

## Your new customer experience

Visit your new web experience at [FPL.com](http://FPL.com) and log in using your existing username and password to manage your account. The new FPL Mobile App is also available for download to provide you with instant, secure access to your account while on the go. Need to report an outage? Visit [FPL.com](http://FPL.com) or the FPL Mobile App.

For more details, including a walkthrough of your new web experience and what to know before making your next payment, visit: [» FPL.com/forward](http://FPL.com/forward)

## Summary of Service Charges

Type of Service Charge	Charge
Initial service connection	\$12
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 visit 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 commercial

## Helpful resources for customers in need

We want to ensure those who need help get assistance. Here are some services available to you:

- » 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.”
- » 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.

For more information about help available from FPL or our community partners, visit: [» FPL.com/gethelp](http://FPL.com/gethelp)

## 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 by logging into [FPL.com](http://FPL.com) to ensure your contact information is current. Visit: [» FPL.com/myprofile](http://FPL.com/myprofile)

## Where does your energy come from?

FPL's power comes from a variety of sources, including clean, U.S.-produced natural gas and emissions-free nuclear and solar.

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

FUEL	FPL <sup>1</sup>	U.S. <sup>2</sup>
Natural Gas	68.2%	39.3%
Nuclear	19.5%	20.5%
Solar	3.7%	2.3%
Purchased Power	5.8%	N/A
Coal <sup>3</sup>	2.8%	19.9%
Oil	0.1%	0.4%
Wind	N/A	8.7%
Hydroelectric	N/A	7.4%
Other renewables	N/A	1.1%
Other (not classified)	N/A	0.2%

<sup>1</sup> Sources of electricity generation for the 12 months between October 2020 and September 2021. <sup>2</sup> U.S. Electric Power Sector, 2020 data, from U.S. Department of Energy. <sup>3</sup> Coal generation is from units outside the state of Florida.

## Account deposit policies

Since all customers are billed for energy after they use it, we may ask those opening new accounts to pay a security deposit equal to two months' average electric usage at the service address. Non-cash alternatives may be available for eligible customers. 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.

After 12 months, your deposit may be partially refunded if the deposit amount exceeds your actual two-month average usage. After 23 months and a good payment history, your deposit will be refunded in full and credited to your account. If payments are not received by the due date, we may adjust your existing deposit or request a new deposit if it had been previously refunded. If the account is closed, any deposit balance plus interest will be applied towards the final bill and any excess credit refunded. Learn more: [» FPL.com/mydeposit](http://FPL.com/mydeposit)

## Minimum base bill

The Florida Public Service Commission has approved a minimum base bill of \$25, which we anticipate will take effect in June 2022. This is intended to help cover fixed costs of operating the electric grid and will only apply to residential and general service customers whose monthly electric service costs fall below \$25.

## Taxes and other charges

Taxes and other charges on your monthly bill include the state gross receipts tax and regulatory assessment fee. Local jurisdictions may also assess a franchise fee and/or utility tax.

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## Building a more resilient and sustainable energy future

From all of us at Florida Power & Light Company, welcome to the family. We are honored to serve you and Northwest Florida.

A new year often brings fresh perspective. But that doesn't mean looking over the horizon is always easy. COVID-19 certainly hasn't made it any easier. Nor did Hurricane Sally, especially with Hurricane Michael's memory still fresh.

Please know that we're committed to serving you today while always keeping an eye on the future in our rapidly growing state that's on the front lines of climate change. Our four-year rate agreement, unanimously approved by the Florida Public Service Commission, will lower the typical residential customer bill by 2025 as we continue building a more resilient and sustainable energy future all of us can depend on – including future generations.

This includes adding more zero-emissions solar, pairing it with battery storage and even piloting innovative green hydrogen technology, that could potentially unlock 100% carbon-free electricity that's available 24 hours a day.

This also includes investments in resilient infrastructure projects as FPL continues building a stronger and smarter energy grid to deliver reliable service in good weather and bad.

I don't want our children and grandchildren to inherit a mess because of the decisions we made – or refused to make – today. It's why FPL will never stop innovating and we'll never stop challenging our way of thinking to make Florida an even better place to live.

And, we'll do it while delivering electricity that's clean, reliable and increasingly affordable.

Best wishes for a safe and joyous new year.

**Eric Silagy**  
President and CEO, Florida Power & Light Company

# Information for you about your bill

This edition of Energy News has information about your monthly bill, including an overview of the charges for your energy. You can always get the latest information about your bill online, including how to read your statement and an explanation of all the bill components at: [» FPL.com/rates](https://www.fpl.com/rates)

Learn more about our approved rate plan at: [» FPL.com/answers](https://www.fpl.com/answers)

Rates and Charges	Residential (RS-1)
Base Charge/month	\$8.99
Energy < 1,000 kWh (¢/kWh)	6.683
Energy > 1,000 kWh (¢/kWh)	7.683
Conservation (¢/kWh)	0.134
Capacity (¢/kWh)	0.239
Environmental (¢/kWh)	0.299
Storm Protection (¢/kWh)	0.214
Fuel < 1,000 kWh (¢/kWh)	3.487
Fuel > 1,000 kWh (¢/kWh)	4.487
Storm Restoration Recovery Charge (¢/kWh)	0.800
Interim Storm Restoration Recovery Charge (¢/kWh)	0.300
Transition Rider (¢/kWh)	2.106

Except for base charges, all rates and charges under Rate Schedule RS-1 shall apply to RTR-1, RTR-1 Base Energy and Fuel Charges and Credits applicable to on- and off-peak usage are in addition to the RS-1 charges. The rates and charges above also apply to the Residential Time-of-Use Rider (RTR-1) rate class, with the exception of Base Energy (12.043 ¢/kWh on-peak / -5.267 ¢/kWh off-peak) and Fuel (0.285 ¢/kWh on-peak / -0.122 ¢/kWh off-peak).

Lighting Rates	
Charges for Company-Owned Units (Fixture, Maintenance and Base Non-Fuel Energy)	Total
<b>High Pressure Sodium Vapor</b>	
Open Bottom 5,400 lu 70 watts	\$6.20
Open Bottom 8,800 lu 100 watts	\$5.95
Open Bottom with Shield 8,800 lu 100 watts	\$7.30
Acorn 8,800 lu 100 watts	\$20.90
Colonial 8,800 lu 100 watts	\$7.21
English Coach 8,800 lu 100 watts	\$22.59
Destin Single 8,800 lu 100 watts	\$37.33
Destin Double 17,600 lu 200 watts	\$73.87
Cobrahead 5,400 lu 70 watts	\$7.97
Cobrahead 8,800 lu 100 watts	\$7.30
Cobrahead 20,000 lu 200 watts	\$10.57
Cobrahead 25,000 lu 250 watts	\$11.03
Cobrahead 46,000 lu 400 watts	\$13.48
Cutoff Cobrahead 8,800 lu 100 watts	\$7.85
Cutoff Cobrahead 25,000 lu 250 watts	\$11.11
Cutoff Cobrahead 46,000 lu 400 watts	\$13.49
Bracket Mount CIS 25,000 lu 250 watts	\$20.11
Tenon Top CIS 25,000 lu 250 watts	\$20.12
Bracket Mount CIS 46,000 lu 400 watts	\$23.14
Small ORL 20,000 lu 200 watts	\$19.84
Small ORL 25,000 lu 250 watts	\$19.89
Small ORL 46,000 lu 400 watts	\$22.71
Large ORL 20,000 lu 200 watts	\$30.14
Large ORL 46,000 lu 400 watts	\$36.27
Shoobox 46,000 lu 400 watts	\$19.99
Directional 16,000 lu 150 watts	\$10.78
Directional 20,000 lu 200 watts	\$14.67
Directional 46,000 lu 400 watts	\$14.53
Large Flood 125,000 lu 1,000 watts	\$26.65
<b>Metal Halide</b>	
Acorn 12,000 lu 175 watts	\$23.30
Colonial 12,000 lu 175 watts	\$9.65
English Coach 12,000 lu 175 watts	\$24.76
Destin Single 12,000 lu 175 watts	\$39.28
Destin Double 24,000 lu 350 watts	\$77.16
Small Flood 32,000 lu 400 watts	\$14.81
Small Parking Lot 32,000 lu 400 watts	\$22.02
Large Flood 100,000 lu 1,000 watts	\$27.51
Large Parking Lot 100,000 lu 1,000 watts	\$41.38
<b>Metal Halide Pulse Start</b>	
Acorn 13,000 lu 150 watts	\$24.91
Colonial 13,000 lu 150 watts	\$10.15
English Coach 13,000 lu 150 watts	\$25.40
Destin Single 13,000 lu 150 watts	\$49.96
Destin Double 26,000 lu 300 watts	\$97.70
Small Flood 33,000 lu 350 watts	\$15.54
Shoobox 33,000 lu 350 watts	\$17.42
Flood 68,000 lu 750 watts	\$23.17

Lighting Rates	
Charges for Company-Owned Units (Fixture, Maintenance and Base Non-Fuel Energy)	Total
LED	
Acorn 3,776 lu 75 watts	\$30.30
Street Light 4,440 lu 72 watts	\$21.04
Acorn A5 2,820 lu 56 watts	\$35.50
Cobrahead S2 5,100 lu 73 watts	\$11.23
Cobrahead S3 10,200 lu 135 watts	\$14.01
ATB071 S2/S3 6,320 lu 71 watts	\$14.01
ATB1 105 S3 9,200 lu 105 watts	\$19.12
ATB2 280 S4 23,240 lu 280 watts	\$23.62
E132 A3 7,200 lu 132 watts	\$40.41
E157 SAW 9,600 lu 157 watts	\$28.24
WP9 A2/S2 7,377 lu 140 watts	\$62.58
Destin Double 15,228 lu 210 watts	\$106.02
ATB0 108 S2/S3 9,336 lu 108 watts	\$13.21
Colonial 3,640 lu 45 watts	\$13.94
LG Colonial 5,032 lu 72 watts	\$16.56
Security Lt 4,204 lu 43 watts	\$8.10
Roadway 1 5,510 lu 62 watts	\$10.06
Galleon 6s q 32,327 lu 315 watts	\$36.65
Galleon 7s q 38,230 lu 370 watts	\$40.95
Galleon 10s q 53,499 lu 528 watts	\$56.22
Flood 421 W 36,000 lu 421 watts	\$32.53
Wildlife Cert 5,355 lu 106 watts	\$28.06
Evolve Area 8,300 lu 72 watts	\$22.06
ATB0 70 8,022 lu 72 watts	\$13.16
ATB0 100 11,619 lu 104 watts	\$14.33
ATB2 270 30,979 lu 274 watts	\$26.12
Roadway 2 9,514 lu 95 watts	\$11.21
Roadway 3 15,311 lu 149 watts	\$15.26
Roadway 4 28,557 lu 285 watts	\$21.57
Colonial Large 5,963 lu 72 watts	\$15.18
Colonial Small 4,339 lu 45 watts	\$14.26
Acorn A 8,704 lu 81 watts	\$29.97
Destin I 7,026 lu 99 watts	\$49.15
Flood Large 37,400 lu 297 watts	\$29.09
Flood Medium 28,700 lu 218 watts	\$24.57
Flood Small 18,600 lu 150 watts	\$20.78
ATB2 210 23,588 lu 208 watts	\$22.26
Destin 8,575 lu 77 watts	\$37.89
Destin Wildlife 1,958 lu 56 watts	\$43.51
AEL Roadway ATBS 3K 8,212 lu 76 watts	\$8.27
AEL Roadway ATBS 4K 8,653 lu 76 watts	\$8.27
Cree RSW Amber – XL 5,300 lu 144 watts	\$19.95
Cree RSW Amber – Large 3,715 lu 92 watts	\$14.84
EPTC 7,300 lu 65 watts	\$21.38
Cont American Elect 3K 3,358 lu 38 watts	\$9.84
Cont American Elect 4K 3,615 lu 38 watts	\$9.84
Acuity AEL ATB2 Gray 16,593 lu 133 watts	\$12.75
Holophane Granville (Black/Black) 3K 6,586 lu 51 watts	\$21.60
Cree XSPM 12,000 lu 95 watts	\$11.18
<b>Mercury Vapor</b>	
Open Bottom 7,000 lu 175 watts	\$6.02
Cobrahead 3,200 lu 100 watts	\$7.73
Cobrahead 7,000 lu 175 watts	\$8.09
Cobrahead 9,400 lu 250 watts	\$10.70
Cobrahead 17,000 lu 400 watts	\$13.14
Cobrahead 48,000 lu 1,000 watts	\$27.92
Directional 17,000 lu 400 watts	\$17.22
Charges for Customer-Owned Units (Relamping and Base Non-Fuel Energy)	Total
<b>High Pressure Sodium Vapor</b>	
Sodium Vapor 8,800 lu 100 watts	\$2.08
Sodium Vapor 16,000 lu 150 watts	\$2.97
Sodium Vapor 20,000 lu 200 watts	\$3.37
Sodium Vapor 25,000 lu 250 watts	\$4.03
Sodium Vapor 46,000 lu 400 watts	\$6.12
Sodium Vapor 125,000 lu 1,000 watts	\$13.37
<b>Metal Halide</b>	
Metal Halide 32,000 lu 400 watts	\$6.23
Metal Halide 100,000 lu 1,000 watts	\$15.70
<b>Base Non-Fuel Energy (¢ per kWh) for OS I/II</b>	<b>3.273</b>

Other Charges	
13 ft. Decorative Concrete Pole	\$18.99
13 ft. Decorative High Gloss Concrete Pole	\$17.18
16 ft. Decorative Base Aluminum Pole with 6" Tenon	\$13.62
17 ft. Decorative Base Aluminum Pole	\$19.90
18 ft. (14 ft. Mounting Height) Aluminum Decorative York Pole	\$18.08
20 ft. (16 ft. Mounting Height) Aluminum Decorative Grand Pole	\$14.78
20 ft. Fiberglass Pole	\$7.05
20 ft. (16 ft. mounting Height) Aluminum, Round, Tapered Pole (Spun Tenon)	\$6.19
20 ft. (16 ft. mounting Height) Aluminum, Round, Tapered Pole (Welded Tenon)	\$21.09
25 ft. (20 ft. Mounting Height) Aluminum, Round, Tapered Pole	\$22.05
30 ft. Wood Pole	\$4.57
30 ft. Concrete Pole	\$9.55
30 ft. Fiberglass Pole with Concrete, Anchor-Based Pedestal	\$45.21
30 ft. (25 ft. Mounting Height) Aluminum, Round, Tapered Pole	\$24.44
30 ft. Aluminum Pole with Concrete Adjustable Base	\$22.34
35 ft. Concrete Pole	\$13.92
35 ft. Concrete Pole (Teton Top)	\$19.21
35 ft. Wood Pole	\$6.63
35 ft. (30 ft. mounting Height) Aluminum, Round, Tapered Pole	\$27.40
40 ft. Wood Pole	\$8.16
45 ft. Concrete Pole (Teton Top)	\$25.21
22 ft. Aluminum Pole	\$15.29
25 ft. Aluminum Pole	\$15.91
30 ft. Aluminum, Anchor-Based Pole with 8' Arm	\$39.79
30 ft. Aluminum, Anchor-Based Pole with 10' Arm	\$41.69
30 ft. Aluminum, Anchor-Based Pole with 12' Arm	\$38.60
35 ft. Aluminum, Anchor-Based Pole with 8' Arm	\$43.81
35 ft. Aluminum, Anchor-Based Pole with 10' Arm	\$43.28
35 ft. Aluminum, Anchor-Based Pole with 12' Arm	\$44.31
40 ft. Aluminum, Anchor-Based Pole with 8' Arm	\$45.34
40 ft. Aluminum, Anchor-Based Pole with 10' Arm	\$47.89
40 ft. Aluminum, Anchor-Based Pole with 12' Arm	\$49.45
16 ft. Aluminum, Decorative Pole	\$17.18
16 ft. Aluminum, Decorative Pole with Banner Arms	\$21.21
40 ft. Concrete Pole	\$33.20
45 ft. Wood Pole	\$8.14
50 ft. Wood Pole	\$9.74
18 ft. Aluminum, Round, Tapered Pole	\$7.86
14.5 ft. Concrete, Round, Tapered Pole	\$18.47
Single Arm Shoobox/Small Parking Lot Fixture	\$2.65
Double Arm Shoobox/Small Parking Lot Fixture	\$2.94
Triple Arm Shoobox/Small Parking Lot Fixture	\$3.98
Quadruple Arm Shoobox/Small Parking Lot Fixture	\$5.03
Tenon Top Adapter for 100,000 Lumen Large Parking Lot fixture	\$4.87
Optional 100 amp Relay	\$27.31
25 kVA transformer (non-coastal)	\$37.67
25 kVA transformer (coastal)	\$53.99
Additional Facilities	1.28%

LED Lighting (LT-1)*	
Conversion Fee	\$1.87
Maintenance per Fixture (Company-Owned LED Fixture and Pole)	\$1.30
Maintenance per Fixture (Company Fixture on Customer Pole)	\$1.04
Standard Wood pole	\$5.50
Standard Concrete pole	\$7.52
Standard Fiberglass pole	\$8.89
Decorative Concrete pole	\$15.99
Facilities Charge	1.28%
Underground conductors (¢ per foot)	4.498
<b>Base Non-Fuel Energy (¢ per kWh)</b>	<b>3.273</b>

\*Catalog of available fixtures and the assigned billing tier for each can be viewed at [www.fpl.com/partner/builders/lighting.html](http://www.fpl.com/partner/builders/lighting.html). Rates as approved by the Florida Public Service Commission in Docket Nos. 20190038, 20200241, 20210015-EI, 20210002-EI, 20210007-EI, 20210092-EI, 20210170-EI and 20210001-EI.