



Unlock Savings with Simple Home Energy Changes

Make a Difference in Your Monthly Bill with Easy Adjustments:

- » Optimize heating systems by setting the thermostat to 68°F and avoiding increases of more than 2°F at a time.
- » Ensure peak efficiency by regularly changing air filters.
- » Reduce your water heater temperature from 140°F to 120°F.
- » Choose the cold water setting for laundry.
- » Keep the cold air out by sealing doors and windows.

Innovative Approaches to Lowering Costs:

We're committed to enhancing the fuel efficiency of our power plants, saving customers nearly \$15 billion since 2001. Our sustained investments in ultra-fuel-efficient clean energy centers not only benefit your wallet but also mitigate the impact of volatile natural gas prices.

Employee Dedication for Ongoing Savings:

Our employees are dedicated to operational efficiency, consistently driving costs down. FPL's efficiency outperforms the average electric utility, saving customers approximately \$2.6 billion annually in non-fuel operational and maintenance costs. This translates to a substantial \$24 reduction on a typical 1,000-kWh monthly bill.

Explore additional ways to save on your energy bills at

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

Helpful resources for customers in need

We want to ensure 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/storm/emergency-support.html](https://www.fpl.com/storm/emergency-support.html)

Where does your energy come from?

FPL delivers you energy from a variety of sources, including clean, U.S.-produced natural gas and emissions-free nuclear and solar. We continue to make cost-effective investments in solar energy while eliminating our use of coal from Florida.

Our latest fuel mix compared to the rest of the nation:

FUEL	FPL ¹	U.S. ²
Natural Gas	70.4%	39.8%
Nuclear	19.6%	18.2%
Solar	6.1%	3.4%
Purchased Power	3.5%	N/A
Coal	0.3%	19.5%
Oil	0.2%	0.6%
Other	N/A	18.5%

¹Sources of electricity generation for the 12 months between November 2022 and October 2023; figures may not add up to 100% due to rounding. ²Major energy sources and percent share of total U.S. electricity generation in 2022 from U.S. Energy Information Administration. ³Coal generation is obtained from units outside of the state of Florida.

Summary of Service Charges

Type of Service Charge	Charge
Initial service connection	\$13
Transfer, open or reopen an existing account	\$9
Reconnection - Reconnect service following nonpayment	\$5
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	\$26
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.	\$500 residential & non-demand commercial; \$2,500 all other customers

Account deposit policies

Since customers are billed for energy after they use it, new residential accounts may be required to pay a deposit amount based on the expected average cost of two months of service at the address. After six months, your deposit will earn 2% interest from the time the deposit is paid in full. The interest will be applied to your account as a credit every June.

If an account's average usage differs significantly from the amount that was initially projected, the deposit requirement may be increased or partially refunded. If the account is closed, any deposit balance plus interest will be applied toward the final bill and any excess credit will be refunded. Learn more: [» FPL.com/aboutdeposits](https://www.fpl.com/aboutdeposits)

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)

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