

Summary of your rates

The Florida Public Service Commission approved the following rates and charges effective March 1, 2017. Visit FPL.com/rates for a complete list of all rates or other information about your bill.

RESIDENTIAL RATE CLASS	Monthly Customer Charge	< 1,000 kWh/ On-Peak Energy Charge	> 1,000 kWh/ Off-Peak Energy Charge	Storm Charge ² ¢/kWh	Conservation ¢/kWh	Capacity ¢/kWh	Environmental ¢/kWh	< 1,000 kWh/On-Peak Fuel Charge	> 1,000 kWh/ Off-Peak Fuel Charge	2017 Interim Storm Restoration ¢/kWh ³
Residential Service (RS-1)	\$7.87	5.562¢	6.562¢	0.125¢	0.150¢	0.303¢	0.244¢	2.491¢	3.491¢	0.336¢
Residential TOU Rider (RTR-1) ¹	\$7.87	9.937¢	-4.420¢	0.125¢	0.150¢	0.303¢	0.244¢	0.392¢	-0.163¢	0.336¢

BUSINESS RATE CLASS	Monthly Customer Charge	Base Demand Charge per kW	On-Peak Demand Charge \$/kW	Demand Charges Firm \$/kW	Maximum Demand Charge \$/kW	Energy Charges ¢/kWh	On-Peak Energy Charge ¢/kWh	Off-Peak Energy Charge ¢/kWh	Storm Charge ² ¢/kWh	Conservation ¢/kWh or \$/kW	Capacity ¢/kWh or \$/kW	Environmental ¢/kWh	Fuel Charge ¢/kWh	On-Peak Fuel Charge ¢/kWh	Off-Peak Fuel Charge ¢/kWh	2017 Interim Storm Restoration ¢/kWh
General Service Non-Demand (GS-1)	\$10.00					5.439¢			0.111¢	0.140¢	0.278¢	0.230¢	2.820¢			0.302¢
General Service Non-Demand-TOU (GST-1)	\$10.00						10.038¢	3.441¢	0.111¢	0.140¢	0.278¢	0.230¢		3.212¢	2.657¢	0.302¢
General Service Constant Usage (GSCU-1)	\$14.00					3.507¢			0.053¢	0.109¢	0.197¢	0.185¢	2.820¢			0.158¢
General Service Demand (GSD-1)	\$25.00	\$9.20				2.035¢			0.080¢	\$0.48	\$0.92	0.215¢	2.820¢			0.225¢
C/I Load Control, General Service [CILC-1(G)]	\$125.00	\$3.90	\$2.60	\$9.60			1.480¢	1.480¢	0.070¢	\$0.62	\$1.14	0.192¢		3.212¢	2.657¢	0.335¢
General Service Demand-TOU (GSDD-1)	\$25.00		\$9.20				4.142¢	1.102¢	0.080¢	\$0.48	\$0.92	0.215¢		3.212¢	2.657¢	0.225¢
High Load Factor-TOU (21 - 499 kW)	\$25.00		\$10.80		\$2.30		1.738¢	1.102¢	0.080¢	\$0.48	\$0.92	0.215¢		3.212¢	2.657¢	0.225¢
General Service Large Demand (GSLD-1)	\$75.00	\$11.00				1.585¢			0.074¢	\$0.53	\$1.03	0.214¢	2.818¢			0.243¢
General Service Large Demand-TOU (GSLDT-1)	\$75.00		\$11.00				2.597¢	1.143¢	0.074¢	\$0.53	\$1.03	0.214¢		3.209¢	2.655¢	0.243¢
Curtailable Service (CS-1)	\$100.00	\$11.00				1.585¢			0.074¢	\$0.53	\$1.03	0.214¢	2.818¢			0.243¢
Curtailable Service-TOU (CST-1)	\$100.00		\$11.00				2.597¢	1.143¢	0.074¢	\$0.53	\$1.03	0.214¢		3.209¢	2.655¢	0.243¢
High Load Factor-TOU (500 - 1,999 kW)	\$75.00		\$11.60		\$2.50		1.003¢	0.977¢	0.074¢	\$0.53	\$1.03	0.214¢		3.209¢	2.655¢	0.243¢
General Service Large Demand (GSLD-2)	\$225.00	\$11.40				1.427¢			0.046¢	\$0.55	\$1.01	0.192¢	2.798¢			0.179¢
General Service Large Demand-TOU (GSLDT-2)	\$225.00		\$11.40				2.227¢	1.112¢	0.046¢	\$0.55	\$1.01	0.192¢		3.189¢	2.638¢	0.179¢
Curtailable Service (CS-2)	\$250.00	\$11.40				1.427¢			0.046¢	\$0.55	\$1.01	0.192¢	2.798¢			0.179¢
Curtailable Service-TOU (CST-2)	\$250.00		\$11.40				2.227¢	1.112¢	0.046¢	\$0.55	\$1.01	0.192¢		3.189¢	2.638¢	0.179¢
High Load Factor-TOU (2,000 kW or more)	\$225.00		\$11.60		\$2.50		0.903¢	0.896¢	0.046¢	\$0.55	\$1.01	0.192¢		3.189¢	2.638¢	0.179¢
General Service Large Demand (GSLD-3)	\$2,000.00	\$9.30				1.069¢			0.007¢	\$0.56	\$1.04	0.188¢	2.735¢			0.089¢
General Service Large Demand-TOU (GSLDT-3)	\$2,000.00		\$9.30				1.217¢	1.016¢	0.007¢	\$0.56	\$1.04	0.188¢		3.115¢	2.577¢	0.089¢
Curtailable Service (CS-3)	\$2,025.00	\$9.30				1.069¢			0.007¢	\$0.56	\$1.04	0.188¢	2.735¢			0.089¢
Curtailable Service-TOU (CST-3)	\$2,025.00		\$9.30				1.217¢	1.016¢	0.007¢	\$0.56	\$1.04	0.188¢		3.115¢	2.577¢	0.089¢
C/I Load Control Program, Transmission [CILC-1(T)]	\$2,225.00		\$3.00	\$11.20			0.900¢	0.900¢	0.007¢	\$0.60	\$1.09	0.182¢		3.115¢	2.577¢	0.063¢
C/I Load Control Program, Distribution [CILC-1(D)]	\$225.00	\$4.00	\$2.90	\$10.50			0.954¢	0.954¢	0.045¢	\$0.62	\$1.14	0.192¢		3.186¢	2.635¢	0.191¢

¹ Except for customer charge, all rates and charges under Rate Schedule RS-1 shall apply to RTR-1. The RTR-1 Base Energy and Fuel Charges and Credits applicable to on- and off-peak usage are in addition to the RS-1 charges.

² Storm charges as filed in a Routine Storm Charge True-Up Adjustment Request in Docket No. 060038-EI.

³ The PSC has approved an Interim Storm Restoration charge as filed in Docket No. 160251-EI.

Note: Rate information is subject to change. In addition, these schedules are subject to applicable franchise charges as well as utility and state sales taxes. kW = kilowatt, kWh = kilowatt-hour



About Your Bill

IMPORTANT INFORMATION FOR YOU

MARCH 2017



This guide has information about your monthly bill, including an overview of the charges for your electricity and programs we offer to help you make your bill even lower.

Working to always provide the most affordable and reliable energy to you

You want electricity you can count on at an affordable price, and we're always working to give you that. Our customers have service reliability that's among the best in the country and electric bills that are well below the national average largely because of our ongoing investments in smarter, more efficient technologies and efforts to keep costs down for you. In fact, our typical residential customer bills are the lowest in the state, with business customers having bills that are among the lowest.*

We're also committed to helping you find new ways to save and make your bill even lower. Learn about the energy-efficiency programs and rebates available to you by visiting [FPL.com/programs](https://www.fpl.com/programs) or [FPL.com/bizprograms](https://www.fpl.com/bizprograms).

* Source for national and state bill comparisons available at [FPL.com/lowbill](https://www.fpl.com/lowbill) and [FPL.com/lowbusinessbill](https://www.fpl.com/lowbusinessbill)

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, may be worth considering. 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 on-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.**

For more information about your bill or to view available rate options that might be more economical for you, please visit: [FPL.com/yourbill](https://www.fpl.com/yourbill)

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

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, with a \$25 minimum. If your actual 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 unapplied earned interest 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](https://www.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](https://www.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 reopen an existing account.
- » **Field collection charge** of \$49.00 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](https://www.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](https://www.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](https://www.fpl.com/rates)