



# Understanding your FPL bill



## Understanding Your Bill

- » The amount of your bill is determined by your monthly kilowatt-hour (kWh) usage, which is measured by your electric meter.
- » If you have a smart meter that has been activated, we read the meter remotely each month.
- » If your smart meter hasn't been activated yet or you have a standard mechanical meter, an FPL meter reader will manually read the meter each month. If FPL cannot access the meter, an estimated bill is issued. The estimate is based on the history of electric usage at your address.
- » FPL bills you for the amount of energy you use, generally over a 30-day period.
- » You have 21 days, or three weeks, to pay your bill.
- » If the bill is not paid by the due date, FPL mails you a final notice with at least five additional working days to pay.



## Understanding Your Deposit

- » 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.
- » If your actual average usage is higher than what was initially projected, we may ask you to increase the deposit.
- » After six months, your deposit will earn two 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.
- » To learn more, visit [FPL.com/deposit](http://FPL.com/deposit).



## Guarantee/Guarantor Program

- » The Guarantee/Guarantor Program is available as an alternative to a cash deposit.
- » A customer requesting this deposit alternative is referred to as the guarantor.
- » To ensure deposit coverage, the guarantor may enlist a family member or friend, known as the guarantor, someone who agrees to provide payment security if the guarantor should default in payment.
- » The guarantor must meet certain criteria, including signing a contract along with the guarantor.
- » Contact FPL Customer Care Center at **800-226-3545** to learn more about the Guarantee/Guarantor Program.

## Did You Know?

- » Customers save on their first 1,000 kilowatt-hours of electricity used. This rewards customers with smaller households and also those who conserve energy.
- » Approximately 2.5 million customers receive their bills electronically. If you have an active email address you can make the switch, too. By enrolling in FPL Email Bill® you will receive the same billing details and monthly newsletter you now receive by mail, plus email due date reminders. You will also have 24/7 access to your account. To learn more and enroll today, visit [FPL.com/ebill](http://FPL.com/ebill).

