



A
GUIDE
TO
UTILITY
ASSISTANCE
IN
FLORIDA



FLORIDA
PUBLIC
SERVICE
COMMISSION

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.state.fl.us.



Emergency Food and Shelter Program (EFSP)

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

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*

Boca/Delray	(561) 994-8227
Bradenton	(941) 917-0708
Broward County	(954) 797-5000
Cocoa	(321) 723-7795
Daytona	(386) 252-1541
Ft. Myers	(239) 334-7754
Ft. Pierce	(772) 462-0555
Jupiter	(561) 697-8000
Miami-Dade County	(305) 442-8770
Melbourne	(321) 723-7795
Naples	(239) 262-1322
Punta Gorda	(941) 639-1106
Sarasota	(941) 917-0708
Stuart	(772) 287-5400
West Palm Beach	(561) 697-8000
Other Areas	(800) 226-3545

Florida Public Utilities Company

*401 S Dixie Hwy
West Palm Beach, FL 33401
www.fpuc.com*

Jackson County	(850) 526-6800
Liberty & Calhoun Counties	(850) 674-4748
Fernandina Beach	(904) 261-3663
Toll-Free Customer Service	(850) 427-7712

Gulf Power Company

*One Energy Place
Pensacola, FL 32520
www.gulfpower.com*

(800) 225-5797

Duke Energy Florida, LLC

*299 1st Ave N
St. Petersburg, FL 33701
www.duke-energy.com
www.progress-energy.com*

(800) 700-8744 or

Pinellas County	(727) 443-2641
Orlando	(407) 629-1010

Tampa Electric Company

*P.O. Box 111
Tampa, FL 33601-0111
www.tampaelectric.com*

Hillsborough County	(813) 223-0800
Polk County	(863) 299-0800
Others	(888) 223-0800

CONTACT INFORMATION

Rural Electric Cooperatives

***Central Florida
Electric Cooperative, Inc.***

P.O. Box 9
Chiefland, FL 32644
www.cfec.com

(800) 227-1302

***Choctawhatchee
Electric Cooperative, Inc.***

1350 W Baldwin Ave
P.O. Box 512
DeFuniak Springs, FL 32435
www.chelco.com

(800) 342-0990

Clay Electric Cooperative, Inc.

P.O. Box 308
225 West Walker Drive SR100
Keystone Heights, FL 32656
www.clayelectric.com

(352) 473-8000

***Escambia River
Electric Cooperative, Inc.***

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

(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.

1190 US Hwy 27 E
P.O. Box 519
Moore Haven, FL 33471
www.gladesec.com

Moore Haven (800) 226-4024

Lake Placid (800) 226-4025

Okeechobee (800) 226-4023

***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.***

4980 Bayline Dr
North Ft. Myers, FL 33917
www.lcec.net

(800) 599-2356

***Okefenoke Rural
Electric Membership Corporation***

14384 Cleveland St
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

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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

Citrus County	(352) 726-3944
Hernando County	(352) 521-5788
Pasco County	(352) 521-5788
Lake County	(352) 357-5600
	or (352) 429-2195
Marion County	(352) 237-4107
	or (352) 489-4390
Levy County	(352) 528-3644
Sumter County	(352) 793-3801

Suwannee Valley Electric Cooperative, Inc.

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

(386) 362-2226

Talquin Electric Cooperative, Inc.

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

(888) 802-1832

Tri-County Electric Cooperative, Inc.

P.O. Box 208
2862 W Hwy 90
Madison, FL 32340
www.tcec.com

(850) 973-2285

West Florida Electric Cooperative Association, Inc.

P.O. Box 127
Graceville, FL 32440
www.wfecanet

(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) 462-1231

City of Bartow

P.O. Box 1069
Bartow, FL 33831-1069
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.cityofchattahoochee.com

(850) 663-4475

City of Clewiston

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

(863) 983-1454

City of Fort Meade

P.O. Box 856
Fort Meade, FL 33841-0856
www.cityoffortmeade.com

(863) 285-1100

Fort Pierce Utilities Authority

P.O. Box 3191
Fort Pierce, FL 34948-3191
www.fpuu.com

(772) 466-1600

Gainesville Regional Utilities

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

(352) 393-6840

City of Green Cove Springs Electric Utility

1289 Harbor Road
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

790 N Homestead Blvd
Homestead, FL 33030-6212
www.cityofhomestead.com

(305) 224-4800

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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) 247-6248

Keys Energy Services

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

(305) 295-1088

Kissimmee Utility Authority

P.O. Box 423219
Kissimmee, FL 34742-3219
www.kua.com

(407) 933-7777 ext. 2112

City of Lake Worth Utilities

P.O. Box 404
Lake Worth, FL 33460-0404
www.lakeworth.org

(561) 533-7375

Lakeland Electric

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

(863) 834-1201

City of Leesburg

P.O. Box 490630
Leesburg, Florida 34749-0630
www.ci.leesburg.fl.us

(352) 728-9820

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 32756-0176
www.ci.mount-dora.fl.us

(352) 735-7105

***New Smyrna Beach
Utilities Commission***

P.O. Box 100
New Smyrna Beach, FL 32170
www.ucnsb.net

(386) 427-1361

City of Newberry

P.O. Box 369
Newberry, FL 32669-0369
www.ci.newberry.fl.us

(352) 472-1537

Ocala Utility Services

201 SE 3rd St
Ocala, FL 34471
www.ocalafl.org

(352) 629-2489

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CONTACT INFORMATION

Florida's Municipal Electric Utilities *continued*

Orlando Utilities Commission

*P.O. Box 3193
Orlando, FL 32802-3193
www.ouc.com
(407) 434-2102*

City of Quincy

*320 W Jefferson St
Quincy, FL 32351-2328
www.myquincy.net
(850) 618-0017*

City of Starke

*P.O. Drawer C
Starke, FL 32091-1287
www.cityofstarke.org
(904) 964-5027*

City of Tallahassee

*408 N Adams St
Tallahassee, FL 32301
www.tal.gov
(850) 891-8335
(850) 891-4YOU (4968)*

City of Vero Beach

*P.O. Box 1389
Vero Beach, FL 32961-1389
www.covb.org
(772) 978-5100*

City of Wauchula

*P.O. Box 818
Wauchula, FL 33873-0818
www.cityofwauchula.com
(863) 773-3131*

City of Williston

*P.O. Drawer 160
Williston, FL 32696
www.willistonfl.com
(352) 528-3060*

Reedy Creek Improvement District

*1900 Hotel Plaza Blvd
Lake Buena Vista, FL 32830
www.rcid.org
(407) 828-2241*

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*



If you have questions, you may call the
Florida Public Service Commission's
Office of Consumer Assistance & Outreach

1-800-342-3552,

fax your questions to

1-800-511-0809,

or contact the FPSC via the
following e-mail address:

contact@psc.state.fl.us

Or write to the
Florida Public Service Commission
Office of Consumer Assistance & Outreach
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

See our Internet home page at
www.FloridaPSC.com

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