



The easiest way to save – On Call®

Save more than \$90 per year when you sign up for On Call



Helping our customers save while meeting the energy demands of tomorrow is important to us, and our On Call program does both. When you volunteer to enroll in On Call, you help us meet the energy needs of all customers when demand for energy is highest. In exchange for your participation, we'll give you money back on your electric bill.

How On Call works

When energy demand spikes, we send a signal to the energy-management device.

The signal turns “off” your enrolled appliances for short periods of time to help us better meet the energy needed for all customers.

You receive a credit on your bill - even if we don't turn off your appliances.

Selecting the appliances that work for you

The On Call program has two types of enrollment.³

Central A/C and Central Heater Only

Program participants are required to enroll their qualifying Central Air Conditioner and Electric Heater to join the program. These appliances can be turned off for up to three hours per day.

With Optional Appliances

You also have the option to save even more by enrolling your Electric Water Heater and/or Pool Pump. These appliances can be turned off for up to four hours per day.

Appliance	Applicability	Monthly Bill Credit
Central Electric Air Conditioner	April – October	\$6.00
Central Electric Heater	November – March	\$2.75
Conventional Electric Water Heater	Year-Round	\$1.50
Swimming Pool Pump	Year-Round	\$1.50

How to enroll

Visit FPL.com/OnCall and enter your billing address to determine if your home is eligible. If you qualify, an authorized FPL contractor will complete the installation of your On Call device. Once enrolled, you can cancel at any time.⁶

¹ This program is subject to modification or cancellation at any time without notice.

² Savings may vary depending on the options you choose.

³ During system emergencies (e.g. extreme weather conditions and capacity shortages as determined by FPL), On Call may be activated for extended periods of time, which may exceed your enrollment agreement.

⁴ All new program participants must enroll their central electric air conditioner. If the participant's system also has a central electric heating, this must also be

included. Inclusion of water heaters and swimming pool pumps is optional.

⁵ Renters must confirm that they have received permission from the premise owner to have On Call equipment installed at the premise..

⁶ If for any reason, you are not satisfied with the program, you may cancel at any time by just giving us a call. Customers that discontinue participating in the program must wait one year to re-enroll.

Complete program terms and conditions can be found at FPL.com/OnCall.

On Call FAQs

Do I need to enroll my A/C?

- » Yes. Your Central Electric Heater is also required for enrollment, unless your heating system is ineligible. In this case, you may enroll with just your qualifying A/C.

I have two A/C units. Do I need to enroll both?

- » Yes. However, if you have 3 or more of any appliance type, only the first 2 must be enrolled.

How often is On Call typically activated?

- » Historically, the program has been implemented a few times per year; usually in the afternoon when you may not be at home.

Who will install the On Call equipment?

- » An FPL-approved licensed electrical contractor will install the On Call device.

What is the size of the On Call energy-management device?

- » The On Call device is a small, rectangular box that is approximately 7" x 3.5" x 8".

Why is the bill credit lower in the first month after initial enrollment?

- » If you have not been on the program for a full month or in the event of low building energy consumption, an adjusted credit will appear on the bill.