

# 2000 FMEA CUSTOMER SERVICE SURVEY

## GENERAL INFORMATION

	Alachua	Bartow	Bushnell	Chattahoochee	Clewiston	Fort Meade	Ft. Pierce Utilities Authority
Total # of Electric Customers	2,747	9,909	984	1,259	4,039	2,452	24,594
# Residential Customers	2,204	8,322	767	1,106	3,309	2,239	20,277
# Commercial/Non-Demand Customers	445	1,138	224	148	455	203	4,317
# Commercial/Demand Customers	57	286	8	5	137	10	-
# City & Other Accounts	41	163	28	49	139	105	-
Net # New Accounts Yearly	115	37	-	0	6	79	201
Gross Retail Electric Sales (\$)	\$5,378,343	\$28,306,912	\$1,865,926	\$3,132,347	\$8,442,600	\$3,619,079	\$42,657,000
Gross Retail Electric Sales (kWh)	60,886,970	281,881,625	22,029,784	48,122,423	115,644,032	39,653,000	563,250,000
Residential Sales (\$)	\$2,502,339	\$11,781,319	\$610,692	\$957,355	\$3,619,661	\$2,549,099	\$18,521,000
Residential Sales (kWh)	26,591,577	119,548,004	7,568,267	12,391,071	50,294,116	27,907,000	223,577,000
Commercial/Non-Demand Sales (\$)	\$2,424,672	\$2,958,459	\$586,629	\$419,077	\$608,423	\$603,746	\$24,136,000
Commercial/Non-Demand Sales (kWh)	34,295,393	23,424,040	6,442,362	5,099,654	7,139,128	9,274,000	339,673,000
Commercial Demand Sales (\$)	404,468	\$12,477,862	\$593,087	\$1,635,534	\$4,123,463	\$142,698	included in above
Commercial Demand (kWh)	68,244	125,664,434	8,019,155	29,136,870	57,172,200	71,000	included in above
City & Other Sales (\$)	Included in above	\$1,089,271	included in above	\$120,380	\$91,053	\$323,526	included in above
City & Other Sales (kWh)	Included in above	13,245,147	included in above	1,494,828	1,038,588	2,396,000	included in above
Wholesale Sales (\$)	N/A	-	-	N/A	-	N/A	-
Wholesale Sales (kWh)	N/A	-	-	N/A	-	N/A	-
Franchised Sales (\$)	N/A	-	-	N/A	-	N/A	-
Franchised Sales (kWh)	N/A	-	-	N/A	-	N/A	-
Amount Surcharge Outside City	10%	10%	10%	No	-	10%	10%
Utility Tax Amount	10%	10%	10%	No	10% less .01/kWh	10%	10%
Fuel Adjustment (\$)	-	N/A	.01745 adj. semi-annually	No	-	No	-
Power Cost Adjusted (\$)	4.00 per 1000 kwh	0.02391	.01118 adj. semi-annually	Yes	.01680	Yes, varies	-7.33 per /1000kWh
Frequency Either Adjusted	Annually	Monthly	bi-annually	Monthly	Monthly	varies	6 months
Service Area in Square Miles	35	165	2.5	5	5	26	35
# Service Orders Issued (annual)	2,000	5,323	1,990	1,020	1,189	4,500	CS 14,911 UA 27,600
# Disconnects for Non-payment (annual)	55 mo. avg.	1,861 yr.	3.5 mo.	208 yr.	570 yr.	600 yr.	1,097 yr.
On-Line Order Transmission System	N/A	-	N/A	No	No	No	-
24-Hour Service Number	Yes	Yes	Yes-Dispatch	Yes	Yes	Yes	Yes

## GENERAL INFORMATION

	Lake Worth	Leesburg	Moore Haven	Mount Dora	Newberry	New Smyrna Beach Utilities Commission	Ocala Electric Utility
Total # of Electric Customers	25,121	18,189	1,202	4,777	1,019	21,770	44,737
# Residential Customers	21,741	15,226	793	4,090	839	18,386	35,338
# Commercial/Non-Demand Customers	3,288	2,487	131	559	116	1,706	6,092
# Commercial/Demand Customers	1,113	290	15	41	24	90	1,006
# City & Other Accounts	108	180	20	31	40	-	2,301
Net # New Accounts Yearly	275	434	5	60	67	1,269	1,032
Gross Retail Electric Sales (\$)	\$33,508,208	\$33,122,087	\$901,504	\$6,908,790	\$2,232,485	\$24,901,190	\$85,101,933
Gross Retail Electric Sales (kWh)	377,372,788	433,535,742	16,247,559	82,629,062	31,774,570	340,606,215	1,151,473,555
Residential Sales (\$)	\$17,958,913	\$14,660,366	\$643,064	\$4,099,186	\$855,319	\$15,819,726	\$37,577,385
Residential Sales (kWh)	206,805,913	189,680,299	9,297,058	46,729,105	10,612,841	212,844,824	458,379,755
Commercial/Non-Demand Sales (\$)	\$6,977,013	\$5,740,604	\$262,619	\$1,247,253	\$176,343	\$3,351,700	\$9,258,835
Commercial/Non-Demand Sales (kWh)	70,791,499	67,363,181	6,643,763	14,573,253	1,951,443	42,814,201	123,083,128
Commercial Demand Sales (\$)	5,986,720	\$8,028,990	-	\$1,074,338	\$1,104,960	\$5,323,824	\$35,745,386

Gainesville Regional Utilities	Green Cove Springs	Havana	Homestead	JEA	Jacksonville Beach	Key West City Electric System	Kissimmee Utility Authority	Lakeland Electric
76,179	2,951	1,281	15,540	348,072	29,979	27,530	44,214	108,160
68,130	2,398	1,054	12,806	310,358	25,364	22,590	36,132	87,222
7,215	445	204	1,437	34,895	4,187	2,709	6,303	9,148
834	107	-	337	2,816	322	672	771	1,260
-	1	23	960	3	106	1,559	9	10,530
3,650	106	9	600	6,612	1,418	333	1921	-
\$121,366,487	\$8,507,232	\$1,995,833	\$25,174,056	\$756,422,000	\$54,136,488	\$59,367,530	\$72,533,724	\$173,176,274
1,712,301,227	122,890,549	21,924,745	307,943,289	14,520,669	661,052,785	629,998,100	1,017,101,356	2,464,559,358
\$57,632,844	\$2,524,580	\$1,099,129	\$11,444,476	\$311,071,000	\$32,398,010	\$25,220,447	\$38,987,523	\$96,169,748
764,720,826	31,260,502	11,791,017	153,667,696	4,513,203	414,303,958	282,310,716	509,890,143	1,238,733,052
\$15,070,969	\$804,995	\$797,666	\$2,384,853	\$112,330,000	\$6,919,771	\$6,709,550	\$11,682,886	\$14,875,182
195,527,602	9,737,993	9,013,322	29,532,681	2,818,502	78,027,058	59,229,157	152,059,173	192,640,862
\$37,406,773	\$5,117,657	-	\$7,624,137	292,756,000	13,486,465	26,802,309	20,828,344	53,072,418
625,770,958	81,892,054	-	110,535,027	6,113,617	155,574,538	282,895,736	344,734,946	935,065,476
\$2,993,401	\$189,363	\$99,038	\$3,720,590	\$6,227,000	\$1,332,242	\$635,224	\$1,034,971	\$9,058,925
19,281,127	2,072,334	1,120,406	14,207,885	83,944	13,147,231	5,562,491	10,417,095	98,119,968
5,324,366	\$154,000	-	-	34,038,000	-	-	\$2,601,298	\$15,197,304
107,000,714	2,158,400	-	-	991,403	-	-	94,910,000	190,232,000
-	N/A	-	-	included in retail	-	N/A	-	-
-	N/A	-	-	included in retail	-	N/A	-	-
10%	N/A	N/A	-	N/A	-	N/A	\$2,021,474	-
10%	N/A	None	10%	16,561,000	-	N/A	-	-
0.0186	N/A	Yes	No	-	.00465-kWh (credit)	Yes	-	-0-
-	FY Avg. .011636/kWh	No	Yes	-	.00465-kWh (credit)	Yes	Yes	-
Monthly	Semi-annually	Monthly	Quarterly	-	Reviewed Quarterly	Monthly	Monthly	-
130	25	1.88	14	9800	48	74	85	258
-	600	N/A	35,131	261,523	40,926	16,144	104,316	115,398
-	60 mo.	233 yr.	1,653 yr.	71,631 yr.	2,945 yr.	435 yr.	2,400 yr.	20,509 yr.
-	-	No	No	Yes	-	Yes	Yes	Yes
-	Yes(Police)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
OUC	Quincy	St. Cloud	Starke	Tallahassee	Vero Beach	Wauchula	Williston	
153,371	4,706	18,500	2,601	93,008	29,619	2,533	1306	
121,608	3,874	16,257	1,950	76,932	24,803	1,952	1011	
15,640	706	1,842	606	9,175	3,974	574	191	
3,925	22	182	-	1,799	541	7	31	
12,198	104	170	45	5102	301	54	73	
4,266	40 - 60	-	17	3614	1,170	20	36	
\$279,849,000	\$12,389,766	\$24,039,816	\$5,795,166	\$170,582,490	\$49,415,218	\$4,770,658	\$2,590,315	
4,443,104,000	174,045,185	607,915,769	65,588,303	2,344,586	644,526,084	58,062,273	29,387,615	
\$114,272,000	\$3,774,213	\$18,044,134	\$1,860,937	\$78,303,081	\$26,737,604	\$2,200,875	\$958,648	
1,492,777,000	45,528,331	441,067,887	22,334,336	916,904,000	316,323,549	26,262,624	10,702,552	
\$24,074,000	\$3,774,864	\$1,902,429	\$3,934,229	\$14,234,142	6,918,131	\$1,654,304	\$547,005	
330,576,000	49,324,158	42,913,440	43,253,967	159,934,180	83,788,391	18,962,813	5,774,009	
\$137,589,000	\$4,360,021	\$4,093,254	0	\$86,808,279	15,759,483	\$973,502	\$956,520	

# 2000 FMEA CUSTOMER SERVICE SURVEY

## GENERAL INFORMATION

(continued)	Lake Worth	Leesburg	Moore Haven	Mount Dora	Newberry	New Smyrna Beach Utilities Commission	Ocala Electric Utility
Commercial Demand (kWh)	72,134,563	163,883,200	-	15,608,139	18,069,426	82,086,098	539,520,828
City & Other Sales (\$)	\$1,299,270	\$830,467	-	\$353,467	\$95,863	\$4,405,890	\$2,520,327
City & Other Sales (kWh)	12,766,863	12,609,042	306,738	5,007,467	1,140,820	2,861,092	30,489,844
Wholesale Sales (\$)	-	-	-	0	-	\$49,208	0
Wholesale Sales (kWh)	-	-	-	0	-	1,734,000	0
Franchised Sales (\$)	1,286,291	-	-	0	-	-	0
Franchised Sales (kWh)	14,873,950	-	-	0	-	-	0
Amount Surcharge Outside City	10%	-	7,734	10%	-	-	10%
Utility Tax Amount	10%	-	70,053	10%	10%	3% city - 10% county	10%
Fuel Adjustment (\$)	variable	-	-	-	-	Yes	N/A
Power Cost Adjusted (\$)	-	7.25/1000 kWh	74.871	7 mills	-	No	4.8 mills
Frequency Either Adjusted	Monthly	6 mo. if necessary	Monthly	6 month	-	12 Months	6 months
Service Area in Square Miles	12	50	1.5	7.65	3	72	153
# Service Orders Issued (annual)	-	30,547 (all services)	-	100	2,800	6,999	25,045
# Disconnects for Non-payment (annual)	6,238 yr.	300 yr.	56 mo.	-	48 mo.	742 mo.	7,109 yr.
On-Line Order Transmission System	-	No	-	-	-	No	Yes
24-Hour Service Number	Yes	Yes	Yes	Yes	Yes	Yes	Yes

## NEW SERVICES INFORMATION — RESIDENTIAL

	Alachua	Bartow	Bushnell	Chattahoochee	Clewiston	Fort Meade	Ft. Pierce Utilities Authority
New Service Deposit	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Installment Payments	No	No	No	No	No	No	No
Range/Basis for Deposit	E-\$150, W-\$40, or LOC	E-\$120, W-\$20	2x Monthly or \$100	W-\$30, E-\$100, G-\$50	\$200 W & E	\$100 or LOC	\$0-145-290 Depends on credit history
Deposit Waived/Conditions	LOC	Good credit existing account	landlord cleaning, real estate temp	None	LOC	3 yrs. excellent credit	ltr. of referral, prev. credit history, & credit check
Refund Deposit/Conditions	12 mo./good pay	5 yrs. good credit	2 yrs. without late	termination of service	2 yrs. current pay	final bill/3 yrs. good credit	excellent pay, 2 yrs. good credit
Interest on Deposit/Rate	No	calculated yearly	No	No	6%	5%	Variable
ID Required for Service	Yes	Photo I.D. with D.O.B.	DL & SS#	DL & SS#	DL & SS#	Yes	Yes-pict.-DL & SS#
Other Information Requested	SS#	Application	Closest relative	Service Application	Rent receipt or proof of purchase	SS#, DL#	Deed, rent receipts, lease agreement
New Deposit to Transfer in Service Area	No	No-\$20 transfer fee	Yes, if current acct not refunded good credit	No	None	No	Rarely
Amount of Service Charge for New Service	None	None	\$15	None	10	None	\$25
Impact Fee/Amount	E.\$25, W-\$25	W-\$275 S-\$250	No	No	600-W/80-S	No	w-\$1, 378/erc sw-\$1, 222/erc
Guaranteed Same Day Connects	Yes	Yes	Yes	Yes	Yes	Yes	Friday until 10:00 A.M.
Guaranteed Same Day Disconnects	Yes	No	Yes	Yes	Yes	Yes	No
After Hours Reconnect/Fee	double-only provide on cut off	No	Yes/x2	No	No	\$60	150
Field Personnel Collect Fees	No	No	Yes	No	No	No	Yes, check only - delq. bills
Same/Next Day Service Charge Differ	No	None	No	No	No	No	No
Phone Orders to Connect/Bill for Deposit	No	No	No	No	No	No	Phone orders to connect /credit check
Phone Orders for Disconnect	Yes	Yes	Yes, verify SS#	Yes	Yes	Yes	Yes
Fee for energy audits/How Much?	N/A	None	No fee	N/A	No	N/A	No

OUC	Quincy	St. Cloud	Starke	Tallahassee	Vero Beach	Wauchula	Williston
2,590,355,000	71,714,115	123,934,442	0	1,309,143,102	244,414,144	16,294,100	11,480,002
\$3,914,000	\$480,668	included above	-	\$4,348,196	-	inc. in commercial	\$128,141
29,396,000	7,468,572	included above	1,104,232	65,607,301	-	inc. in commercial	1,431,052
133,227,000	-	-	0	\$5,226,419	-	-	0,
\$3,340,862,000	-	-	0	132,548,106	-	-	0,
N/A	-	-	0	None	0	-	0,
N/A	-	-	0	None	0	-	0,
0	-	707,115	0	10%	10%	10%	No
10%	-	\$807,178	10%	10%	10%	10%	No
Yes	Yes	-	Varies Mo.	0.002	No	-	Yes
No	Yes	-	Included in fuel adjustment	N/A	Yes	0.002	Monthly
12 months	Monthly	-	Monthly	6 months	-	Monthly	Monthly
394	22	150	7.5	221	27	12	2
208,240	-	20,473	542	321,831	13,781	1,200	2,641
18,828 yr.	-	494 yr.	324 yr.	76,315 yr.	-	100 mo. avg.	105 yr.
Yes	No	Yes	No	Yes	Yes	-	No
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Gainesville Regional Utilities	Green Cove Springs	Havana	Homestead	JEA	Jacksonville Beach	Key West City Electric System	Kissimmee	Lakeland Electric
Yes	Yes	Yes	Yes	Equifax LOC or Cash Deposit	Yes	Yes	Yes	Yes
No	No	No	No	No	No	No	Yes	Yes
\$150	\$300 E, W, WW	\$50-200	\$150	\$20-\$125 new, \$20 delinquent	\$20-125 or 1.5 X avg.	1st-\$125 2nd-\$75	E-\$125, W-\$25	E-\$100, W-\$20
Equifax credit, check, LOC	Govt., Non-profit LOC from last utility	No	No	Equifax, LOC, NFCU	2 yrs. good pay referral	2 yrs. good pay	Referral from previous utility	2 yrs. good credit/pay
2 yrs. good pay	written request, 1 yr. good pay	Termination of service	2 yrs.	NFCU, LOC, 2 yrs. good pmt.	2 yrs. good pay referral	2 yrs. good pay	1 yr. good pay	2 yrs. good credit/pay
what's made on our \$	No	No	Avg. bank rate	6% Annually	5.17%	Adjusted yearly	variable rate	0.058115
Picture	picture ID/DL	Yes	Yes	Yes	Yes	Yes	Yes	Yes
DL# & SS#	Employer, SS#, Previous address	DL#, SS#, spouse children's name	DL# & SS#	leases, deed or documentation for name changes, deaths, etc.	SS#, Employer, DL# other adults in household	SS#, DL#, Rent Receipt/ Lease, Warranty Deed	SS#, DL#, Lease/ ownership papers	Serv. application lease/ landlord certification
No	No	Increase to curr. amt.	No	No	Not if good pay	No	No	No
\$15	None	None	\$20	\$10 - \$25	\$10	\$15	\$7.50	\$15
0	N/A	No	No	N/A	No	Yes-\$350	No	E-0, W-3/4 \$910 +\$250 tap fee
Yes	when possible	when possible	No	Yes	No	within city limits	No	\$15
Yes	when possible	when possible	No	No	No	within city limits	No	\$15
Yes	No after-hours reconnects	\$25	\$30-\$50	N/A	\$20	\$50	No	\$40
Yes	No	No	Yes, check or money order	No	Yes	No	No	No
Yes	No	No	No	Yes	No	No	No	Yes
Yes - charge credit card pmt.	No	No	No	Equifax/Yes	No	No	Yes	No
Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
No	N/A	No	No	No	Non-Residential Pay 1/2 City pay 1/2 (Fee quoted varies)	No	No	Free

## 2000 FMEA CUSTOMER SERVICE SURVEY

### NEW SERVICES INFORMATION — RESIDENTIAL

	Lake Worth	Leesburg	Moore Haven	Mount Dora	Newberry	New Smyrna Beach Utilities Commission	Ocala Electric Utility
New Service Deposit	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Installment Payments	No	No	0	No	None	Yes	None
Range/Basis for Deposit	\$150 min. or 2 x avg. mo. bill	WW-\$15, E-\$100 G-\$30, W-\$30	\$120	\$100 min. 2 x avg. mo. bill	\$150 or 2 x avg. mo. bill	2 x avg. mo. bill	\$125
Deposit Waived/Conditions	LOC	LOC, 2 yrs. good pay	By Council Only	N/A	good credit status	Est. credit w/utility co.	LOC
Refund Deposit/Conditions	25 mo. clear history	2-yrs. good pay	Yes	24 mo. good pay	Depends on credit status	2 yrs. prompt payments	1 yrs. good pay
Interest on Deposit/Rate	varies-yearly	Yes	No	No	No	4.8%	Bank Rate
ID Required for Service	Photo & SS #	Yes	Yes	DL#, SS#, Lease	Yes	DL# & SS#	SS#, picture ID
Other Information Requested	Employer, prev. address	DL#, Employment, SS#, Spouse	None	D.O.B., Employer Phone	Yes	Phone#, spouse D.O.B.	None
New Deposit to Transfer in Service Area	No	No	No	No	If good credit status	No	No
Amount of Service Charge for New Service	\$10	\$10	\$25	\$5	\$150	\$20	\$18
Impact Fee/Amount	None	No	0	Yes	No	No	N/A
Guaranteed Same Day Connects	No	No	No	No	Yes	Yes	Yes
Guaranteed Same Day Disconnects	No	No	No	No	Yes	No	No
After-Hours Reconnect Fee	\$40	\$45	\$50	\$30	\$40	\$45 - \$75	\$40
Field Personnel Collect Fees	No	No	No	No	Yes	Yes	No
Same/Next Day Service Charge Differ	No	No	No	No	No	No	After 2 p.m. \$30
Phone Orders to Connect/Bill for Deposit	No	No	No	No	No	Yes	No
Phone Orders for Disconnect	Yes	Yes	Yes	No	No	Yes	Yes
Fee for energy audits/How Much?	N/A	None	N/A	No	No	Yes - \$20	No

### NEW SERVICE INFORMATION — COMMERCIAL

	Alachua	Bartow	Bushnell	Chattahoochee	Clewiston	Fort Meade	Ft. Pierce Utilities Authority
Amount of Service Charge for New Service	None	None	\$15	None	10	None	\$15
Impact Fee/Amount	E-\$25, W-\$25	W/S	No	None	Varies	No	wa-\$1,378/erc sw-\$1,222/erc
Range Basis for Deposit Amount	2.5 mo. avg. bill	2x avg. bill	2x cst. monthly, min 150	2 mo. est. bill	2.5 x avg. monthly bill	\$200 or 2x monthly bill	avg.2 mo. bill
Installment Payment	No	No	No	No	No	No	No
Deposit Adjusted/When	LOC	No	credit risk	No	Yes/non-payment	Yes varies	Annual review & based on credit history
Methods Deposit May Be Posted	Cash, Check	cash/surety bond	final	cash	cash	cash or bond	cash, bond, letter of credit
Deposit Refund - Criteria (Exceptions)	12 mo. good pay	None/term. serv.	final bill paid	termination of service	2 yrs. current pay	No	LOC
Guaranteed Same Day Connects	Yes	Yes	Yes	Yes	Yes	Yes	No depends on workload
Guaranteed Same Day Disconnects	Yes	No	Yes	Yes	Yes	Yes	No
After Hrs. Reconnect/Fee	Double only on cut-off day	None	Yes/x2	No	No	\$60	until 7:00 P.M./ after \$150
Key Accounts Program	None	No	Preliminary stages	None	No	None	Yes
May field personnel collect fees?	No	No	Yes	No	No	No	by check or money order only

### BILLING INFORMATION

Billing Equipment Used	Software/meter genie	IBM	IBM	AS400	UNIX	IBM AS/400	Digital Alpha Servers
Postcard or Envelope Billing	envelope	envelope	envelope	postcard	postcard	postcard	envelope
Others Allowed to Insert	No	Yes	No	No	N/A	No	Yes

OUC	Quincy	St. Cloud	Starke	Tallahassee	Vero Beach	Wauchula	Williston
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Yes	N/A	Yes	No	-	No	-	No
\$125	\$125 rent/\$80 own	E-\$125-250 W-\$10-\$15 S-\$40-\$60	\$200 or 1.5 x avg. mo. bill	\$140	E only \$100 E, W, S,\$150	2X 6-mo. Avg.	\$200
Credit rating	-	Equifax (Res. Only)	No	LOC	No	2 yrs. good pay	No
1 yrs. good pay	After Acct. is finalized	1 yr. good pay	Closed account	2 yrs. good pay record	3 yrs. good pay record	No more than 1 late pmt/2 yrs.	5 yrs. good pay record No PN-CutOff-Meter Tampering
5.40%	No	5.96%	No	6%	6%	-	No
SS#, D.O.B.	No	SS#	Yes	Picture I.D.	Yes	License, SS#	Yes
Prev. address, spouse, phone	SS#, Telephone#	None	None	SS#, DL#, employer, telephone, DOB, spouse	Day & Evening phone#	Employer, Veh. make/model Fin. Institution/prev.address	Application, need copy of SS# and DL#
No	No	No-if good credit	None	No, if Dep. on file	Depends on # of Serv.	See above	No
\$23.50	None	\$23.50	None	\$25.64	\$13	-	None
No	None	No	None	N/A	\$550-\$1,650	\$130 temp / \$100 per - on new const.	0
If before 6 p.m.	Before 1:30 p.m.	Yes	Before 3:30	Yes	Yes	Before 4 p.m.	No
No	Before 1:30 p.m.	Next Day	Yes, Before 3:30	No	Yes	Before 4 p.m.	No
No	\$35	\$30 - \$45 after 2:00 p.m.	\$45	\$30	\$18	\$30	\$30
No	No	No	No	No	No	Yes	No
No	No	No	No	No	No	No	No
Yes	No	No	No	No	No	Yes	No
Yes	No	Yes	No (can fax or mail request)	Yes	Yes	Yes	No
Free	N/A	No	N/A	No	N/A	N/A	Not Available at this time

Gainesville Regional Utilities	Green Cove Springs	Havana	Homestead	JEA	Jacksonville Beach	Key West City Electric System	Kissimmee	Lakeland Electric
\$15	None	No	\$20	\$10 - \$55	\$10	\$15	\$7.50	\$15
Varies	None	No	-	N/A	No	\$70 per kW	No	E-0, 2" \$13,290 impact fee \$730 tap fee
2 months bill	2 x 6 mo. avg.	2 x mo. avg.	\$250 min. or 2x 12 mo. avg.	\$60 unlimited	\$75-No max 2x avg. bill	2 Mo. avg.	2 x avg. Mo. bill	2 x avg. Mo. bill
Yes	No	No	No	Yes -1 on 1st bill	No	No	No	Yes
1 year history	1 year	After 1 yrs.	After 6 mo.	6 mo. review	6 mo. review if late 2 delinquency	upon review	6 Month	Only by City Attorney
Cash, Surety Bond	cash, bond, CD	cash, LOC, bond	cash, surety bond, LOC	cash, bond	Cash, ILC, Bond	Cash, CK, Surety	Cash, Surety Bond	Cash, Surety Bond, LOC
2 year good pay history	LOC	CD	-	LOC	When terminated	Bond, CD	guarantee	Only by City Attorney
No	when possible	No	No	Yes, if requested before noon	No	No	No	No
Yes	when possible	when possible	No	No	No	within city limits	No	No
Yes/Yes	when possible/No after hours	when possible/\$25	\$30 or \$50 wkends	No	No/ \$20	within city limits/\$50	No/No	No
Yes	None	No	None	Yes	No	Yes	Yes	Yes
Yes	No	No	cash or money order	No	Yes	No	No	No
DEC/VAX	IBM AS400	AS400	IBM AS400	R.F.meters, Itrons, comp	IBM AS400	Dec Alpha / Harris Software	IBM AS400	Unisys A12
envelope	envelope	Both	envelope	envelope	envelope	Envelope	envelope	envelope
Yes	Yes	No	Yes	Yes	Yes	No	Yes	No

## 2000 FMEA CUSTOMER SERVICE SURVEY

### NEW SERVICE INFORMATION — COMMERCIAL

(continued)	Alachua	Bartow	Bushnell	Chattahoochee	Clewiston	Fort Meade	Ft. Pierce Utilities Authority
Auto Meter Reading/Manufacturer	N/A	No	Intermac	No	Itron	No	ITRON
Use Automatic/Electronic meter reading devices (AMR)	No	No	Yes	No	Yes	No	In 2000
# of Meters read by electronic equipment	No	No	N/A	No	No	No	0
On-Site Billing	Yes	Yes	No	Yes	Yes	No	Yes
# Billing Cycles Per Month	2	20-22	1	1	7	2	15
Avg. # Days Between Reading & Billings	7-8	1-2	10	10	4	approx. 10	5
# Days Between Bill & Delinquency	10-15	21	15	11	30	20	17
# Days After Delinquency to Disconnect	Same Day	7	5	7	5	5	15
Discount for Prompt Payment	No	No	No	No	No	No	No
Penalty for Late Payment/Amount	10% penalty on current balance	\$10 or 1.5% whichever greater	10%	10%	Yes - \$25	Yes \$10	1.5%
Delinquency Termination Notice Schedule	-	No	Yes	No	5 day notice	Yes	Yes
Hardship Case Provisions	Yes	Yes	Yes	No	Yes	No refer for aid	Yes
VISA/MC or ATM Card Payments	No	No	No	No	No	No	Yes

### NEW SERVICE INFORMATION — COMMERCIAL

	Lake Worth	Leesburg	Moore Haven	Mount Dora	Newberry	New Smyrna Beach Utilities Commission	Ocala Electric Utility
Amount of Service Charge for New Service	\$10	\$40	\$25	\$5	Depends on type of business	\$20	\$18
Impact Fee/Amount	N/A	No	0	Yes	None	No	None
Range Basis for Deposit Amount	2x avg. mo.	2x avg. mo.	None	\$150 min. 2x avg. mo.	2x avg. mo.	2x avg. mo.	2.25x avg. mo.
Installment Payment	No	No	No	No	No	No	No
Deposit Adjusted/When	4 del within year	6 Mo. poor pay	No	No	No	1 yrs. (requested)	No
Methods Deposit May Be Posted	Bond, Check, Cash	1/2 cash, 1/2 LOC or bond	No	Bond, CD, Cash	Pay in full	cash, bond, LOC	Cash, Ck, CD, bond
Deposit Refund - Criteria ( Exceptions)	Serv. termed	Mo. bill >\$500	Yes	24 Mo. good pay	No	No	After 3 yrs. excellent pay history
Guaranteed Same Day Connects	No	No	No	No	Yes	Yes	Yes
Guaranteed Same Day Disconnects	No	No	No	No	Yes	No	No
After Hrs. Reconnect/Fee	\$40	\$45	\$50	\$30	\$40	\$45-\$75	\$40
Key Accounts Program	No	No	No	No	No	No	Yes
May field personnel collect fees?	No	No	No	No	Yes	Yes	No

### BILLING INFORMATION

Billing Equipment Used	IBM A400	IBM	Gateway Comp.	IBM AS400	Printer/Computer	Bell & Howell	IBM-38
Postcard or Envelope Billing	Envelope	Envelope	postcard	Envelope	Envelope	Envelope	Envelope
Others Allowed to insert	Yes	No	No	No	No	Yes	City
Auto Meter Reading/Manufacturer	Itron	Itron	No	Schlumberger	No	ITRON	Logicone
Use of Automatic/Electronic meter reading devices (AMR)	Yes	Yes	No	Yes	No	Yes	Yes
# of Meters read by electronic equipment	No	N/A	No	Startup	No	No	82 per month
On-Site Billing	No	Yes	Yes	No	No	Yes	No
# Billing Cycles Per Month	22	7	1	18	1	14	20-22

Gainesville Regional Utilities	Green Cove Springs	Havana	Homestead	JEA	Jacksonville Beach	Key West City Electric System	Kissimmee	Lakeland Electric
ITRON	Logicon, Inc.	No	Itron	Itron	No	ITRON	ITRON	Schlumberger
Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes
1,567	No	N/A	50	58,000	No	N/A	1,550	1,500
Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
22	6	1	8	20 1 (1-20) + 99	20	9	20	20
2	5	5	2	4	7	2-3 Days	7	1-3
30	15	20	25	12	21	31 Days	18	27
7	10	1	8	10 calendar days	7	12-14 days	12	7
No	No	No	No	No	No	No	No	No
Yes-2%	1% or \$10 min.	\$5	1.5%	Yes 1.5%	10%	5%	5%	\$3.50 or 1.5% whichever greater
Yes	Yes	No	Yes - on utility bill	Yes	day after due	2 days after due date	23 days after bill	Yes
Yes	No	Extension Policy	Yes	Yes	extend/refer	Case-by-case arrangements	ext. & letter of agreement	No
Yes	No	No	Yes	No	No	Visa/MC	Yes	No
OUC	Quincy	St. Cloud	Starke	Tallahassee	Vero Beach	Wauchula	Williston	
\$23.50	None	\$23.50	None	25.64	\$13	None	None	
No	None	No	None	N/A	\$550-\$1,650 or \$115 x kWh	\$130 temp / \$100 perm	None	
2x avg. mo.	Sq. Footage	\$200 min.	12 mo. avg./\$200 min.	2x avg. mo.	2x avg. mo.	2 x 6-mo. avg.	No	
No	No	No	No	No	No	No	No	
case by case	No	6 mo. by request	After 6 Mo.	1 yrs. review	6 mo.	May access for continued delinquencies	6 month (average for the previous 6 months)	
Cash, bond, LOC	Cash/Bond	Cash, Bond, CD	Cash	Cash, CD, Bond, LOC	Cash, Bank ILC, Bond	Cash, IRR LOC, Bond	Cash, Bond	
Case by case/Contracts	No	No	Acct. Closed	No	No	None	5 yrs. good pay record No PN-Cut Off Meter Tampering	
Yes, before 4 pm	No	Yes	Yes, Before 3:30 pm	Yes	Yes	Yes, before 4 pm	No	
No	No	Next Day	Yes, Before 3:30 pm	No	Yes	Before 4 pm	No	
No	\$35	N/A	\$45	\$30	\$18	\$30	\$30	
Yes	No	No	No	Yes	No	No	No	
No	No	Yes	No	No	No	Yes	No	
HP9000/K450	American Data Group (ADG)	AS 400	Dell - PC/Mainframe	Unisys A-17	None	Pentamation UB Software	American Data Group Utility Billing System	
Envelope	Versa Seal Z Form	Envelope	Postcard	Envelope	Envelope	Postcard	Postcard	
Yes-city	-	No	N/A	No	Yes	No	N/A	
RF/ Itron	Husky	ITRON	Itron	Datamatic	ITRON	ITRON	No	
Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	
No	No	1,265	No	0	No	No	None	
No	Yes	No	Yes	No	No	Yes	No	
20	3	20	1	20	26	5	1	



# 2000 FMEA CUSTOMER SERVICE SURVEY

## NEW SERVICE INFORMATION — COMMERCIAL (continued)

	Lake Worth	Leesburg	Moore Haven	Mount Dora	Newberry	New Smyrna Beach Utilities Commission	Ocala Electric Utility
Avg. # Days Between Reading & Billings	5	3-4	30	2-5	29	5	30
# Days Between Bill & Delinquency	20	20	20	15	15	21	20
# Days After Delinquency to Disconnect	10	10	5	10	1	7	15
Discount for Prompt Payment	No	No	No	No	0	No	No
Penalty for Late Payment/Amount	\$11	5%	Yes	No	\$10	\$5 or 1.5% whichever greater	5%
Delinquency Termination Notice Schedule	10 days	1 day after due date	No	2 days > delivery	-	22 days after billing	Yes
Hardship Case Provisions	Yes	refer for aid	Yes	Yes	Yes	Yes	ext.
VISA/MC or ATM Card Payments	Visa, Disc., Am. Exp.	No	No	No	No	No	Yes

## COLLECTIONS/BAD DEBTS/MISC.

	Alachua	Bartow	Bushnell	Chattahoochee	Clewiston	Fort Meade	Ft. Pierce Utilities Authority
Amount of Bad Check Charge	\$25	\$20 or 5%	\$20	\$20 - \$50 - \$40	\$20	\$20	\$20 or 5%
# Bad Debt Written Off	137	1,615	57	0	229	123	N/A
Amount of Write-off (total \$ and %)	30,726	160,258.28/.57%	6,220/.2%	0	40,528	28,187/0.0054%	198,958/.0026% (all services)
Residential Write-off (total \$ and %)	0	0	6,220	0	36,770	26,272	in figures above
Commercial Write-off above	0	0	0	0	3,758	1,915	in figures above
In-House Collection Procedures	Final bill, 2 letters equifax	Yes	Yes	call/letter	Yes	Yes	2 letters
Collection Agency Used	Equifax	Yes	No	In office	Yes	No	Yes
Report to Credit Bureau							
Current Acct./Bad Accts.	Bad debts	Yes	Yes	No	no/yes	No	Yes
Do you have Credit Counselor (s)?	No	No	No	No	No	No	No

### METER TAMPERING

# People Investigating	Police Dept.	3	Meter reader Admin. staff	5 + Police	3	3	1
Special Power of Authority	No	No	No	No	No	No	FPUA Resolutions & F.S.812.14
Fines, Charges or Penalties	Incr. deposits 5 times avg. bill \$75-E, \$50-W	Usage fee, \$50 tamper & additional deposit	per ordinance	criminal damage	varies	civil	\$200 tampering fee, \$50 cut seal fee, charges for destroyed equipment
# Investigated Per Month	None	12	2 in current year	-	5	-	40-50
Violators Prosecuted	No	No	Yes	Yes	Yes	Yes	3
Amount Recovered	0	95%	N/A	0	damage/ + cost	0	9,500

### LIFE SUPPORT SYSTEMS

List of Life Support Customers Kept	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Special Provision for Life Support Non-Payment	Yes	Yes	Yes	No	Yes	refer to aid	Yes
Do you have a SHARE Program	No	No	No	No	No	No	Yes

### LOAD MANAGEMENT

Do you have a Load Management?	No	No	No	No	No	No	No
Is it Mandatory on New Construction ?	No	No	No	N/A	No	No	No
Appliances Included	No	No	No	N/A	N/A	No	N/A
Amount of Rebate	No	No	No	N/A	N/A	N/A	No

OUC	Quincy	St. Cloud	Starke	Tallahassee	Vero Beach	Wauchula	Williston
1-3	5	4	30	2	3-4	10	10
16-19	15	14	21	30	15	25	15
9-12	5	7	7	7-10	10-15	1	5
No	No	No	No	No	No	No	No
No	5%	No	\$5	\$2 plus 10% of balance on excess of \$25	\$2	No	\$5 per metered serv. max \$15 (electric/gas/water)
No-Notices sent	Yes	Yes	None	Appears on bill	day after delq.	25 days / 1day	N/A
Case by case	No	Extensions	Yes	Yes	extend/refer	Extensions	Individually accessed
Visa, MC, Discover	No	Yes	No	Discover, Am. Exp., Visa	No	No	No

Gainesville Regional Utilities	Green Cove Springs	Havana	Homestead	JEA	Jacksonville Beach	Key West City Electric System	Kissimmee Utility Authority	Lakeland Electric
\$20 or 5%	\$20	\$20 or 5%	Minimum \$25 or up to 5% or check	\$20	\$20 or 5%	\$20	\$10 or 5% over \$200	Max allowed by Slate Statute
0	0	39	0	19,153	0	133	2,225	4,777
0.03%	0	3,662/.12%	0	3,548,191/.367%	65,576/.12%	16,695/.03%	285,276/.83%	1,127,662/.26%
0	0	3,557-.12%	0	3,368,692-.355%	0	0	0	0
0	0	105-.0036%	0	179,499-.067%	0	0	0	0
No	Yes	Letters	Phone/Letters	Yes	Call/notify	Yes	Yes	Yes
Equifax	M.J. Altman	No	Yes	Stallings Fin. Group	Yes	Yes	Yes	No
Yes	Yes	No	No	Yes - Bad Accts.	Yes	Yes	write off only	No
Yes	No	No	No	No	No	No	Yes	No
1	1 + Police	meter reader	2	4	1	6	1	2
No	No	No	No	No	No	No	No	No
Yes	\$130-meter tampering	Yes, criminal	\$500 plus costs	\$14 S.C., \$40 Tampering, \$25 Lock, \$65 Meter, \$125 D.M.I.	Costs	\$250 + bill	\$30-\$60 + amt. used	\$50 + Costs
-	0.7	1	25	250-E,250-W, 6,000-per year	5	2	29	600
Sometimes	No	1	No	15	-	Yes	5	Varies
0	Minimal	0	0	\$1,271,000 E+W	50%	\$9,057	N/A	50%
Yes	Yes	Yes	Yes	N/A	Yes	Yes	Yes	Yes
if possible	By case	By case	Contact by phone	N/A	Yes	Yes	Yes	48hr. Notice - Yes
Yes	No	No	No	Yes	Yes	No	Yes	Yes
No	No	No	No	No	No	No	Yes	Yes
No	N/A	No	No	N/A	No	No	No	No
No	N/A	No	N/A	N/A	No	N/A	HVAC & Water Heater	WH & HVAC
No	No	No	N/A	N/A	No	N/A	\$2.50 to \$7.00	WH-\$2.50 per Mo. HVAC- \$2.50 per Mo.Min.

# 2000 FMEA CUSTOMER SERVICE SURVEY

## COLLECTIONS/BAD DEBTS/MISC.

	Lake Worth	Leesburg	Moore Haven	Mount Dora	Newberry	New Smyrna Beach Utilities Commission	Ocala Electric Utility
Amount of Bad Check Charge	\$20 or 5%	\$15 or 5%	\$24	\$15 or 5%	\$10	\$10-\$25	\$20/over \$400=5%
# Bad Debt Written Off	N/A	816	Yes	No	56	562	2,614
Amount of Write (total \$ and %)	314,636 - 1%	83,570 - 2.9%	0	0	9,500	69,052	492,239/.46%
Residential Write-off (total \$ and %)	N/A	77,260 - 2.69%	0	1 + Under	0	0	452,912/.42%
Commercial Write-off above	N/A	\$6,310 - .22%	0	1 + Under	0	0	39,327/.04%
In-House Collection Procedures	None	Transfer only	0	Yes	No	Yes	Phone call, letter
Collection Agency Used	Yes	Yes	0	No	Equifax	Yes	MJ Altman
Report to Credit Bureau Current Acct./Bad Accts.	Bad Accts.	Yes	No	No	Yes	No/Yes	Yes
Do you have Credit Counselors(s)?	No	No	No	No	No	No	No
<b>METER TAMPERING</b>							
# People Investigating	N/A	1	1	1	1	None	1
Special Power of Authority	N/A	No	None	No	No	None	Yes
Fines, Charges of Penalties	\$150 + usage + damages	\$50	0	\$50	\$50	\$65 illegal connection charge	\$9,330
# Investigated Per Month	Varies	3	0	Varies	0	N/A	Avg. 26
Violators Prosecuted	No	No	0	0	No	None	3
Amount Recovered	Varies	kWh used & tamper fee	0	0	0	N/A	4,700
<b>LIFE SUPPORT SYSTEMS</b>							
List of Life Support Customers Kept	Yes	Yes	Yes	Yes	Yes	Yes	182
Special Provision for Life Support Non-Payment	Yes	Notify	Yes	Yes	Yes	Yes	Tags
Do you have a SHARE Program	Yes	Yes	Yes	No	No	Yes	Yes
<b>LOAD MANAGEMENT</b>							
Do you have Load Management?	No	Yes	No	No	No	Yes	Yes
Is it Mandatory on New Construction?	No	No	No	No	No	No	No
Appliances Included	No	Water heaters, A/C units, Heat pumps	No	No	No	Wtr. heaters, A/C & Heat pumps	Elec. C/H, C/A., Elec w/h - 30 gal mn.
Amount of Rebate	No	\$4 max	0	N/A	No	\$2.25-\$7.50	Heat-\$2.50, W/H-\$1.50 Air-\$2.50, Max \$4.00

## SERVICES

	Alachua	Bartow	Bushnell	Chattahoochee	Clewiston	Fort Meade	Ft. Pierce Utilities Authority
Electricity	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Natural Gas	No	No	No	Yes	No	Yes	Yes
LP Gas	No	No	No	No	No	No	-
Water	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Wastewater	Yes	Yes	preliminary stages	No	Yes	Yes	Yes
Reclaimed Water	No	No	No	No	No	No	No
Web Page Address	alachua.com	No	No	chattahoochee.homepage.com	No	No	fpu.com
Fiber Optics:							
Dark Fiber	No	Yes	No	No	No	No	No
Wholesale Service	No	No	No	No	No	No	No
Retail Service	No	Yes	No	No	No	No	No
Telephone:							
Local	No	No	No	No	No	No	No
Long Distance	No	No	No	No	No	No	No
Internet Service Provider	No	No	No	No	No	No	No
Cable TV	No	No	No	No	No	No	No
Satellite TV	No	No	No	No	No	No	No

OUC	Quincy	St. Cloud	Starke	Tallahassee	Vero Beach	Wauchula	Williston
\$20/over \$400=5%	\$25	\$20 per 5%/\$400	\$15	\$20 or 5%	\$15 or 5% over \$300	\$15 or allowed by state	\$20
27,859	N/A	N/A	224	5,839	694	0	58
2,540,740/.7952%	N/A	124,141	37,052	1,644,366/.0067%	128,951/0.017%	0	8,745/3%
2,186,815	N/A	110,703	36,035	1,474,515/.0124%	0	0	8,398
353,925	N/A	\$13,438	\$1,017	\$129,851/.00108%	0	0	\$346
Yes	Yes	2 letters	Letter	Payment arrangements	No	Yes	Letter
Yes	No	Yes	Small claims court over \$200	Yes	Yes	No	No
No/Yes	No	Yes	No	Yes	Final acct. only	No	Yes
No	No	No	No	No	No	No	No
-	-	-	-	-	-	-	-
1	3	1	3	3	As required	2	1
None	-	None	No	No	No	Refer to P.D.	N/A
Criminal, Expenses	up to \$500	Time, Avg. kWh, Damages	\$75 & Pay all bills, plus damages	\$150 + Consumption & Damages	Court imposed	\$30 meter tampering	N/A
50	0	1	Less than 1	270	2	0	N/A
0	0	None	Yes	Yes	0	0	N/A
100,449	0	None	Varies	Varies	0	0	N/A
-	-	-	-	-	-	-	-
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes	extend/refer	Yes	Yes
Yes	No	Yes	No	Yes	No	No	Yes
No	No	No	No	No	No	No	No
N/A	No	No	No	No	No	N/A	No
N/A	No	No	No	N/A	N/A	No	N/A
N/A	No	No	No	N/A	N/A	No	N/A

Gainesville Regional Utilities	Green Cove Springs	Havana	Homestead	JEA	Jacksonville Beach	Key West City Electric System	Kissimmee Utility Authority	Lakeland Electric
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Yes	No	Yes	No	No	No	No	No	No
Yes	No	No	No	No	No	No	No	No
Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
No	No	Yes	No	No	No	No	Yes	No
gru.com	greencovesprings.com	historichavana.com	homestead.fl.us	jea.com	jacksonvillebeach.org	kwcityelectric.com	kua.com	lakelandelectric.com
Yes	No	No	No	No	No	No	No	No
Yes	No	No	No	No	No	No	No	No
Yes	No	No	No	No	No	No	No	No
No	No	No	No	No	No	No	No	Internal Only
No	No	No	No	No	No	N/A	No	No
Yes	No	No	No	No	No	No	Yes	No
No	No	No	No	No	No	No	No	No
No	No	No	No	No	No	No	No	Yes

# 2000 FMEA CUSTOMER SERVICE SURVEY

## SERVICES

	Alachua	Bartow	Bushnell	Chattahoochee	Clewiston	Fort Meade	Ft. Pierce Utilities Authority
Home Appliance Warranties	No	No	No	No	No	No	No
Whole Home Surge Protection	No	No	No	No	No	No	Yes
Energy Improvement Services Program (ESCO)	No	No	No	No	No	No	Yes
Green Programs							
Photovoltaics	No	No	No	No	No	No	No
Solar Thermal	No	No	No	No	No	No	No
Biomass	No	No	No	No	No	No	No
Landfill Gas	No	No	No	No	No	No	No
Street Lights							
Who pays for street lights (i.e. hardware)?	City	City	City	City	City	City	City/County
Who installs city or utility?	City	City	City	City	Utility	City	Utility
Who pays for energy used by street lights?	City	City	City	City	City	City	City/County
Are special fees assessed (e.g. subdivision)?	No	No	No	No	No	No	No

## SERVICES

	Lake Worth	Leesburg	Moore Haven	Mount Dora	Newberry	New Smyrna Beach Utilities Commission	Ocala Electric Utility
Electricity	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Natural Gas	No	Yes	No	No	No	No	No
LP Gas	No	No	No	No	No	No	No
Water	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Wastewater	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Reclaimed Water	No	No	No	Yes	No	Yes	No
Web Page Address	lakeworth.org	www.ci.leesburg.fl.us	No	www.ci.mount-dora.fl.us	No	ucsnb.net	ocalaelectric.com
Fiber Optics:							
Dark Fiber	No	Yes (leased)	No	Yes	No	No	Yes
Wholesale Service	No	No	No	No	No	No	Yes
Retail Service	No	No	No	No	No	No	Yes
Telephone:							
Local	No	No	No	No	No	No	Yes
Long Distance	No	No	No	No	No	No	No
Internet Service Provider	No	Yes	No	No	No	Yes	Yes
Cable TV	No	No	No	No	Yes	No	No
Satellite TV	No	No	No	No	No	No	No
Home Warranties	No	No	No	No	No	No	No
Whole Home Surge Protection	No	Yes	Yes	No	No	No	Yes
Energy Improvement Services Program	No	No	No	No	No	No	Yes
Green Programs							
Photovoltaics	No	No	No	No	No	No	No
Solar Thermal	No	No	No	No	No	Yes	No
Biomass	No	No	No	No	No	No	No
Landfill Gas	No	No	No	No	No	No	No
Street Lights							
Who pays for street lights (i.e. hardware equipment)?	City	Customer	City	City, or user	City	No	Utility
Who installs—city or utility?	City	City	City	Utility	Utility	No	Utility
Who pays for energy used by street lights?	City	Customer	City	City	City	County	Utility in City limits
Are special fees assessed (e.g. subdivision)?	No	No	No	Yes, Possible	No	No	Only In City limits

Gainesville Regional Utilities	Green Cove Springs	Havana	Homestead	JEA	Jacksonville Beach	Key West City Electric System	Kissimmee Utility Authority	Lakeland Electric
No	No	No	No	No	No	No	No	No
Planned	No	No	No	Yes	Yes - not electronics	Yes	No	Yes
No	No	No	No	No	No	Yes	No	No
Yes	No	No	No	No	No	No	No	Yes
No	No	No	No	No	No	No	No	Yes
No	No	No	No	No	No	No	No	No
No	No	No	No	Yes	No	No	No	No
Customers through bill	City	City	City Utility & Dade County	JEA	Utility for City/Customer for private	City	City	City
Utility	City	City	City Utility	JEA	Utility	Utility	Utility	Utility
Customer	City	City	City Utility & Dade County	City	City for public	City	City	Utility
No	N/A	No	No	No	Install fees paid by private sector	No	No	No
OUK	Quincy	St. Cloud	Starke	Tallahassee	Vero Beach	Wauchula	Williston	
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
No	No	No	Yes	Yes	No	No	Yes	
No	No	No	No	No	No	No	No	
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
No	Yes	Yes	Yes	No	Yes	Yes	Yes	
No	No	Yes	No	Not for resale (sprag fields etc.)	Yes	Yes	No	
ouc.com	www.quincy.fl.com	stcloud.org	No	www.state.fl.us/cityth/	covb.org	No	willistonfl.com	
Yes	No	No	No	Yes	No	No	No	
No	No	No	No	No	No	No	No	
No	No	No	No	No	No	No	No	
No	No	No	No	No	No	No	No	
No	No	No	No	No	No	No	No	
No	No	No	No	No	No	No	No	
No	No	No	No	No	No	No	No	
No	No	No	No	No	No	No	No	
No	No	Yes	No	Yes	No	No	No	
No	No	No	No	Yes	No	No	No	
No	No	No	No	Yes	No	No	No	
No	No	No	No	No	No	No	No	
No	No	No	No	No	No	No	No	
Maintenance: OUC initial cost by customer	City	Customer installation Fee	On public property, City	City	No	City	City	
No	City	OUC	City	City utility	No	City	City	
Customer	City	Customer - Flat Rate Fee	City	City	No	City	City	
No	No	No	No	No	No	No	No	