

January 23, 2025

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**BY E-FILING**

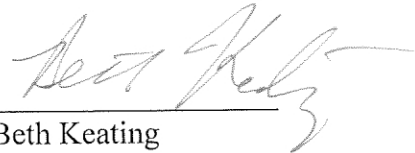
Mr. Adam Teitzman, Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

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

Dear Mr. Teitzman:

Attached for filing on behalf of Florida Public Utilities Company, please find the Company's responses to Staff's 29<sup>th</sup> Set of Data Requests.

Sincerely,



Beth Keating  
Gunster, Yoakley & Stewart, P.A.  
215 South Monroe St., Suite 601  
Tallahassee, FL 32301  
(850) 521-1706

Cc: (Service List)

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for rate increase by Florida  
Public Utilities Company.

DOCKET NO. 20240099-EI

FPUC'S RESPONSES TO STAFF'S TWENTY NINTH SET OF DATA REQUESTS

1. At the Service Hearings in both Fernandina and Marianna, customers testified regarding their extreme difficulty trying to contact FPUC by phone to address and/or resolve billing issues.
  - a) Please describe FPUC's current process for handling customer calls. As part of your response, please indicate how many employees are available to answer customer calls during normal business hours.
  - b) Please provide the average call wait time customers experience when attempting to contact FPUC. If this is unknown, please explain why. Staff's Twenty Ninth Data Request January 13, 2025
  - c) Please describe alternative methods available to customers for contacting FPUC, if any (e.g., website or email).
  - d) Please describe the methods by which customers can submit their payments and the fees associated with each.

**Company Response:**

**1a. The call center utilizes skill-based routing that distributes incoming calls to the most suitable agent based on specific service type and agent availability. There are approximately 30 customer service agents available to answer customer calls during normal business hours.**

**1b. The average call wait-time customers experience when attempting to contact FPUC is 4 minutes and 36 seconds.**

**1c. The various methods available to customers for contacting FPUC are:**

- **Phone**  
**800.427.7712**
  
- **Mail**  
**Florida Public Utilities**  
**P. O. Box 610**  
**Marianna, FL 32447**
  
- **Email**  
**[CustomerSupport@fpuc.com](mailto:CustomerSupport@fpuc.com)**
  
- **Online**  
**fpuc.com**

**1d. The company offers several payment options available to meet our customer's needs. The payment options with no fees include:**

- **EZ-BILLING**  
**Customers can enroll in our online bill management platform to set up automatic payments from their checking or savings account. They can also customize email and text notifications, payment reminders and confirmations.**
  
- **MAIL**  
**Florida Public Utilities**  
**P.O. Box 825925**  
**Philadelphia, PA 19182-5925**
  
- **AUTHORIZED RETAIL LOCATIONS**  
**Pay in person with cash, money order or debit cards. Please see Staff's Data Request 27.2 for the list of locations.**

**The payment options with fees (\$2.25 per \$750)**

- **EZ-PAY**  
**Submit one-time payments, using a credit or debit card 24/7 via phone, online, or any mobile device.**
  
- **PHONE**

**Automated phone system: 877.337.3145**

2. Please explain whether FPUC was aware, prior to the Service Hearings, of the issues expressed by customers regarding difficulty contacting them. If so, what actions has FPUC taken to improve this situation?

**Company Response:**

**The company was aware, prior to the Service Hearings, of the issues expressed by customers regarding difficulty contacting them. Since mid-2023, the company has made significant improvements to call handling practices such as , increased staffing, empowered our team members, enhanced training, streamlined processes and placed a focus on performance monitoring to maximize the caller's experience., The company uses a Plan, Do, Check, Act (PDCA) model, which allows for continuous improvement.**

3. Did FPUC reach out to each customer that testified at the Service Hearings. If so, when was contact made and how were the customer concerns addressed?  
If not, please explain why.

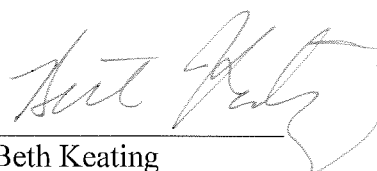
**Company Response:**

**Yes, company representatives have reached out to a all of the customers that delivered testimony either in person immediately following the hearing, or later by phone. In several cases, the company representative had to leave a message and continues to attempt contact. The company will provide a detailed report of all customer contacts and resolutions.**

**CERTIFICATE OF SERVICE**

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by Electronic Mail to the following parties of record this 23<sup>rd</sup> day of January, 2025:

<p>Suzanne Brownless Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, FL 32399-0850 <a href="mailto:sbrownle@psc.state.fl.us">sbrownle@psc.state.fl.us</a> <a href="mailto:discovery-gcl@psc.state.fl.us">discovery-gcl@psc.state.fl.us</a></p>	<p>Walt Trierweiler/P. Christensen / Charles Rehwinkel/Mary Wessling/Octavio Ponce/Austin Watrous Office of Public Counsel c/o The Florida Legislature 111 W. Madison Street, Room 812 Tallahassee, FL 32399-1400 <a href="mailto:Trierweiler.Walt@leg.state.fl.us">Trierweiler.Walt@leg.state.fl.us</a> <a href="mailto:Wessling.Mary@leg.state.fl.us">Wessling.Mary@leg.state.fl.us</a> <a href="mailto:Rehwinkel.Charles@leg.state.fl.us">Rehwinkel.Charles@leg.state.fl.us</a> <a href="mailto:Christensen.patty@leg.state.fl.us">Christensen.patty@leg.state.fl.us</a> <a href="mailto:Ponce.octavio@leg.state.fl.us">Ponce.octavio@leg.state.fl.us</a> <a href="mailto:Watrous.austin@leg.state.fl.us">Watrous.austin@leg.state.fl.us</a></p>
<p>Michelle Napier Florida Public Utilities Company 1635 Meathe Drive West Palm Beach FL 33411 <a href="mailto:mnapier@fpuc.com">mnapier@fpuc.com</a></p>	

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