



Providing reliable service — keeping bills low

It has been a challenging year, filled with uncertainties. Our commitment to provide affordable, reliable and clean energy has not changed. FPL's typical residential 1,000 kWh customer bill remains about 30% below the national average and lower than 43 states.

While we have kept bills low, we continue to enhance our energy grid, making it stronger, smarter and more storm-resilient to keep the lights on for you when you need them most. These investments continue to pay off for you, helping us produce energy more efficiently while detecting and preventing issues before they become power outages.

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

Latest typical bill comparison*

California	\$285.39
Massachusetts	\$253.95
New York	\$159.56
Michigan	\$140.13
National average	\$136.50
Florida average	\$119.23
Texas	\$103.27
FPL	\$96.04

FPL bills
remain among the
LOWEST
IN THE
NATION

* Data source: Edison Electric Institute (EEI) Typical Bills and Average Rates Report for Winter 2020 based on utility rates effective January 2020. Averages only include utilities that report their rates to EEI and may not be all-inclusive. FPL bill includes the state gross receipts tax but does not include credits, local taxes or fees that may be applicable in some jurisdictions.

Remembering Hurricane Wilma 15 years later

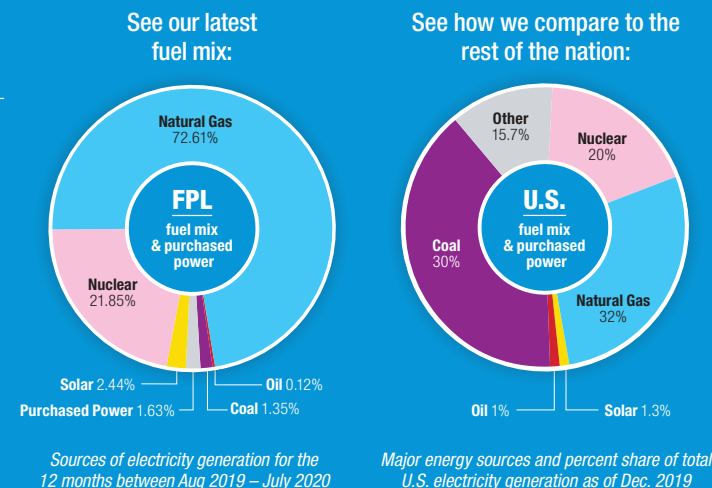
In the years since the massive hurricane struck Florida in 2005, we've made significant improvements to the grid to benefit customers in good weather and bad.

To read more about the enhancements we've made, visit: [» FPL.com/Wilma](https://www.fpl.com/Wilma)



Where does your energy come from?

FPL's power comes from a variety of sources, including clean-burning natural gas and emissions-free nuclear and solar. We've substantially increased our investment in cost-effective solar while significantly reducing our use of coal.



Tools to help you save

We offer several programs that can help you save energy and money. Here are just a few of our services:

- » The FPL Energy Analyzer is a free tool that provides an estimated breakdown of how much you're spending on appliances, cooling and heating. You'll also receive expert tips and recommendations to help you save on your bill. Visit: [» FPL.com/EnergyAnalyzer](https://www.fpl.com/EnergyAnalyzer)
- FPL also offers a free in-home evaluation*. Our energy expert will visit your home to identify energy-saving opportunities and rebates available that can help improve your home's energy efficiency. Call 800-DIAL-FPL (800-342-5375)
- » Computer-Assisted Survey*: An in-home evaluation at a cost of \$15. We estimate potential savings, installation costs and the payback period for each recommendation.

A Building Energy Rating System survey is also available*. It rates your home according to the current Florida energy-efficiency code requirements for new home construction and may help you qualify for improved mortgage options or increase your home's resale value.

- » New or existing homes can apply for a Class 1 or 2 rating survey, which involves an on-site inspection. The cost for homes up to 2,000 square feet** is \$480, or \$555 with an air-conditioning duct leakage test, which includes one handler. An incremental \$35 is charged for each additional handler.
- » At a cost of \$75, the Class 3 rating option is for new construction only and is based on site plans and construction documents.

* Due to COVID-19 safety issues, certain services may not be available in your area.

** For Class 1 and 2 surveys, there is an additional charge of 8 cents per square foot for homes greater than 2,000 square feet, or 3 cents per square foot for a Class 3 survey.

Power line safety tips

You can be seriously injured or killed if you or an object you are holding touch a power line. Stay more than 10 feet away from neighborhood power lines and at least 30 feet from larger higher-voltage lines. Hire only qualified professionals to trim vegetation and trees near power lines. Assume all lines are energized. Call 811 before you dig or visit [Call811.com](https://www.fpl.com/811) at least two business days before to avoid underground lines.

To learn more, visit: [» FPL.com/trees](https://www.fpl.com/trees)

Everyone pays for electricity theft

Billions of dollars in electricity are stolen each year, making electricity the third most stolen product behind credit cards and automobiles. Stealing electricity is a felony. It can result in injury or death and can lead to jail time and staggering financial consequences.

We work hard to serve all of our customers in the most cost-efficient manner possible. When someone steals electricity, it is both extremely dangerous and adds to our cost of doing business, which drives up everyone's bills. Help stop thieves from driving up your energy bills.

If you see something — report it anonymously, call 800-528-6621.

For more information, visit: [» FPL.com/meters](https://www.fpl.com/meters)

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