



You have a choice of meter.

Nothing is more important than keeping bills low and reliability high for our customers. That’s why we’ve replaced more than 4.5 million electric meters with smart meters. They give you more information and control over your bills than ever before, help us prevent power outages—and get the lights back on faster when outages do occur. That’s why they’re now the standard meter FPL provides.

However, if you prefer not to have a smart meter, you may choose to enroll in the Non-Standard Meter Option. To enroll, go to [FPL.com/meteroption](https://www.fpl.com/meteroption).

Before you decide, here’s what you need to know about the costs and benefits of each choice.

BENEFITS AND FEATURES	SMART METER	NON-STANDARD METER
Access to the Energy Dashboard, to view your energy use by the hour, day and month	✓	✗
Convenience of remote meter reading—no estimated bills for hard-to-reach meters and no more waiting for someone to come to your home	✓	✗
Hourly usage data to resolve billing questions more efficiently	✓	✗
Faster connection and reconnection of electricity	✓	✗
Improved outage detection and faster restoration—often before you call. Ability to use this feature after major storms to restore power more efficiently	✓	✗
Ability to detect whether an outage is caused by our system or something within your home	✓	✗
Enrollment fee for non-standard meter service	None	\$89
Monthly surcharge	None	\$13

Questions and Answers

Why must you charge a fee for a non-standard meter?

There are extra costs involved in offering the Non-Standard Meter Option. A cost-based fee is the fairest way to allow FPL to offer this non-standard service to our customers who do not want the new technology. It would be unfair to ask the vast majority of our customers – 99.5 percent – who have a standard smart meter to pay for the very small number who have asked for an exception to FPL's standard meter.

What do the fees cover?

These fees cover the costs to:

- » Set up and administer the Non-Standard Meter Option for each customer
- » Make changes to our outage management and restoration systems to address issues that need to be resolved manually
- » Install a non-standard meter, if necessary
- » Modify the billing system and maintain the systems and processes needed to read the meter manually every month

What type of alternative meter will you offer?

Customers who choose the Non-Standard Meter Option will be allowed to keep their existing non-standard meter. If a replacement non-standard meter is necessary, it will be a digital meter that does not communicate.

Can I get an analog meter?

The industry phased out the manufacture of analog meters more than five years ago as more advanced technology became available. As a result, analog meters are becoming scarce. Digital meters have been FPL's standard of service since 2006. They do not contain any communication equipment and will be used if an analog meter needs to be replaced.

Are there any other terms and conditions?

Please refer to "Non-Standard Meter Option Terms and Conditions" for complete information.

Non-Standard Meter Option Terms & Conditions

Most FPL customers are provided with a communicating smart meter as the standard meter service. These meters communicate the same type of information that FPL previously collected through manual meter readings, but at more frequent intervals and over a wireless network. This enables FPL to offer a number of additional benefits to customers.

A non-communicating meter is available to eligible customers through FPL's Non-Standard Meter Rider Option. It is the older technology meter and is no longer in standard use by FPL.

Eligibility

To be eligible, customers must not have tampered with the electric meter service or used service in a fraudulent or unauthorized manner.

Fees

Customers enrolled in the Non-Standard Meter Option must pay fees to cover the additional costs of providing non-standard service: An enrollment fee of \$89 and a monthly surcharge of \$13.

Non-Standard Meter Type

Customers who are enrolled in the Non-Standard Meter Option will be allowed to

keep their existing non-standard meter. If a replacement non-standard meter is necessary, it will be a non-communicating meter of the Company's choice.

Minimum Term

If customers choose to enroll in the Non-Standard Meter Option, or if they are enrolled into this option because FPL has been prevented from installing the standard meter, they must do so for at least one (1) billing period (about 30 days).

Cancellation

If customers cancel their enrollment in the Non-Standard Meter Option within 45 days after the initial charges have been billed, they will receive a full refund provided that (1) they did not previously have a smart meter installed and (2) they agree to the installation of a smart meter. The refund will be processed after the smart meter has been installed.

Automatic Enrollment

Even if they don't actively enroll in the Non-Standard Meter Option, customers who have a non-standard meter will be automatically enrolled in and billed for the Non-Standard Meter Option if they prevent FPL from installing a smart meter or fail

to respond to requests to select a meter option. Eligibility rules apply.

Meter Maintenance

Because so few customers have non-standard meters, the non-standard meters may not be readily available on service trucks. If maintenance to the meter is required, we may need to install a smart meter temporarily to maintain electric service to the premises. If this occurs, we will come back out and replace the smart meter with a non-standard meter as soon as practical. We expect this to take less than a month, and if it takes longer we will not bill the monthly fee until the non-standard meter is replaced.

Relocation

Customers must re-enroll in the Non-Standard Meter Option and pay the enrollment fee if they wish to initiate the non-standard meter service after relocating to new premises. Customers who cancel Non-Standard Meter Option service and then later re-enroll for this service at any location would also be required to pay another enrollment fee.

All other terms and conditions of FPL service apply.