



Ring in the new year with lower bills

YOUR BILL WILL
DECREASE
NEARLY

\$4

PER MONTH

At FPL, we strive to provide you with affordable, reliable and clean energy. Our investments in solar energy, technology and state-of-the-art power plants are helping us produce clean energy more efficiently, resulting in lower costs. We are happy to ring in the new year by passing those savings to you – lowering monthly bills.

The monthly bill for a typical residential 1,000 kWh customer will decrease by nearly \$4 a month starting January 2020. Our smart, long-term investments in clean energy and building the nation's smartest and strongest energy grid continue to deliver benefits to our customers with bills that are among the lowest in the nation, about 30% below the national average.

To see how your bill compares, visit: » [FPL.com/rates](https://www.fpl.com/rates)



Information for you

This edition of Energy News has information about your monthly bill, including an overview of the charges for your energy. You can always get the latest information about your bill online, including how to read your statement and an explanation of all the bill components at:

» [FPL.com/rates](https://www.fpl.com/rates)

EFFECTIVE JANUARY 2020 RESIDENTIAL RATE CLASS	Customer Charge ¹
Residential Service (RS-1)	\$8.28
Residential TOU Rider (RTR-1) ³	\$8.28

Summary of service charges

Type of Service Charge	Charge
Initial service connection	\$25
Transfer, open or reopen an existing account	\$12
Reconnection Reconnect service following non-payment	\$13
Late payment For payments received after the due date	Greater of \$5 or 1.5% applied to any past-due unpaid balance of accounts
Return payment For a check returned by the bank	\$25 if \$50 or less \$30 if \$50.01 – \$300 \$40 if \$300.01 – \$800 5% if greater than \$800
Field collection For payment collection on a delinquent account	\$48
Meter tampering Charge for tampering with meter In addition to the penalty charge for tampering with the meter, customers will be charged for the cost of the investigation.	\$200 Residential & Non-Demand Commercial; \$1,000 Commercial

Learn about deposits

Since all customers are billed for energy after it’s used, we may ask those opening new accounts to pay a deposit amount based on the expected average cost of two months of service at the address. If your average usage turns out to be higher than the estimated cost and your bills are not current, we may ask you to pay the difference to bring the deposit to the required level.

Your deposit begins to earn 2% interest once you have paid your bill in full for six months. Interest is credited to your account each June. The deposit and earned interest is refunded to your account after 23 months of service and 12 months of good payment history, or after you close your account. Learn more: » [FPL.com/deposit](https://www.fpl.com/deposit)

< 1,000 kWh/ On-Peak Energy Charge ¹	> 1,000 kWh/ Off-Peak Energy Charge ¹	Conservation ¹ ¢/kWh	Capacity ¹ ¢/kWh	Environmental ¹ ¢/kWh	< 1,000 kWh / On-Peak Fuel Charge ^{1,3}	> 1,000 kWh / Off-Peak Fuel Charge ^{1,3}
¢/kWh						
6.115	7.170	0.139	0.230	0.155	1.897	2.897
10.909	-4.853	0.139	0.230	0.155	0.331	-0.143

¹ Rates as approved by the Florida Public Service Commission in Docket Nos. 20190001, 20190002 and 20190007.

³ Except for customer charge, all rates and charges under Rate Schedule RS-1 shall apply to RTR-1. RTR-1 Base Energy and Fuel Charges and Credits applicable to on- and off-peak usage are in addition to the RS-1 charges.

Gross receipts tax

FPL pays a tax equal to 2.5% of gross electric revenues to the state. This tax appears as a separate line item on our bill.

It's never been easier to get connected

Sign up for alerts

Get the information you need most, such as bill reminders and outage alerts, via text message. Simply text JOIN to MyFPL (69375) to sign up today.

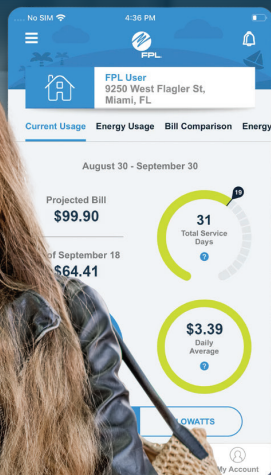
Download the app

See your energy usage, a projected bill and so much more with the FPL Mobile App – text APP to MyFPL (69375) to get it now.

Update your contact info

It's faster and easier to get the help you need if we have your accurate contact information. Access your account with the FPL Mobile App or log in to our website to ensure your contact information is current.

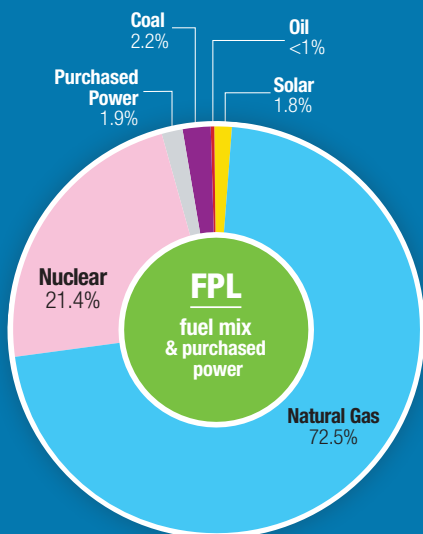
Visit: [FPL.com/profile](https://www.fpl.com/profile)



Where does your energy come from?

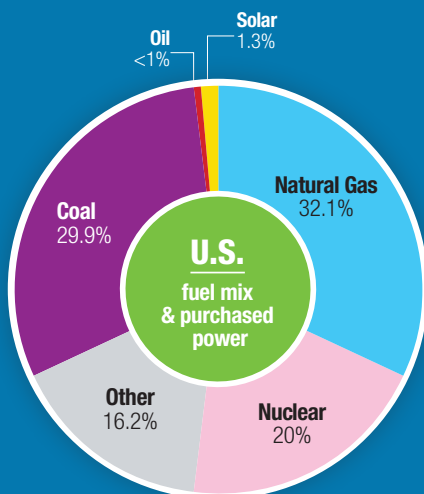
FPL's power comes from a variety of sources, including clean, U.S.-produced natural gas and emissions-free nuclear and solar. Today we're taking steps to substantially increase our investment in cost-effective solar.

See our latest fuel mix:



Sources of electricity generation for the 12 months that ended September 2019.

See how we compare to the rest of the nation:



Major energy sources and percent share of total U.S. electricity generation in 2018.

Helpful resources – help for customers in need

We want to ensure that those who need help get assistance. Here are some services available to you:



Evacuation assistance – If you have special needs, your local government can help if you ever need to evacuate due to extreme weather or other emergencies. Make sure to register with your local emergency management office by contacting them directly. Just check your phone directory for “county government.”



2-1-1 Helpline – By dialing 2-1-1, you can get answers to your questions and get connected to available community resources. This helpline is free and confidential, with trained specialists available 24 hours a day.

We have more information for you online about help available from FPL or our community partners. Just visit: [FPL.com/gethelp](https://www.fpl.com/gethelp)