

# FPL offers financial assistance information and services

## FPL's special assistance programs

### FPL Care To Share®

- » Helps customers in need avoid losing their energy service.
- » Funds come from voluntary contributions from FPL customers, shareholders and employees as well as corporate contributions from FPL.
- » One hundred percent of the funds collected are administered by our local nonprofit and government agency partners.
- » Provides assistance with FPL bill once in a 12-month period per household.
- » For more information, visit [FPL.com/caretoshare](http://FPL.com/caretoshare) or call the customer service number on your energy bill.

### FPL ASSIST

- » Offers payment assistance to eligible residential customers through our vast network of social-service organizations located throughout our service area.
- » We can help refer you to an agency that will be able to determine whether you're eligible for federal financial assistance and also provide the funding.
- » For more information, visit [FPL.com/help](http://FPL.com/help) or call the customer service number on your energy bill.

### AWARE

#### (Always Watching for At-Risk Elders)

- » A special service that offers an extra layer of protection to those who are elderly or alone.
- » FPL's specially trained field employees act as an invaluable set of "eyes and ears" to identify elders showing signs of being at-risk.
- » FPL employees help identify and refer at-risk elders (and others) to various social-service organizations that can provide the help they need.
- » For more information, visit [FPL.com/aware](http://FPL.com/aware).

## Federal energy assistance programs

### Low Income Home Energy Assistance Program (LIHEAP)

- » The LIHEAP provides federal money to nonprofit agencies and local governments so they can assist low-income families with their energy bills.
- » Funding is distributed by local community agencies that have the ability to make a payment directly to FPL on the customer's behalf.
- » There are household income guidelines and other criteria that need to be met to qualify for assistance.
- » For more information, contact the agency in your local area to help determine if you're eligible.

### Emergency Food & Shelter Program (EFSP)

- » The Federal Emergency Management Agency (FEMA) Emergency Food and Shelter Program occasionally provides non-disaster related living assistance.
- » When funding is available, it can be used to pay one month's energy bill.
- » Qualification and eligibility requirements may vary by county. For the full list of agency names and phone numbers in your community, go to the FEMA Emergency Food and Shelter Program website.

### Emergency Home Energy Assistance for the Elderly (EHEAP)

- » Florida's EHEAP helps low-income households, with at least one person age 60 and older, when the households are experiencing a home energy emergency and are unable to pay their FPL bill.
- » Households can receive this type of financial assistance up to twice a year.
- » For more information on eligibility requirements and to apply for assistance, contact your local Aging and Disability Resource Center, call the Elder Helpline at **800-963-5337**, or reach out to a community agency EHEAP provider in your area.

### Quick Tip

Receive guidance and support 24 hours a day, 7 days a week through the 211 Helpline, a confidential community resource and crisis hotline. If you are 60 or older, you may also call the Elder Hotline, **800-963-5337**.

