

March 18, 2024

**E-PORTAL FILING**

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

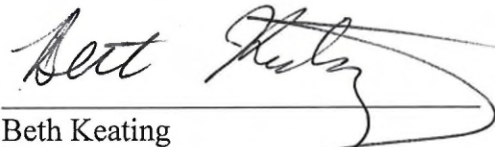
**Re: Docket No. 20230124-GU - Petition for approval of limited variance from area extension program (AEP) tariff, by Florida Public Utilities Company.**

Dear Mr. Teitzman:

Attached for filing in the referenced docket, please find Florida Public Utilities Company's Responses to Staff's Fourth Set of Data Requests.

Thank you for your assistance with this filing.

Kind regards,



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

Enclosure

**Docket No. 20230124-GU - Petition for approval of limited variance from area extension program (AEP) tariff, by Florida Public Utilities Company.**

**Florida Public Utilities Company's Responses to Staff's Fourth Data Requests**

- 1. Please clarify the timeline for the construction by Peninsula of the Newberry pipeline. The utility stated that the pipeline will be completed in Q3 of 2024, but natural gas service could be available as soon as Q2 in 2024. Will customers begin receiving natural gas service before the pipeline is completed? Please explain.**

Company Response

The complete buildout of the project will be complete in Q3 of 2024. Complete buildout may consist of restoration and other ancillary work. But the project is expected be ready for gas service in Q2 of 2024.

- 2. Has FPUC already purchased the two Newberry CGSs from Crescent Propane?**

Company Response

No, FPUC has not purchased the systems. FPUC is waiting for Commission approval of the program to complete the purchase.

- 3. Please clarify on when the conversion process of the two Newberry CGSs from propane to natural gas is expected to begin and be completed.**

Company Response

The conversion process has not begun. The full conversion process is expected to take about 8 months. The Company anticipates it will be able to convert about 50 customers a month. See also attached notifications to customers.

- 4. Please clarify when the AEP billing period would start. FPUC stated that the AEP billing period will begin between March and May of 2024. The item is currently scheduled for the April 2 Agenda and the utility stated that customer notification by mail would be 4-6 weeks in advance of the system conversion. Therefore, it seems to staff that the AEP billing period the earliest could start the middle of May, assuming approval at the April agenda and notification by mail after approval at the Agenda.**

Company Response

With the movement of the contemplated approval date, the Company has also moved its planned start date for the project. What is outlined above aligns with the Company's plan if the petition is approved at the April 2 Agenda.

- 5. Please provide Exhibit A from Florida Public Utilities Company 's Responses to Staffs Third Set of Data Requests in Excel format with formulas unlocked. Staff would also like the company to talk staff through each step of the calculation.**

Company Response

Exhibit A from Staff's Third Set of Data Requests has been provided in Excel version to Commission staff.



### **What will my bill consist of?**

As a customer of Florida Public Utilities, Customers will be charged applicable rates, approved by the Florida Public Service Commission, and an Area Expansion Program Charge. A customer's bill will depend on the volume of natural gas usage.

For more information please see Florida Public Utilities tariff located at: <https://fpuc.com/about/legal-notices-and-tariffs/>

### **What if I do not want to convert to natural gas?**

If you do not want Florida Public Utilities to convert your appliances to natural gas, you may contact a propane company of your choice to have a tank installed. Please keep in mind there may be additional costs for remaining on propane, including the cost for the commodity. If you want to stay on the distribution system you must convert your appliances to natural gas.

### **Who can I contact with any questions about the conversion process?**

Please feel free to contact us at **352-472-0046** at any time about conversion related items. For all other matters please contact customer service at **1-800-427-7712**.

### **What if I smell gas, who do I call?**

Call **911** or **1-800-427-7712**.

## **Converting from Propane to Natural Gas Frequently Asked Questions**



# Frequently asked questions

## What does the conversion process look like?

FPU will have one of our contractors visit your home or business to perform an initial assessment of the gas appliances and piping. The contractor will then research what conversion kits will be needed for each appliance and which appliances will have to be replaced; they will take care of ordering any parts, appliances and coordinate the conversion. Approximately one week before the conversion, FPU or its contractors will install a temporary tank at your location and confirm the conversion schedule with you. The tank will be removed as soon as the conversion is completed and your new natural gas meter is installed.

## Can my appliances be converted from propane to natural gas?

Generally furnaces, stoves, standard water heaters, and gas dryers can be easily converted. Items such as fireplaces or unvented appliances may or may not be convertible to natural gas. FPU's contractors will assess each appliance and the fuel lines in your home or business to determine what can or cannot be converted. After the initial assessment, FPU will work closely with our Preferred Contractors to convert or replace your appliances. During the process of the conversion you will also receive a new natural gas meter.

## What is covered in the conversion process and what is not?

FPU will convert or replace standard appliances in your home or business; of course there are monetary limits on some non-standard items. Appliances outside the home, such as gas grills, generators and pool heaters are not covered during the conversion process and these items are the responsibility of the home or business owner. We can provide you with a list of Preferred Contractors that are willing to do this work for you.

## Who pays for the conversion of appliances and piping inside my home or business?

FPU will pay for the contractor and materials that are needed to convert or replace your standard appliances. Those costs are then collected through rates from all customers. The rate component that recovers the conversion cost is the Area Expansion Program (AEP) rate. The AEP rate will be charged for six years.

## What is the customer's responsibility?

The most important responsibilities of the customer during the conversion process is communication and availability. Please allow our Conversion Coordinators to complete their assessment of your home or business as soon as possible. It is vital to the process that the customer communicates any concerns or issues with our Conversion Coordinators. The Conversion Coordinators will work with you to schedule both the assessment and the conversion of your appliances.

## What is the timeline for this process?

The initial assessment will happen well in advance of the actual conversion process. Generally speaking, the actual conversion process will take roughly two to four weeks, which is the time from when you will be put on a propane tank to the point you will be on natural gas. FPU will provide you with updates during the process and coordinate the schedule with you. While there is some flexibility in the scheduling, we strive to keep the conversion process moving as quickly and efficiently as possible.

## What if a problem is discovered during the conversion process?

During the initial survey process, FPU and its contractors will make every attempt to check everything on all of your appliances and gas piping. If a problem occurs during the conversion, we will make every effort to rectify the problem as soon as possible. We personally care about our customers and the communities we serve.

(Continued on back)



873 NW SR 45  
Newberry, FL 32669

*Safety is Our Priority.*



Dear Customer,

Florida Public Utilities is undergoing a process to convert all of our customers in your area from propane to natural gas. Prior to converting your propane equipment to natural gas we will need to evaluate your gas fired appliances and gas piping. Our technicians will be in your area starting the week(s) of **MM/DD/YYYY** going door-to-door to conduct these evaluations.

If you would like to schedule a specific time for your evaluation or if you have any questions please contact us at **352-472-0046**. Please note that we will need to install temporary propane tank on your property during this process.

Thank you for your prompt attention to this matter, and we look forward to working with you during the conversion process. For more information on Florida Public Utilities, please visit us at [www.fpuc.com](http://www.fpuc.com).