## RESIDENTIAL RATE CLASS

<table>
<thead>
<tr>
<th>Rate Class</th>
<th>Monthly Customer Charge</th>
<th>&lt; 1,000 kWh On-Peak Energy Charge</th>
<th>&gt; 1,000 kWh Off-Peak Energy Charge</th>
<th>Storm Charge</th>
<th>Conservation</th>
<th>Capacity</th>
<th>Environmental</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential (RS-1)</td>
<td>$7.98</td>
<td>$5.89</td>
<td>$6.90</td>
<td>$0.124</td>
<td>$0.153</td>
<td>$0.204</td>
<td>$0.122</td>
</tr>
<tr>
<td>Residential TOU Rider (RTR-1)</td>
<td>$7.98</td>
<td>$10.508</td>
<td>$-4.675</td>
<td>$0.124</td>
<td>$0.153</td>
<td>$0.204</td>
<td>$0.122</td>
</tr>
</tbody>
</table>

1 Rates as approved by the Florida Public Service Commission in Docket Nos. 160021, 170001, 170002 and 170007.
2 Storm charges as filed in a Routine Storm Charge True-Up Adjustment Request in Docket No. 060038-EI.
3 Except for customer charge, 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.

### BUSINESS RATE CLASS

<table>
<thead>
<tr>
<th>Rate Class</th>
<th>Monthly Customer Charge</th>
<th>Base Demand Charge</th>
<th>De-Peak Demand Charge</th>
<th>On-Peak</th>
<th>Off-Peak</th>
<th>Storm Charge</th>
<th>Conservation</th>
<th>Capacity</th>
<th>Environmental</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Service Non-Demand (GSN)</td>
<td>$10.15</td>
<td>$5.750</td>
<td>0.112</td>
<td>$0.145</td>
<td>$0.122</td>
<td>$2.631</td>
<td>$0.63</td>
<td>0.89</td>
<td>0.090</td>
</tr>
<tr>
<td>General Service Non-Demand (GSN-TOU)</td>
<td>$10.15</td>
<td>$10.508</td>
<td>$-4.675</td>
<td>$0.124</td>
<td>$0.153</td>
<td>$0.204</td>
<td>$0.122</td>
<td>$0.445</td>
<td>$-0.184</td>
</tr>
</tbody>
</table>

SEPTEMBER 2018
How your rate is determined

While the price of other essential items can change at any time, what you pay for electricity is closely regulated, with price changes requiring approval from an independent regulator – the Florida Public Service Commission. The PSC approves decreases or increases in the charges that make up your bill, including the base rate, the price of fuel and other bill components.

**Standard residential service** – Most residential customers have standard "RS-1," residential service. This includes a price incentive to conserve energy. Electricity usage at or below 1,000 kWh a month is billed at a lower rate.

**Business rate classification** – Electric rate classification for business customers is based on your maximum monthly electrical usage and when you use electricity. There are multiple business rates available. Qualifying for the right one may produce savings.

**Time-of-use rates** – If your home or business can shift a significant part of electric usage to off-peak times when the demand for electricity is lower, FPL's time-of-use, or TOU, rates may produce savings. With TOU, you are billed at a lower rate for off-peak usage and a higher rate for peak-period usage. To benefit, you must shift electricity use away from these peak hours, Monday through Friday:

- April 1 to Oct. 31, noon to 9 p.m.
- Nov. 1 to March 31, 6 a.m. to 10 a.m. and 6 p.m. to 10 p.m.

**Learn about deposits**

Since all customers are billed for electricity after it’s used, we may ask those opening new accounts to pay a deposit amount based on the expected average cost of two months of service at the address. (The minimum is a 25% minimum. If your expected average usage is higher than what was initially projected, we may ask you to increase the deposit. Also, we may waive this deposit for those with excellent credit scores.

**Residential customers** – After six months, your deposit will earn 2 percent interest from the time the deposit is paid in full. The interest is credited to your account annually. The deposit and any unearned interest earned is returned to your account after 23 months of service and the last 12 consecutive months of good payment history, or after you close your account.

Learn more: FPL.com/deposit

**Business customers** – Acceptable alternatives to a cash or check deposit include an irrevocable bank letter of credit or a surety bond. However, these alternatives are only recommended for deposit requirements in excess of $1,000 because they are not cost effective for smaller amounts. For deposits held more than six months, you will earn 2 percent interest from the time the deposit is paid in full, and 3 percent interest for a deposit held 23 continuous months after 12 months of on-time payments. This interest is credited to your account annually. Business customer deposits may be refunded if the account meets certain criteria. Learn more about refunds and other business deposit information: FPL.com/bizdeposits

**Gross receipts tax**

FPL pays about 2.5 percent of gross electric revenues to the state in the form of a gross receipts tax. This tax appears as a separate line item on your bill.

**Service charges**

The Florida Public Service Commission allows utilities to recover the costs of providing certain services:

- **Service charge** of $25.00 is charged to transfer, open or reconnect an existing account.
- **Field collection charge** of $48.00 is charged when a field visit is made and payment is collected on a delinquent account.
- **Late payment charge**, the greater of $5 or 1.5 percent, is applied to any past-due unpaid balance of accounts.
- **Reconnect charge** of $13.00 is charged for reconnection of service after disconnection for nonpayment.
- **Returned payment charge** equal to $25.00 for payments of $50.00 or less, $30.00 for payments of $50.01-$300.00, $40 for payments of $300.01-$800.00, and 5 percent for payments greater than $800.00.
- A meter tampering penalty of $200 for residential and non-demand commercial customers and $1,000 for all other customers.

**Help for customers in need**

When a severe storm threatens, help is available to ensure those with special needs stay safe. Your local government can help assist with evacuations. Make sure to register with your local emergency management office by checking your phone directory under “county government.” We have more information for you online about help available from FPL or our community partners. Just visit: FPL.com/gethelp

**For more information**

- For a complete list of all rates and to learn how to read your bill, visit: FPL.com/rates
- Residential customers, please call the customer service number on your bill. Business customers may call your FPL Account Manager or an FPL representative at 1-800-FPL-5566.
- Para ver esta información en español, por favor visite: FPL.com/rates

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* Source for national and state bill comparisons available at FPL.com/billcompare and FPL.com/businessbill

** Executive New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day

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