



PBC COMMUNITY SERVICES DEPARTMENT MARCH 20, 2020 – FREQUENTLY ASKED QUESTIONS (FAQs)

1. Is Florida Power & Light (FPL) issuing disconnections right now?

No. At this time, FPL suspended their collections process until May 1st. Florida Public Utilities (FPUC) has always been flexible with their customers regarding extensions and payment terms. Customers just need to notify FPUC to place these measures in effect.

Customer Care is open Monday-Friday 7am- 7pm. If things do become more severe, the company would notify us of any future updates, but at this time, these are the current measures set in place. Visit their website www.fpuc.com for any updates as well.

2. Is Lake Worth Utilities doing disconnections right now?

No. At this time, Lake Worth Utilities has suspended disconnects until April 30, 2020.

3. How do I know what services are available now that there are so many closures?

Call 2-1-1. They can provide you with the latest information on which agencies are providing services.

4. Where can I get information regarding County updates?

You can call the Emergency Information Center at 561-712-6400 or visit the County's website at www.pbcgov.com/coronavirus.

5. What are reliable sources for information regarding COVID-19?

[Florida Department of Health](#)

[John's Hopkins Corona Virus Map](#)

[Centers for Disease Control and Prevention](#)