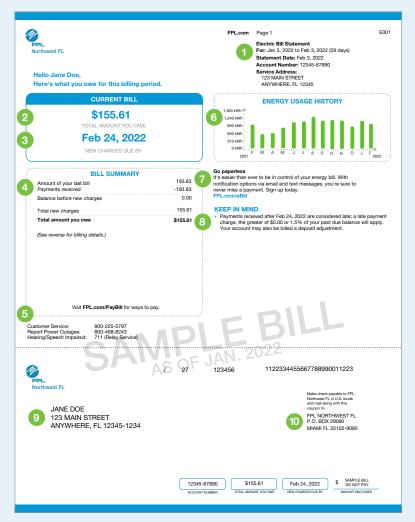
How to read your bill

- 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.
 - Statement date: The date upon which the monthly bill is generated.
 - 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.
- 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 kilowatthours (kWh) used for the last 13 months.
- **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.
- Payment mailing address: Location to send a check payment for this bill. For more payment options, visit FPL.com/WaysToPay.



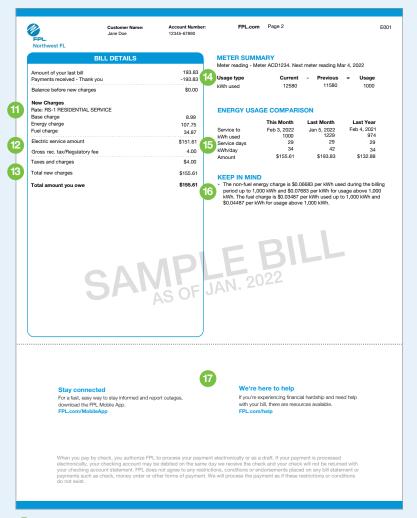
Stay connected

For a fast, easy way to stay informed and report outages, download the FPL Mobile App. FPL.com/NWApp



How to read your bill (continued)

- Rate: Determines how the bill is calculated for this account.
- 2 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:
 - a. 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.
 - b. **Energy charge:** This total charge is made up of the following charges:
 - » Energy Conservation Cost Recovery Charge (ECCR): Cost of programs designed to reduce electric demand and consumption.
 - » Capacity Cost Recovery Clause (CCRC): 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.
- 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:
 - a. 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.



- Meter summary
 - a. **Meter number:** Unique identifier associated with your electric bill.
 - b. **Next meter read date:** Date the next meter reading is scheduled to take place.
 - c. 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.
- **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.
- This section is where you will find pricing structure based on amount of energy use: Residential customer bills are calculated using a tiered rate structure of different rates: one for energy consumption and fuel up to 1,000 kWh, and another for consumption and fuel over 1,000 kWh. This rate structure encourages customers to become more energy efficient.
- **Bill messages:** Important and timely information that can benefit our customers.

