

This insert includes the latest information about your monthly bill, and explains how our programs can help you manage your electric usage. For more detailed information about the components of your individual residential or business rate, refer to the summary on the back.

Delivering reliable and affordable energy

Our customers have some of the lowest electric bills and best reliability largely because we continuously invest in cost-efficient technologies and work hard to keep operating costs down. In fact, FPL customers have bills that are well below the national average* and among the very lowest of Florida's 55 utilities.** We also help customers save energy and money through energy-efficiency programs and rebates. To take more control over your energy use and bill, visit www.FPL.com/programs or www.FPL.com/bizprograms.

**Source for national bill comparisons: Edison Electric Institute Typical Bills and Average Rates Report for Summer 2011.*

***Source for residential and business Florida bill comparisons: Florida Public Service Commission, Florida Municipal Electric Association, Reedy Creek Improvement District, Florida Electric Cooperatives Association and Jacksonville Electric Authority.*

How your rate is determined

Standard residential service – Most residential customers have standard residential service. This includes a price incentive to conserve energy. Electricity usage at or below 1,000 kWh a month is billed at a lower rate.

Business rate classification – Electric rate classification for business customers is based on your maximum monthly electrical usage and when you use electricity. There are multiple business rates available. Qualifying for the right one may produce savings.

Time-of-use rates – If your home or business can shift a significant part of electric usage to off-peak times when the demand for electricity is lower, you may benefit from FPL's time-of-use service. Otherwise, this is not recommended because it could actually increase your bill. With TOU rates, you are billed at a lower rate for off-peak usage and a higher rate for peak-period usage. To benefit, your electrical use must be shifted away from these on-peak hours, Monday through Friday:

- » April 1 to Oct. 31, noon to 9 p.m.
- » Nov. 1 to March 31, 6 a.m. to 10 a.m. and 6 p.m. to 10 p.m.

Excludes: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day

Visit www.FPL.com/yourbill for more information about your bill or to view available business rate options that might be more economical for your business.

Deposits

Our practices regarding deposits ensure that all customers are treated fairly. We may ask customers opening new accounts to pay a deposit for electric service.

Residential – Deposits are based upon the expected cost of two months' electricity at the service address, with a \$25 minimum. FPL may waive the deposit if you have an excellent credit score.

If your usage increases and the deposit on hand is less than your two months' average billing, we may ask you to pay the difference in order to bring the deposit to the required level. Additionally, if your account remains open for more than six months, your deposit will earn 6 percent interest from the time the deposit is paid in full. The interest is credited to your account annually. The deposit is returned with any earned interest when the account is closed or after 23 consecutive months of service if:

- » You have not paid after the past-due date of your regular bill more than once within the past 12 months, and you have not paid with a check that has been refused by a bank
- » Your service has not been disconnected for non-payment within the past 12 months
- » You have not used electric service in a fraudulent or unauthorized manner.

Business – You have the choice of paying required deposits with cash or check. Acceptable alternatives to a deposit include an irrevocable bank letter of credit or surety bond. However, these alternatives are only recommended for deposits of more than \$1,000 because they are not cost effective for smaller amounts. Deposits are based upon twice the average monthly billing, with a \$25 minimum.

For deposits held more than six months, you will earn 6 percent interest from the time the deposit is paid in full, and 7 percent interest for a deposit held 23 continuous months or more, provided a prompt payment record has been maintained for the past 12 months. After six months of service, we may ask you to increase the deposit if the actual average bill amount is higher than projected.

Service charges

The Florida Public Service Commission allows utilities to recover the costs of providing certain services. Current service charges are:

- » \$14.88 to open/transfer/reopen an account

- » \$17.66 to reconnect service after disconnection either for non-payment or violation of a rule or regulation
- » \$23.24 or 5 percent of the payment amount, whichever is greater, for each payment returned by a bank
- » 1.5 percent added to overdue bills applied on the past-due balance each month
- » \$5.11 for each visit by FPL representatives to collect payment on an overdue account.

Gross receipts tax

FPL pays 2.5 percent of gross electric revenues to the state in the form of a gross receipts tax. This tax appears as a separate line item on your bill.

Help for special needs customers

If you have special needs, help is available in case you must evacuate due to extreme weather or other emergency. Your local government has a voluntary registration program for this purpose. To register with your local emergency management office, look under "county government" in your phone directory or call directory assistance.

For more information

- » For a complete list of all rates, go to www.FPL.com/rates
- » Learn how to read your bill at www.FPL.com/yourbill
- » Residential customers, please call the customer service number on your bill
- » Business customers, please call your FPL Account Manager or an FPL representative at 1-800-FPL-5566
- » Para ver esta información en español, por favor visite www.FPL.com/rates.

Residential and Business Customer Rate Summary

Rates effective as of May 2012. Visit www.FPL.com/rates for a complete list of all rates or for an electronic version of this insert.

RESIDENTIAL

	kW Demand	Monthly Customer Charge	Demand Charge per kW	Total Demand Charge ¹ per kW	Demand Charge per On-Peak kW	Total Demand Charge ¹ per On-Peak kW	Demand Charge per Firm kW	Total Demand Charge ¹ per Firm kW	Maximum Demand Charge per Firm kW	Energy Charge ² per kWh	< 1,000 kWh ³ /On-Peak Energy Charge ²	> 1,000 kWh ³ /Off-Peak Energy Charge ²	Storm Surcharge	Fuel Charge per kWh	< 1,000 kWh/ Winter ⁴ On-Peak Fuel Charge	> 1,000 kWh/ Winter ⁴ Off-Peak Fuel Charge	Summer ⁵ On-Peak Fuel Charge	Summer ⁵ Off-Peak Fuel Charge
Residential Service (RS-1)		\$5.90									5.184¢	6.184	0.153¢		3.343¢	4.343¢		
Residential TOU Service (RST-1)		\$16.04									9.207¢	3.927	0.153¢		4.529¢	3.378¢	5.830¢	2.603¢
Residential Service Dynamic Price Response (RSDPR-1)																		
- Non-conservation Pricing Hours		\$4.75								5.293¢			0.153¢		3.343¢	4.343¢		
- Conservation Pricing Hours		\$4.75								27.315¢			0.153¢		3.343¢	4.343¢		

BUSINESS

	kW Demand	Monthly Customer Charge	Demand Charge per kW	Total Demand Charge ¹ per kW	Demand Charge per On-Peak kW	Total Demand Charge ¹ per On-Peak kW	Demand Charge per Firm kW	Total Demand Charge ¹ per Firm kW	Maximum Demand Charge per Firm kW	Energy Charge ² per kWh	< 1,000 kWh ³ /On-Peak Energy Charge ²	> 1,000 kWh ³ /Off-Peak Energy Charge ²	Storm Surcharge	Fuel Charge per kWh	< 1,000 kWh/ Winter ⁴ On-Peak Fuel Charge	> 1,000 kWh/ Winter ⁴ Off-Peak Fuel Charge	Summer ⁵ On-Peak Fuel Charge	Summer ⁵ Off-Peak Fuel Charge
General Service Non-Demand (GS-1)	0-20	\$6.89								5.662¢			0.138¢	3.688¢				
General Service Non-Demand-TOU (GST-1)	0-20	\$13.53									9.688¢	3.860	0.138¢		4.529¢	3.378¢	5.830¢	2.603¢
General Service Demand (GSD-1)	21-499	\$16.44	\$6.50	\$10.04						1.551¢			0.098¢	3.687¢				
C/I Load Control, General Service [CILC-1(G)]**	21-499	\$122.00	\$3.20*	\$3.20*	\$1.32***	\$5.60***	\$6.92	\$11.20			1.279¢	1.279	0.094¢		4.528¢	3.378¢	5.829¢	2.603¢
General Service Demand-TOU (GSDT-1)	21-499	\$22.77			\$6.50	\$10.04					3.271¢	0.804	0.098¢		4.528¢	3.378¢	5.829¢	2.603¢
High Load Factor-TOU (21 - 499 kW)	21-499	\$22.77			\$7.83	\$11.37		\$1.81			1.348¢	0.804	0.098¢		4.528¢	3.378¢	5.829¢	2.603¢
General Service Large Demand (GSLD-1)	500-1,999	\$50.13	\$7.60	\$11.69						1.073¢			0.094¢	3.683¢				
General Service Large Demand-TOU (GSLDT-1)	500-1,999	\$50.13			\$7.60	\$11.69					2.198¢	0.577	0.094¢		4.523¢	3.374¢	5.822¢	2.600¢
Curtailable Service (CS-1)	500-1,999	\$50.13	\$7.60	\$11.69						1.073¢			0.109¢	3.683¢				
Curtailable Service-TOU (CST-1)	500-1,999	\$50.13			\$7.60	\$11.69					2.198¢	0.577	0.109¢		4.523¢	3.374¢	5.822¢	2.600¢
High Load Factor-TOU (500 - 1,999 kW)	500-1,999	\$50.13			\$7.83	\$11.89		\$1.81			0.697¢	0.697	0.094¢		4.523¢	3.374¢	5.822¢	2.600¢
General Service Large Demand (GSLD-2)	2,000+	\$179.19	\$7.60	\$11.66						0.990¢			0.061¢	3.641¢				
General Service Large Demand-TOU (GSLDT-2)	2,000+	\$179.19			\$7.60	\$11.66					1.641¢	0.749	0.061¢		4.478¢	3.340¢	5.764¢	2.574¢
Curtailable Service (CS-2)	2,000+	\$179.19	\$7.60	\$11.66						0.990¢			0.123¢	3.641¢				
Curtailable Service-TOU (CST-2)	2,000+	\$179.19			\$7.60	\$11.66					1.641¢	0.749	0.123¢		4.478¢	3.340¢	5.764¢	2.574¢
High Load Factor-TOU (2,000 kW or more)	2,000+	\$179.19			\$7.83	\$11.89		\$1.81			0.642¢	0.642	0.061¢		4.478¢	3.340¢	5.764¢	2.574¢
General Service Large Demand (GSLD-3)	2,000+ >69KV	\$1,441.88	\$6.32	\$11.25						0.765¢			0.008¢	3.526¢				
General Service Large Demand-TOU (GSLDT-3)	2,000+ >69KV	\$1,441.88			\$6.32	\$11.25					0.864¢	0.729	0.008¢		4.330¢	3.229¢	5.573¢	2.489¢
Curtailable Service (CS-3)	2,000+ >69KV	\$1,441.88	\$6.32	\$11.25						0.765¢			0.008¢	3.526¢				
Curtailable Service-TOU (CST-3)	2,000+ >69KV	\$1,441.88			\$6.32	\$11.25					0.864¢	0.729	0.008¢		4.330¢	3.229¢	5.573¢	2.489¢
C/I Load Control Program, Transmission [CILC-1(T)]	500+	\$1,866.00			\$1.29***	\$5.53***	\$6.79	\$11.03			0.712¢	0.712	0.008¢		4.330¢	3.229¢	5.573¢	2.489¢
C/I Load Control Program, Distribution [CILC-1(D)]	500+	\$175.00	\$3.17*	\$3.17*	\$1.35***	\$5.63***	\$7.12	\$11.40			0.764¢	0.764	0.060¢		4.472¢	3.336¢	5.757¢	2.571¢

* The higher of current kW demand or the highest demand for the prior 23 months
 ** 200-499 kW
 *** Per kW of on-peak kW less firm kW

¹ Total demand charges noted above include the applicable capacity payment recovery and energy conservation cost recovery charges per kW, plus the standard demand charge per kW from each rate schedule. For the CILC program, the applicable capacity and energy conservation charges per kW are applied to on-peak and firm kW.

² Energy charges noted above include the applicable environmental cost recovery charge per kWh, plus the non-fuel energy charge per kWh for each rate schedule. For RS-1, RST-1, GS-1 and GST-1 rate schedules, energy charges also include the applicable capacity payment recovery and energy conservation cost recovery charges per kWh.

³ < 1,000 kWh and > 1,000 kWh are applicable only to RS-1 rates.

⁴ Nov. 1 - March 31; ⁵ April 1 - Oct. 31

Note: Rate information is subject to change. In addition, these schedules are subject to applicable franchise charges as well as utility and state sales taxes. kW = kilowatt, kWh = kilowatt-hour



What you need to know about FPL's residential and business rates

Important information about your electric bill and service