



# WE ♥ OUR CUSTOMERS & COMMUNITY

Hear why our staff members love being part of the Beaches Energy Customer Care team.



Each day I am grateful for the opportunity to genuinely help someone, whether it be a customer or a colleague. For it to be a friend, neighbor or someone from my community only makes it sweeter. – **David Wilt**

We see a lot of people moving in and out, but the overwhelming sense of community at the beach makes it easy to settle down and call it home. I know those who leave, go with reluctance and those who arrive, do so with excitement. – **Monica McDaniel**



I love interacting and getting to know our entire Beaches community, from our regulars to our brand new residents. It is so satisfying to be able to not only build relationships with so many in the neighborhood, but also be able to assist when needed. – **Hillary Church**



Our department is called Customer Care because we truly do care about our customers! – **Angela Borasky**

A great day at work is when you feel appreciated, and I have many days when my customers make me feel I've truly been helpful to them. Kindness comes in different ways and is always rewarded. A lot of my customers make me smile and that makes my job more fun. – **Jeanine Wood**



Our customers are not just our customers...they are our neighbors! – **Melissa Harvey**

## CELEBRATE YOUR VALENTINE SAFELY

Every year, people across the country celebrate Valentine's Day with gifts like flowers, chocolate, and balloons. But did you know metallic balloons are a common utility hazard? It's true! Drifting balloons can make contact with power lines, causing property damage, injury and community-wide power outages. So, what should you do if you get a metallic balloon?

Here are a few tips to help you celebrate safely:

- **Tie weights to any helium-filled balloons** to prevent them from drifting
- **Keep metallic balloons inside** and never intentionally release balloons outside
- When it's time to throw the balloon away, **puncture or cut it before placing it in the trash**
- Most importantly, **NEVER try to retrieve a lost balloon that is caught in or around power lines**

If you see a tangled balloon or any other potential power line hazards, report it to our team by calling 904-247-6171.



## ELECTRIC PRICE FOR 1,000 KILOWATT-HOURS

Rate Component	December	January
Residential Base Charge	\$4.50	\$4.50
KWH base charge	\$83.57	\$83.57
Bulk Power Cost Adjustment	\$61.88	\$61.88
<b>Total Rate Billed per 1,000 kwh</b>	<b>\$149.95</b>	<b>\$149.95</b>