



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

Learn about deposits

We require customers opening new business accounts to pay a deposit amount based on the expected average cost of two months of service. If there is a difference of \$50 or more between the correct deposit amount and the deposit on hand, we typically require customers to bring their deposit to the appropriate level.

In accordance with the Florida Public Service Commission rules and our tariff, we may refund your business deposit if eligible. Eligibility is manually reviewed based on factors such as length of service, good payment history, and, in some cases, external credit scores.

Your deposit will earn 2% interest annually in June, six months after the deposit is paid and the account remains active. After 23 months of continuous service and 12 months of good payment history, you'll earn 3% interest. When your account closes, the full deposit plus any unpaid interest will be applied to your final bill, and any remaining amount will be promptly refunded to you. ➤ Learn more: FPL.com/deposits

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

Summary of Service Charges

Type of Service Charge	Charge
Initial service connection	\$18
Transfer, open or reopen an existing account	\$8
Reconnection Reconnect service following nonpayment	\$4
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	\$28
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

Time-of-use

Business rate classification is based on your maximum monthly energy usage and when you use energy. Qualifying for another rate may produce savings for some customers. For example, if your business can shift a significant part of electric usage to off-peak times when the demand for energy is lower, you may benefit from our time-of-use (TOU) rates. 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 energy use must be shifted away from the following peak hours, Monday through Friday: **April 1 to Oct. 31:** 12–9 p.m. ET (11 a.m.–8 p.m. CT)*

Nov. 1 to March 31: 6–10 a.m. ET (5–9 a.m. CT) and 6–10 p.m. ET (5–9 p.m. CT)*

➤ For more information about your bill or to view available business rate options that might be more economical for your business, visit: FPL.com/TOU

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

Resale of electric service is prohibited

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.

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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