



A GUIDE TO
**UTILITY
ASSISTANCE**
in Florida

APRIL 2024

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.



Florida 2-1-1 Network *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.flairs.org/florida-2-1-1-network/.



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 1-866-674-6327. Visit their Web site at <http://www.floridajobs.org/community-planning-and-development/community-services/low-income-home-energy-assistance-program>.



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.org.



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.



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.

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
(888) 988-8249*

Florida Public Utilities Company

*401 S Dixie Hwy.
West Palm Beach, FL 33401
www.fpuc.com
(800) 427-7712*

Duke Energy Florida, LLC

*299 1st Ave. N
St. Petersburg, FL 33701
www.duke-energy.com
www.progress-energy.com
(800) 700-8744*

Tampa Electric Company

*P.O. Box 111
Tampa, FL 33601-0111
www.tampaelectric.com
(888) 223-0800*

CONTACT INFORMATION

Rural Electric Cooperatives

**Central Florida
Electric Cooperative, Inc.**

11491 NW 50th Ave.
Chiefland, FL 32626
www.cfec.com

(352) 493-2511

**Choctawhatchee
Electric Cooperative, Inc.**

1350 W Baldwin Ave.
DeFuniak Springs, FL 32435
www.chelco.com

(850) 892-2111

Clay Electric Cooperative, Inc.

P.O. Box 308
65 SW Citrus Ave.
Keystone Heights, FL 32656
www.clayelectric.com

(352) 473-4917

**Escambia River
Electric Cooperative, Inc.**

3425 Hwy. 4
Jay, FL 32565
www.erec.com

(800) 235-3848

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

P.O. Box 377
Tavernier, FL 33070
www.fkec.com

(800) 858-8845

Glades Electric Cooperative, Inc.

26733 US Hwy. 27
P.O. Box 519
Moore Haven, FL 33471
www.gladesec.com

(863) 946-6200

**Gulf Coast
Electric Cooperative, Inc.**

722 W Hwy. 22
P.O. Box 220
Wewahitchka, FL 32465
www.gcec.com

(800) 333-9392

**Lee County
Electric Cooperative, Inc.**

433 N 15th St.
Immokalee, FL 34142
www.lcec.net

(800) 599-2356

**Okefenoke Rural
Electric Membership Corporation**

14384 Cleveland St. E
P.O. Box 602
Nahunta, GA 31553
www.oremc.com

(800) 262-5131

**Peace River
Electric Cooperative, Inc.**

P.O. Box 1310
Wauchula, FL 33873-1310
www.preco.org

(800) 282-3824

continued

CONTACT INFORMATION

Rural Electric Cooperatives *continued*

PowerSouth Energy Cooperative

2027 E Three Notch St.
Andalusia, AL 36421
www.powersouth.com

(334) 427-3000

Seminole Electric Cooperative, Inc.

16313 N Dale Mabry Hwy.
Tampa, FL 33618
www.Seminole-electric.com

(813) 963-0994

Sumter Electric Cooperative, Inc.

330 S US Hwy. 301
Sumterville, FL 33585-0301
www.secoenergy.com

(352) 793-3801

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

11340 100th St.
Live Oak, FL 32060
www.svec-coop.com

(800) 447-4509

Talquin Electric Cooperative, Inc.

1640 W Jefferson St.
Quincy, FL 32351
www.talquinelectric.com

(850) 627-7651

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

2862 W Hwy. 90
Madison, FL 32340
www.tcec.com

(850) 973-2285

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

805 St. Johns Rd.
Bonifay, FL 32425
www.westflorida.coop

(800) 342-7400

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

14651 21st St.
Dade City, FL 33523
www.wrec.net

(352) 567-5133

CONTACT INFORMATION

Florida's Municipal Electric Utilities

City of Alachua

P.O. Box 9
Alachua, FL 32616-0009
www.cityofalachua.org

(386) 418-6100

City of Bartow

450 N Wilson Ave.
Bartow, FL 33830
www.cityofbartow.net

(863) 534-0100

City of Blountstown

20591 Central Ave. W
Blountstown, FL 32424-2103
www.blountstown.org

(850) 674-5488

City of Bushnell

P.O. Box 115
Bushnell, FL 33513-0016
www.cityofbushnellfl.com

(352) 793-2591

City of Chattahoochee

P.O. Box 188
Chattahoochee, FL 32324-0188
www.chattgov.org

(850) 663-4046

City of Clewiston

141 Central Ave.
Clewiston, FL 33440-3701
www.clewiston-fl.gov

(863) 983-1454

City of Fort Meade

521 4th St. NW
Fort Meade, FL 33841
www.cityoffortmeade.com

(863) 285-1119

Fort Pierce Utilities Authority

2065 6th St.
Fort Pierce, FL 34950
www.fpu.com

(772) 466-1600

Gainesville Regional Utilities

301 SE 4th Ave.
Gainesville, FL 32641
www.gru.com

(352) 334-3434

(800) 818-3436

City of Green Cove Springs Electric Utility

321 Walnut St.
Green Cove Springs, FL 32043
www.greencovesprings.com

(904) 297-7500

Town of Havana

P.O. Box 1068
Havana, FL 32333-1068
www.townofhavana.com

(850) 539-2820

Homestead Energy Services

675 N Flagler Ave.
Homestead, FL 33030
www.cityofhomestead.com

(305) 224-4800

continued

CONTACT INFORMATION

Florida's Municipal Electric Utilities *continued*

JEA

21 W Church St.
Jacksonville, FL 32202
www.jea.com

(904) 665-6000

Beaches Energy Services

11 N 3rd St.
Jacksonville Beach, FL 32250
www.beachesenergy.com

(904) 247-6241

Keys Energy Services

1001 James St.
Key West, FL 33040
www.keysenergy.com

(305) 295-1000

Kissimmee Utility Authority

1701 W Carrill St.
Kissimmee, FL 34741
www.kua.com

(407) 933-7777

City of Lake Worth Utilities

414 Lake Ave.
Lake Worth, FL 33460
www.lakeworth.org

(561) 533-7300

Lakeland Electric

501 E Lemon St.
Lakeland, Florida 33801-9881
www.lakelandelectric.com

(863) 834-9535

(800) 929-4876

City of Leesburg

2010 Griffin Rd.
Leesburg, Florida 34748
www.leesburg.fl.com

(352) 728-9830

City of Moore Haven

P.O. Box 399
Moore Haven, FL 33471-0399
www.moorehaven.org

(863) 946-0711

City of Mount Dora

P.O. Box 176
Mount Dora, FL 32757
www.ci.mount-dora.fl.us

(352) 735-7100

***New Smyrna Beach
Utilities Commission***

200 Canal St.
New Smyrna Beach, FL 32168
www.ucnsb.net

(386) 427-1361

City of Newberry

25440 W Newberry Rd.
Newberry, FL 32669
www.ci.newberry.fl.us

(352) 472-2161

Ocala Utility Services

110 SE Watula Ave.
Ocala, FL 34471
www.ocalafl.org

(352) 629-2489

continued

CONTACT INFORMATION

Florida's Municipal Electric Utilities *continued*

Orlando Utilities Commission

*P.O. Box 3193
Orlando, FL 32802-3193
www.ouc.com*

(407) 423-9018

City of Quincy

*404 W Jefferson St.
Quincy, FL 32351
www.myquincy.net*

(850) 618-0017

City of Starke

*209 W Thompson St.
Starke, FL 32091
www.cityofstarke.org*

(904) 964-5027

City of Tallahassee

*435 N Macomb St.
Tallahassee, FL 32301
www.talgov.com*

(850) 891-4YOU (4968)

City of Wauchula

*126 S 7th Ave.
Wauchula, FL 33873
www.cityofwauchula.com*

(863) 773-3131

City of Williston

*50 NW Main St.
Williston, FL 32696
www.willistonfl.org*

(352) 528-3060

Reedy Creek Improvement District

*1900 Hotel Plaza Blvd.
Lake Buena Vista, FL 32830
www.rcid.org*

(407) 824-4913

City of St. Cloud

*1300 9th St.
Building A, 1st Floor
St. Cloud, FL 34769
www.stcloud.org*

(407) 957-7373

Winter Park Electric Utility

*401 Park Ave. S
Winter Park, FL 32789
www.cityofwinterpark.org*

(407) 599-3220



2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

The Public Service Commission provides a staff of specialists who are available to answer questions from Florida consumers.

To reach a PSC consumer representative, please call during business hours at (850) 413-6100, toll free at **1-800-342-3552**, or send a fax to 1-800-511-0809.

E-mail Address:

contact@psc.state.fl.us

Website:

www.FloridaPSC.com

