issued by: ~~Jeffrey M. Hausholder, President~~ Jeffrey Sylvester, Chief Operating Officer
Effective: NOV-01-2014

Florida Public Utilities Company

First Revised Sheet No. 42

Cancels Original Sheet No. 42

F.P.S.C. Electric Tariff

Third Revised Volume No. 1

RATE SCHEDULE RS
RESIDENTIAL SERVICE

(Continued from Sheet No. 41)

- c. The Customer's budgeted monthly payment will be recalculated on each anniversary of the Customer's initial participation in the program. On such recalculation, any credit and debit deferred balance will be recalculated in the following year's budgeted monthly payment calculation.
- d. An electing Customer's participation in the budgeted payment plan will be continuous unless the ~~customer~~Customer requests that participation in the plan be terminated or that ~~Electric Service~~electric service be terminated, — or the Customer is delinquent in paying the budgeted payment— amount and becomes subject to the —collection action on the service — account. At that time, the Customer's participation in the program — will be terminated and the Customer shall settle their account with the Company in full. If a — Customer requests to terminate participation in the program, but remains a Customer of the — Company, the Customer shall pay any deferred debit balance with their next regular monthly bill, — and any deferred credit balance shall be used to reduce the amount due for the next regular monthly bill. ~~An electing customer may request that participation be terminated at any time, but once — terminated by customer request or due to collection action, will be limited to a six (6) month waiting — period before Customer may rejoin the Budget Billing Program bill.~~

Terms and Conditions

Service under this rate schedule is subject to the Company's Rules and Regulations applicable to — electric service.

Issued by: ~~Jeffrey M. Householder, President~~Jeffrey Sylvester, Chief Operating Officer

Effective: ~~NOV-01-2014~~

Florida Public Utilities Company
F.P.S.C Electric Tariff
Third Revised Volume No. I

~~Fifth~~^{Sixth} Revised Sheet No. 4343
Cancels ~~Fourth~~^{Fifth} Revised Sheet No. 4343

*RATE SCHEDULE GS
GENERAL SERVICE – NON DEMAND*

Availability

Available within the territory served by the Company in Jackson, Calhoun and Liberty Counties
And on Amelia Island in Nassau County.

Applicability

Applicable to commercial and industrial lighting, heating, cooking and small power loads aggregating
25 KW or less.

Character of Service

Single or three-phase service at available standard voltage.

Limitations of Service

Service shall be at a single metering point.

Monthly Rate

Customer Facilities Charge:

\$27.85 per customer per month

Base Energy Charge:

All KWH 2.903¢/KWH

Purchased Power Charges

Purchased power charges are adjusted by the Florida Public Service Commission, normally each year in
January. For current purchased power costs included in the tariff, see Sheet Nos. 65 & 66.

Minimum Bill

The minimum monthly bill shall consist of the above Customer Facilities Charge.

Terms of Payment

Bills are rendered net and are due and payable within twenty (20) days from date of bill.

Purchased Power Costs

See Sheet Nos. 65 & 66.

Conservation Costs

See Sheet No. 65 & 66.

(Continued on Sheet No. 44)

Issued by: ~~Jeffrey M. Householder, President~~ Jeffrey Sylvester, Chief Operating Officer
Effective: ~~JAN 1 2021~~

Florida Public Utilities Company
F.P.S.C Electric Tariff
Third Revised Volume No. I

First Revised Sheet No. 44
Cancels Original Sheet No. 44

RATE SCHEDULE GS
GENERAL SERVICE – NON-DEMAND

(Continued from Sheet No. 43)

Franchise Fee Adjustment

Customers taking service within franchise areas shall pay a franchise fee adjustment in the form of a percentage to be added to their bills prior to the application of any appropriate taxes. This percentage shall reflect the customer's pro rata share of the amount the Company is required to pay under the franchise agreement with the specific governmental body in which the customer is located.

Budget Billing Program (optional)

- a. Non-residential Customers served under Rate Schedules GS-Non-Demand may elect to make budgeted monthly payments of amounts due the Company to help stabilize monthly payments. To qualify for the Budget Billing Program, a Customer must be a year-round Customer with twelve (12) Months of consecutive bills and have zero balance owing when the Customer elects to participate in the Program. The Company may waive the zero balance requirement on a not-unduly discriminatory basis.
- b. If a Customer requests to make budgeted monthly payments, the initial budgeted monthly payment amount will be based on an average of the previous twelve (12) Months bills due the Company, including all applicable fees and taxes (excluding service charges and additional fees). The Company reserves the right to estimate increases or decreases over historical amounts in rate components (including taxes) to the account.
- c. After the Customer's budgeted monthly payment amount has been initially established, the Company may recalculate the budgeted monthly payment from time to time. If the recalculated budgeted monthly payment varies from the budgeted monthly payment amount then in effect, the Company may begin charging the recalculated amount on Customer's next successive bill.
- d. The Customer's budgeted monthly payment will be recalculated on each anniversary of the Customer's initial participation in the program. On such recalculation, any credit and debit deferred balance will be recalculated in the following year's budgeted monthly payment calculation.

(Continued on Sheet No. 44.1)

Issued by: ~~Jeffrey M. Householder, President~~ Jeffrey Sylvester, Chief Operating Officer
Effective: NOV-1-2014

Florida Public Utilities Company

Original Sheet No. 44.1

F.P.S.C Electric Tariff

Third Revised Volume No. I

RATE SCHEDULE GS
GENERAL SERVICE – NON-DEMAND

- e. An electing Customer's participation in the budgeted payment plan will be continuous unless the Customer requests that participation in the plan be terminated or that electric service be terminated, or the Customer is delinquent in paying the budgeted payment amount and becomes subject to the collection action on the service account. At that time, the Customer's participation in the program will be terminated and the Customer shall settle their account with the Company in full. If a Customer requests to terminate participation in the program, but remains a Customer of the Company, the Customer shall pay any deferred debit balance with their next regular monthly bill, and any deferred credit balance shall be used to reduce the amount due for the next regular monthly bill.

Terms and Conditions

Service under this rate schedule is subject to the Company's Rules and Regulations applicable to electric service.

Jeffrey Sylvester, Chief Operating Officer

Effective:

Florida Public Utilities Company
F.P.S.C Electric Tariff
Third Revised Volume No. I

Fifth Revised Sheet No. 45
Cancels Fourth Revised Sheet No. 45

*RATE SCHEDULE GSD
GENERAL SERVICE – DEMAND*

Availability

Available within the territory served by the Company in Jackson, Calhoun and Liberty Counties and on Amelia Island in Nassau County.

Applicability

Applicable to commercial, industrial and municipal service with a measured demand of 25 KW but less than 500 KW for three or more months out of the twelve consecutive months ending with the current billing period. Also available, at the option of the customer, to any customer with demands of less than 25 KW who agrees to pay for service under this rate schedule for a minimum initial term of twelve months.

Character of Service

Single or three-phase service at available standard voltage.

Limitations of Service

Service shall be at a single metering point at one voltage.

Monthly Rate

Customer Facilities Charge:
\$82.35 per customer per month

Demand Charge:
Each KW of Billing Demand \$4.49/KW

Base Energy Charge
All KWH 0.547¢/KWH

Purchased Power Charges

Purchased power charges are adjusted by the Florida Public Service Commission, normally each year in January. For current purchased power costs included in the tariff, see Sheet Nos. 65 & 66.

Minimum Bill

The minimum monthly bill shall consist of the above Customer Facilities Charge plus the Demand Charge for the currently effective billing demand.

Terms of Payment

Bills are rendered net and are due and payable within twenty (20) days from date of bill.

Purchased Power Costs

See Sheet Nos. 65 & 66.

(Continued on Sheet No. 46)

Issued by: ~~Jeffrey M. Householder, President~~ Jeffrey Sylvester, Chief Operating Officer
Effective: JAN-01-2021

Florida Public Utilities Company
F.P.S.C Electric Tariff
Third Revised Volume No. I

First Revised Original Sheet No. 46
Cancels Original Sheet No. 46

RATE SCHEDULE GSD
GENERAL SERVICE - DEMAND

(Continued from Sheet No. 45)

Conservation Costs

See Sheet Nos. 65 & 66.

Franchise Fee Adjustment

Customers taking service within franchise areas shall pay a franchise fee adjustment in the form of a percentage to be added to their bills prior to the application of any appropriate taxes. This percentage shall reflect the customer's pro rata share of the amount the company is required to pay under the franchise agreement with the specific governmental body in which the customer is located.

Billing Demand

The billing demand in any month shall be the greatest of the following:

- (a) The highest fifteen-minute average load for the current month, as registered by a demand meter or indicator.
- (b) The highest fifteen-minute average load for the current month after adjustment for power factor, in accordance with the Power Factor Clause of this schedule.
- (c) For those customers electing to take service under this rate schedule in lieu of the otherwise applicable rate schedule the billing demand shall be as in either (a) or (b) above, but not less than 20 KW.

Terms of Service

Not less than one year.

Power Factor of Clause

The Company reserves the right to measure power factor and if it is less than 85%, adjust the maximum demand for any month by multiplying the measured demand by 85% and dividing by the actual power factor.

Transformer Ownership Discount

If the customer elects to take service at the available primary voltage and furnish and maintain any transformers required, the monthly demand charge will be reduced by fifty-five (55) cents per kilowatt. Such customers will be metered at primary voltage and in recognition of estimated average transformation losses of 1% the KW and KWH measured units shall be multiplied by a factor of 0.99 for billing purposes.

(Continued on Sheet No. 46.1)

Issued by: ~~Jeffrey M. Householder, President~~ Jeffrey Sylvester, Chief Operating Officer
Effective: NOV-01-2014

Florida Public Utilities Company Original Sheet No. 46.1
F.P.S.C Electric Tariff
Third Revised Volume No. I

RATE SCHEDULE GSD
GENERAL SERVICE - DEMAND

(Continued from Sheet No. 46)

Budget Billing Program (optional)

a. Non-residential Customers served under Rate Schedules GS-Demand may elect to make budgeted monthly payments of amounts due the Company to help stabilize monthly payments. To qualify for the Budget Billing Program, a Customer must be a year-round Customer with twelve (12) Months of consecutive bills and have zero balance owing when the Customer elects to participate in the Program. The Company may waive the zero balance requirement on a not-unduly discriminatory basis.

b. If a Customer requests to make budgeted monthly payments, the initial budgeted monthly payment amount will be based on an average of the previous twelve (12) Months bills due the Company, including all applicable fees and taxes (excluding service charges and additional fees). The Company reserves the right to estimate increases or decreases over historical amounts in rate components (including taxes) to the account.

After the Customer's budgeted monthly payment amount has been initially established, the Company may recalculate the budgeted monthly payment from time to time. If the recalculated budgeted monthly payment varies from the budgeted monthly payment amount then in effect, the Company may begin charging the recalculated amount on Customer's next successive bill.

c. The Customer's budgeted monthly payment will be recalculated on each anniversary of the Customer's initial participation in the program. On such recalculation, any credit and debit deferred balance will be recalculated in the following year's budgeted monthly payment calculation.

d. An electing Customer's participation in the budgeted payment plan will be continuous unless the Customer requests that participation in the plan be terminated or that electric service be terminated, or the Customer is delinquent in paying the budgeted payment amount and becomes subject to the collection action

(Continued on Sheet No. 46.2)

Issued by: Jeffrey Sylvester, Chief Operating Officer

Effective:

Florida Public Utilities Company Original Sheet No. 46.2
F.P.S.C Electric Tariff
Third Revised Volume No. I

RATE SCHEDULE GSD
GENERAL SERVICE - DEMAND

(Continued from Sheet No. 46.1)

on the service account. At that time, the Customer's participation in the program will be terminated and the Customer shall settle their account with the Company in full. If a Customer requests to terminate participation in the program, but remains a Customer of the Company, the Customer shall pay any deferred debit balance with their next regular monthly bill, and any deferred credit balance shall be used to reduce the amount due for the next regular monthly bill.

Terms and Conditions

—Service under this rate schedule is subject to the Company's Rules and Regulations applicable to electric service.

Issued by: Jeffrey Sylvester, Chief Operating Officer

Effective: