



## TIDINGS in this issue

Special Needs and Medical Support Programs

Call 8-1-1 Before You Dig!

Tidings Tips: Be Ready for Warm Weather



### 2013 BEACHES COMMUNITY CHAMPIONS:

Introducing Peggy O'Neill, a veteran volunteer at the BEAM food pantry. Peggy and the BEAM team help those in need to receive food, clothing and housing during difficult times. For her birthday one year, she asked friends for help with supplying toilet paper, and she continues to receive those donations to this day!

Read more about Beaches Community Champions at [www.beachesenergy.com](http://www.beachesenergy.com).

YOUR NOMINATIONS ARE INVITED THROUGHOUT FEBRUARY!



BEACHES | ENERGY  
SERVICES

*Ride the Green Wave*

### Answering Needs In the Beaches Community

Beaches Energy Services salutes Peggy O'Neill, a veteran volunteer at the Beaches Emergency Assistance Ministry (BEAM) food pantry. After retiring, Peggy became a volunteer in order to stay involved and contribute, and BEAM's client community has enjoyed her contribution—for over ten years. She sees her volunteer role as a way to help people, to make new friends every week, to stay in shape and to be useful in the community. Beaches Energy Services appreciates the work that the Beaches Community Champions do and applauds these examples of community members who take the responsibility to go above and beyond the expected.



## Tidings Tips: Prepare Now for Warmer Weather

- Keep your heating/cooling equipment well maintained by using a professional service representative. Ask your representative how to operate the equipment to maximize efficiency.
- If you have an inefficient central heating/cooling system, consider replacing the system with a high-efficiency heat pump. Beaches Energy is offering a \$300 rebate for 15 SEER heat pumps and a \$100 rebate for 14 SEER heat pumps.
- Clean the outside condenser coil on your air conditioning system once a year. To clean the coil, use the thermostat to turn off the unit and then spray the coil with low-pressure water. (High water pressure may damage the coil fins.)
- Keep shrubbery, leaves and debris from blocking the air flow around the air conditioning condenser coil.
- Leave your central heating and cooling system thermostat fan control switch in the "auto" position.
- If you have central air conditioning, do not close unused rooms or close the air vents in rooms; the system will be less efficient and cost more to operate.
- Clean or replace window unit and central heating/cooling system filters monthly. Dirty filters cause the equipment to work harder, and use more energy.
- Check your fireplace damper for a tight fit and keep the damper closed when the fireplace is not in use.



## Call before you dig.

It's a fact: Excavation work, including digging (even in the yard), is the most common cause of natural gas emergencies. Before excavation of any kind – even small projects like planting trees or shrubs, **state law requires that you call 811** so all utility lines can be professionally marked prior to digging. If you hit an under-ground utility line while digging, you can harm yourself or those around you, disrupt service to an entire neighborhood, and potentially be responsible for fines and repair costs. For more information, visit [callsunshine.com](http://callsunshine.com)



### Electric price for 1,000 kilowatt-hours

	January	February
Base charge, residential	\$4.50	\$4.50
KWH base charge	\$75.57	\$75.57
Power cost adjustment	\$44.84	\$44.84
Total	\$124.91	\$124.91

## Serving Customers Is Why We're Here!

Customer Service is available by calling 904-247-6241

Monday through Friday between 8:00 a.m. and 5:00 p.m., and our drive-thru window hours are 7:30 a.m. to 5:00 p.m. The Automated

Customer Information System is available 24/7 at 904-247-6241. This service can be used to check your account balance, request billing and payment history, or make a payment on your utility account. For emergency services after normal business hours contact us at 904-247-6171. We are located at 11 N. 3rd Street in City Hall, Jacksonville Beach, Florida.



## Medical Support Notification Program

Customers with serious health problems requiring the use of specialized medical equipment should know about our **Medical Support Notification Program**. Examples are apnea monitors, nebulizers, and oxygen machines. With a doctor's verification, we will place your name and address on our **Medical Support List**. Through this program, we identify customers with special needs, and do everything possible to restore their electric service quickly. To receive more information about this program, call (904) 247-6241. Customers who are disabled or have special needs for and need help with evacuation assistance can register now with your **County Emergency Preparedness Department**. In Duval County, call 904-630-2472 and in St. Johns County, call 904-824-5550. Consult your doctor regarding special medical evacuation needs.

## Natural Gas Safety Tips

Natural gas is one of the most reliable and cost-effective energy sources. To find out if natural gas service is available in your area, call us at 904-247-6241. Beaches Energy is committed to keeping our customers safe. We follow state and federal regulations and perform extensive quality control checks. We also make it a priority to educate customers how to recognize and prevent natural gas leaks.



Be aware of the signs of a gas leak, such as the distinctive, rotten egg-like smell of natural gas. If you detect even a small amount of this odor in the air **LEAVE immediately and then Call 9-1-1! DO NOT touch anything electrical before you leave and DO NOT use a phone. DO NOT smoke, turn appliances or lights on or off, or operate any vehicle or equipment that could create a spark.** Beaches Energy Services is available 24-hours a day to respond to natural gas emergencies.