



**PRESS RELEASE
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October 30, 2020

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LAKE WORTH, FL – The Florida Municipal Electric Association (FMEA) recently recognized Lake Worth Beach Electric Utility with a “Building Strong Communities” award for offering our community extra services and programs beyond those normally supplied. Lake Worth Beach was recognized for our Customer Outreach Program and our partnership with Palm Beach County School District in the School Wifi Project.

Winners were selected for community programs that included: environmental improvement, community education, public safety, charitable donations and sponsorships and other special services, such as lighting ball fields and playgrounds, parade and festival participation and building car and phone charging stations.

Efforts related to the COVID-19 pandemic were also recognized. Public power utilities across the state suspended disconnects for unpaid bills, waived late

and reconnect fees and offered payment assistance plans to help customers financially impacted by the pandemic. In response to the COVID-19 Pandemic, the City of Lake Worth Beach Electric Utility suspended utility cutoffs on March 18, 2020. Knowing that just suspending the cut off was only a partial solution the energy audit team and other members of our customer service teams pivoted their roles to provide residents who would have been cut off, or who were displaying signs of a potential future cut off, assistance in applying for funding through the CARES act and other funding opportunities that had become available. Throughout the pandemic this team reached out tirelessly to residents and assisted them in their applications and to date they have secured 195 grants totaling \$91,377 for customers in need and have submitted a further 700 applications that are currently being processed. In addition the team recognized that residents who were in this predicament may struggle to pay off their balance in future and so they made 8667 phone calls and were able to assist 1274 residents with getting on to a payment plan so as to reduce the burden. Between these two actions this team has successfully been able to minimize the number of customers at risk of having their utilities cut off.

Lake Worth Beach Electric Utility will be announced as an award recipient on November 2 at the FMEA Energy Connections Virtual Conference, which runs through November 6. Lake Worth Beach Electric Utility joins 21 other Florida public power communities in receiving this award.

“Public power utilities have always been community-focused and invested in programs that give back to their communities. This year, with the pandemic impacting nearly every facet of our daily lives, public power utilities have found many ways to assist their communities during this difficult time. From easing financial hardships for customers to providing distance learning resources to

students and teachers to providing food for those in need, public power utilities have stepped forward to help community members navigate the challenges COVID-19 has brought,” said Amy Zubaly, FMEA Executive Director.

“We commend Lake Worth Beach Electric Utility for everything they have done to positively impact the lives of their families, friends and neighbors, especially in a year that has been everything but normal. We thank all the recipients for doing what they do best by putting the community they serve first,” added Zubaly.

Florida’s 33 public power utilities, combined, are the third largest electric provider in the state, serving 14 percent of Florida’s customers. Florida’s public power utilities serve more than 3 million customers and are a statewide employment leader with more than 5,400 employees.

Here in Lake Worth Beach, our citizen owned electric utility serves all of Lake Worth Beach’s residents. For 107 years, Lake Worth Beach Electric Utility has made it possible for residents of Lake Worth Beach to own and control their energy future while receiving affordable, reliable and environmentally responsible power.

Please contact Ben Kerr, the City of Lake Worth Beach Public Information Officer with any questions or comments.

Located in central Palm Beach County, Lake Worth Beach is a dynamic, multi-cultural city with an individualistic style. People are drawn to the City by its acceptance of different cultures and lifestyles, historic districts, hip downtown and colorful arts district.

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Public Information Officer

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"We are LAKE WORTH BEACH. A hometown City that is committed to delivering the highest level of customer service through a commitment to integrity, hard work and a friendly attitude. We strive to exceed the expectations of our citizens, our businesses, our elected officials and our fellow employees."

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