

# How to read your bill

- 1 **Bill-specific information:**
  - a. **Service period dates:** The service days included in this bill. Note: The number of days in a billing period may fluctuate due to weekends, holidays or changes in the date we read your meter.
  - b. **Statement date:** The date upon which the monthly bill is generated.
  - c. **Account number:** This is a unique identifier for the customer at this address – refer to this number if you contact FPL about your account.
  - d. **Service address:** The location where electricity is being provided.
- 2 **Total amount due:** The amount you owe for services already used during the billing period, plus any outstanding service charges, deposits or late payment fees incurred.
- 3 **New charges due by:** When the payment for new charges is due.
- 4 **Bill summary:** A high-level summary of the total amount due and payments received during the service period indicated on your bill.
- 5 **How to contact FPL:** You can manage your account, make a payment, report an outage and more at FPL.com, or you can call us.
- 6 **Energy usage history:** Illustrates the monthly kilowatt-hours (kWh) used for the last 13 months.
- 7 **Bill messages:** Important and timely information that can benefit our customers.
- 8 **Keep in mind:** Important information that can benefit our customers. **Note:** Starting Jan. 1, 2022, customer bills will be subject to a late payment charge. Here is where you will see details about the late payment charge that you may incur if your payment is received after your due date.
- 9 **Customer contact information:** Name associated with the account and the address requested to have communications sent.
- 10 **Payment mailing address:** Location to send a check payment for this bill. For more payment options, visit FPL.com/WaysToPay.

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**1** Electric Bill Statement  
For: Jan 5, 2022 to Feb 3, 2022 (29 days)  
Statement Date: Feb 3, 2022  
Account Number: 12345-67890  
Service Address:  
123 MAIN STREET  
ANYWHERE, FL 12345

Hello Jane Doe,  
Here's what you owe for this billing period.

**CURRENT BILL**  
\$155.61  
TOTAL AMOUNT YOU OWE  
Feb 24, 2022  
NEW CHARGES DUE BY

**ENERGY USAGE HISTORY**

Month	Usage (kWh)
Jan 2021	~100
Feb 2021	~120
Mar 2021	~150
Apr 2021	~180
May 2021	~200
Jun 2021	~220
Jul 2021	~250
Aug 2021	~280
Sep 2021	~300
Oct 2021	~320
Nov 2021	~350
Dec 2021	~380
Jan 2022	~400
Feb 2022	~420

**BILL SUMMARY**

Amount of your last bill	193.83
Payments received	-193.83
Balance before new charges	0.00
Total new charges	155.61
<b>Total amount you owe</b>	<b>\$155.61</b>

**KEEP IN MIND**  
• Payments received after Feb 24, 2022 are considered late; a late payment charge, the greater of \$5.00 or 1.5% of your past due balance will apply. Your account may also be billed a deposit adjustment.

Visit [FPL.com/PayBill](http://FPL.com/PayBill) for ways to pay.

Customer Service: 800-225-5797  
Report Power Outages: 800-468-8243  
Hearing/Speech Impaired: 711 (Relay Service)

JANE DOE  
123 MAIN STREET  
ANYWHERE, FL 12345-1234

12345-67890 / 27 123456 1122334455667788990011223


Make check payable to FPL Northwest FL in U.S. funds and mail along with this coupon to:  
FPL NORTHWEST FL  
P.O. BOX 29090  
MIAMI FL 33102-9090

12345-67890 \$155.61 Feb 24, 2022 \$ SAMPLE BILL DO NOT PAY  
ACCOUNT NUMBER TOTAL AMOUNT YOU OWE NEW CHARGES DUE BY AMOUNT ENCLOSED

## Stay connected

For a fast, easy way to stay informed and report outages, download the FPL Mobile App.  
[FPL.com/MobileApp](http://FPL.com/MobileApp)

- 11 Rate:** Determines how the bill is calculated for this account.
- 12 Electric service amount:** These charges are regulated by the Florida Public Service Commission. The total electric service amount is made up of the following charges:
- Base charge:** A fixed monthly amount to cover the cost of providing service to your location. This charge includes the cost of the meter, billing and providing customer service. It is applicable whether or not electricity is used.
  - Energy charge:** In addition to your energy charge, this charge also includes the following:
    - » **Energy Conservation Cost Recovery Charge (ECCR):** Cost of programs designed to reduce electric demand and consumption.
    - » **Capacity Payment Recovery Clause (CPRC):** Cost for purchasing electricity from non-FPL-owned resources, as well as certain nuclear-related expenses.
    - » **Environmental Cost Recovery Clause (ECRC):** Cost to meet environmental laws and regulations.
    - » **Storm Protection Plan Cost Recovery Clause (SPPCRC):** Cost to strengthen the grid in order to reduce restoration costs and outage times during major storms, as well as improving day-to-day service reliability.
    - » **Storm Restoration Recovery Charges:** Cost of service restoration following Hurricanes Michael and Sally.
    - » **Transition rider:** Addresses the difference in costs to serve FPL and former Gulf Power customers in a reasonable manner for all customers. Transition rider will decline to zero over a five-year period, fully aligning rates by Jan. 1, 2027.
  - Fuel charge:** The cost for fuel required to provide each kilowatt-hour (kWh) of electricity. FPL makes no profit on fuel costs.
- 13 Taxes and charges:** Taxes and fees may vary by area, with amounts established by local governing bodies. FPL collects these costs for distribution to appropriate entities and does not profit from them. The amount is made up of the following charges:
- Gross receipts tax:** Tax on a customer's electric bill that is paid to the State of Florida.
  - Franchise charge:** Fee on a customer's electric bill that is collected by FPL and provided to the appropriate local municipality or county government.
  - Regulatory assessment fee:** Tax on a customer's electric bill that is paid to the Florida Public Service Commission.



Customer Name: Jane Doe

Account Number: 12345-67890

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**BILL DETAILS**

Amount of your last bill	193.83
Payments received - Thank you	-193.83
Balance before new charges	\$0.00
<b>New Charges</b>	
Rate: RS-1 RESIDENTIAL SERVICE	
Base charge	8.99
Energy charge	107.75
Fuel charge	34.87
Electric service amount	\$151.61
Gross rec. tax/Regulatory fee	4.00
Taxes and charges	\$4.00
Total new charges	\$155.61
<b>Total amount you owe</b>	<b>\$155.61</b>

**METER SUMMARY**

Meter reading - Meter ACD1234. Next meter reading Mar 4, 2022

<b>Usage type</b>	<b>Current</b>	<b>Previous</b>	<b>=</b>	<b>Usage</b>
kWh used	12580	11580		1000

**ENERGY USAGE COMPARISON**

	This Month	Last Month	Last Year
Service to kWh used	Feb 3, 2022 1000	Jan 5, 2022 1229	Feb 4, 2021 974
Service days	29	29	29
kWh/day	34	42	34
Amount	\$155.61	\$193.83	\$132.88

**KEEP IN MIND**

\* The non-fuel energy charge is \$0.10775 per kWh used during the billing period up to 1,000 kWh and \$0.11775 per kWh for usage above 1,000 kWh. The fuel charge is \$0.03487 per kWh used up to 1,000 kWh and \$0.04487 per kWh for usage above 1,000 kWh.

SAMPLE BILL

**17 We're here to help**

If you're experiencing hardship as a result of the coronavirus (COVID-19) and need help with your bill, there are resources available. [FPL.com/help](https://www.fpl.com/help)

**Stay connected**

For a fast, easy way to stay informed and report outages, download the FPL Mobile App. [FPL.com/MobileApp](https://www.fpl.com/MobileApp)

When you pay by check, you authorize FPL to process your payment electronically or as a draft. If your payment is processed electronically, your checking account may be debited on the same day we receive the check and your check will not be returned with your checking account statement. FPL does not agree to any restrictions, conditions or endorsements placed on any bill statement or payments such as check, money order or other forms of payment. We will process the payment as if these restrictions or conditions do not exist.

- 14 Meter summary**
- Meter number:** Unique identifier associated with your electric bill.
  - Next meter read date:** Date the next meter reading is scheduled to take place.
  - Meter reading from the last day of the service period minus the meter reading from the last day of the previous service period to determine kWh used during the service period for this bill.
- 15 Energy usage comparison:** Compares the kilowatt-hours (kWh) used this month to last month, and to last year for the same period. A variety of factors may affect energy usage. For tips to manage your energy usage, visit [FPL.com/WaysToSave](https://www.fpl.com/WaysToSave).
- 16 Pricing structure based on amount of energy use:** Starting Jan. 1, 2022, residential customer bills will be calculated using a tiered rate structure of different kWh rates: \$0.10775 per kWh used during the billing period up to 1,000 kWh and \$0.11775 per kWh for usage above 1,000 kWh. The fuel charge is \$0.03487 per kWh used up to 1,000 kWh and \$0.04487 per kWh for usage above 1,000 kWh.
- 17 Bill messages:** Important and timely information that can benefit our customers.