



Working for you today, planning for tomorrow

Thank you for being an FPL customer. It's an honor to serve you and your family.

As the new year begins, I want you to know FPL is committed to working every single day to deliver the reliable service you count on – while keeping your bills as low as possible.

To do this, we'll continue making smart investments in the critical infrastructure needed to serve you reliably in good weather and bad. Through the years, we've worked tirelessly to build a stronger, more advanced grid – as a result, our electric service is 60% more reliable than the national average.

Florida is growing quickly. Over the next four years, we expect to welcome approximately 335,000 new customers. To meet the increased demand, we'll continue diversifying our energy mix by investing in ultra-efficient, cost-effective power resources and battery storage systems. Long-term investments like these have already helped save customers more than \$16 billion in avoided fuel costs.

Our recent four-year rate agreement, which was approved by the Florida Public Service Commission, is designed to help keep our rates low through the end of the decade. It also makes all of these investments possible, while ensuring the stability and reliability that you deserve.

We're honored to have powered Florida for 100 years – and we're ready to power 2026. From the entire FPL team, best wishes for a safe and joyous new year.

Armando Pimentel | CEO, Florida Power & Light Company

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 and our community partners. » Just visit: **[FPL.com/storm/emergency-support](https://www.fpl.com/storm/emergency-support)**

Summary of Service Charges

Type of Service Charge	Charge
Initial service connection	\$12
Transfer, open or reopen an existing account	\$8
Reconnection	\$4
Reconnect service following nonpayment	
Late payment	Greater of \$5 or 1.5% applied to any past-due unpaid balance of accounts
For payments received after the due date	
Return payment	\$25 if \$50 or less \$30 if \$50.01 – \$300 \$40 if \$300.01 – \$800 5% if greater than \$800
For a check returned by the bank	
Field collection	\$28
For payment collection on a delinquent account	
Meter tampering	\$500 residential & non-demand commercial; \$2,500 all other customers
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.	

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 information

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?

The power FPL delivers to you comes from a variety of sources, including U.S.-produced natural gas and safe, reliable nuclear energy. We also continue to make cost-effective investments in solar energy to drive down fuel costs for customers. Our latest generation mix compared to the rest of the nation:

GENERATION SOURCE	FPL ¹	U.S. ²
Natural Gas	66.9%	43.1%
Nuclear	19.2%	18.6%
Solar	10.6%	3.9%
Purchased Power	2.9%	N/A
Coal	0.3% ³	16.2%
Oil	0.1%	0.4%
Other	N/A	17.8%

¹ Sources of electricity generation for the 12 months between November 2024 and October 2025. ² Sources of U.S. electricity generation as of February 2024 from U.S. Energy Information Administration. ³ Coal generation is from units outside of Florida.

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