

Summary of service charges

Type of Service Charge	Charge
Initial service connection	\$25
Transfer, open or reopen an existing account	\$12
Reconnect service following nonpayment	\$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 Charge 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

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.

Resale of electric service prohibited

The Florida Administrative Code prohibits the resale of electricity for a profit. The actual cost of electricity billed by FPL may be reasonably allocated among tenants, lessees and other entities as long as no profit is made.

Learn about deposits

Since all customers are billed for energy after they use it, 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, you may need to pay the difference to bring the deposit to the required level.

For deposits held more than six months, you will earn 2% interest from the time the deposit is paid in full, and 3% interest for a deposit held 23 continuous months after 12 months of prompt payment. This interest is credited to your account annually. For customers with a good payment history, we may refund your deposit after 36 months. To learn more about refunds and other deposit information, including accepted payment options, visit: [FPL.com/bizdeposits](https://www.fpl.com/bizdeposits)

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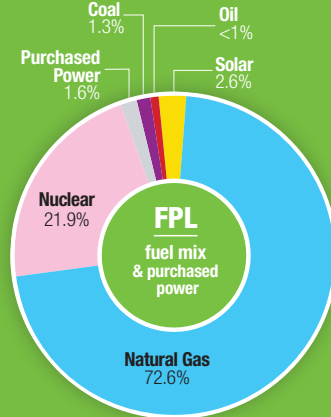
FPL Energy Notes is published by
Florida Power & Light Company
P.O. Box 14000, Juno Beach, FL 33408

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Where does your energy come from?

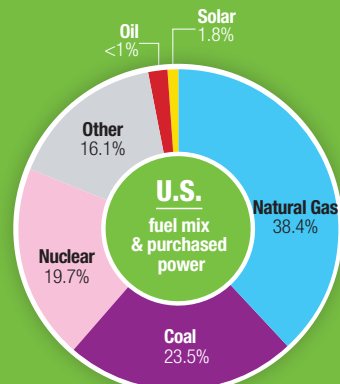
FPL's power comes from a variety of sources, including clean-burning natural gas and emissions-free nuclear and solar. We've substantially increased our investment in cost-effective solar while significantly reducing our use of coal.

See our latest fuel mix:



Sources of electricity generation for the 12 months between October 2019 and September 2020.

See how we compare to the rest of the nation:



Major energy sources and percent share of total U.S. electricity generation in 2019.



EnergyNotes

RATES EDITION

Delivering America's best energy value, today and tomorrow

From a global pandemic to a record-shattering hurricane season, 2020 was a year like no other. Like you, I'm ready to turn the calendar to 2021. Regardless of what comes our way this year, FPL is committed to being there for you and our communities.

As fellow Floridians, we take our duty to serve you incredibly seriously. You can count on us to continue delivering America's best energy value — electricity that's not just clean and reliable, but also affordable.

Our employees work tirelessly to power your life every day. And we're constantly looking over the horizon to ensure we're ready to serve you tomorrow in our rapidly growing state that's on the front lines of climate change and stronger, more frequent hurricanes.

Securing a more sustainable and resilient energy future for all of us, including future generations, means doubling down on what we know works — smart, long-term investments in the infrastructure, technology and clean energy that are the foundation of our communities.

It's why we're continuing to build America's strongest and smartest energy grid, including putting more neighborhood power lines underground. And it's why we're continuing to invest in clean energy, such as solar, battery storage and even innovative green hydrogen technology, which could unlock 100% carbon-free electricity.

Tackling today's problems while looking ahead is in our DNA. Importantly, it's what you and our future generations deserve.

From all of us at FPL, best wishes for a safe and joyous new year.

Eric Silagy
President and CEO,
Florida Power & Light Company

Next month's bill will look different

Beginning in February, your bill will have a new look and feel. It's been redesigned with customers like you in mind — in fact, it addresses some of your most frequently asked questions and feedback. That's why you'll see a cleaner, easier-to-read format and a new graph to easily compare your month-to-month and year-to-year energy usage. For more details on what to expect — and to get a preview of what's in store — visit: [FPL.com/NewBill](https://www.fpl.com/NewBill)



