



EnergyNews
FOR YOUR HOME & FAMILY

750,000 barrels of oil saved*

Reducing foreign oil with solar energy

We're making the most of Florida's own sunshine, turning it into clean energy and using it to power your home. By using American-made energy sources, including solar, we've been able to reduce our dependence on foreign oil by more than 98 percent. Through solar energy alone, we've saved the equivalent of 750,000 barrels of oil over the last three years. Learn how we're changing Florida's energy today with our state's sunshine. » FPL.com/solar

* Barrels of oil figure represents the equivalent amount needed if electric generation produced by FPL's solar plants since 2009 had been produced using oil.



Martin Next Generation Solar Energy Center – near Indiantown, Fla.

You still have the lowest bill in the state

Bill comparison*

National Average

\$131.98

Florida Average

\$121.43

FPL Bill - 2014

\$99.95

* Based on typical 1,000-kWh residential customer total bill. FPL bill amount is effective January 2014 and reflects rates and charges approved by the Florida Public Service Commission. Florida average is as of October 2013 and national is as of July 2013. Learn more: FPL.com/lowbill

Information for you

This edition of Energy News 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. You can always get the latest information about your bill online, including how to read your statement and an explanation of all the bill components:

» FPL.com/rates



Summary of service charges

Type of Service Charge	Charge
Service connection To transfer, open or reopen an existing account	\$14.88
Reconnection Reconnect service following non-payment	\$17.66
Late payment For payments received after the due date	Greater of \$5 or 1.5% applied to any past-due unpaid balance of accounts
Return payment Charge for a check returned by the bank	\$25 if \$50 or less \$30 if \$50.01 – \$300 \$40 if \$300.01 – \$800 5% if greater than \$800
Field collection For payment collection on a delinquent account	\$5.11

YOUR RATES AND CHARGES

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 sets base rates, and it may approve increases or decreases to other charges, such as the price of the fuel used to generate your electricity. Most residential customers have standard, “RS-1,” residential service.

Effective January 2014¹

RESIDENTIAL RATE CLASS	Monthly Customer Charge	< 1,000 kWh/ On-Peak Energy Charge	> 1,000 kWh/ Off-Peak Energy Charge	Storm Charge ¢/kWh	Conservation ¢/kWh	Capacity ¢/kWh	Environmental ¢/kWh	< 1,000 kWh/ On-Peak Fuel Charge	> 1,000 kWh/ Off-Peak Fuel Charge
Residential Service (RS-1)	\$7.24	4.523¢	5.558¢	0.084¢	0.337¢	0.786¢	0.224¢	3.067¢	4.067¢
Residential TOU Rider (RTR-1) ²	\$11.38	8.425¢	-3.748¢	0.084¢	0.337¢	0.786¢	0.224¢	1.462¢	-0.624¢

¹ This rates summary reflects rates and charges approved by the Florida Public Service Commission. View the full list online at FPL.com/rates.

² Except for the customer charge, all rates and charges under the RS-1 rate schedule shall apply. In addition, the RTR-1 customer charge, the RTR-1 base energy and fuel charges and credits applicable to on- and off-peak usage shall apply.

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 average usage turns out to be higher than the estimated cost, we may ask you to pay the difference to bring the deposit to the required level. We may waive this deposit if you have an excellent credit score.

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 earned interest is returned to you after 23 months of service and 12 months of good payment history, or after you close your account. Learn more: » FPL.com/deposit

Gross receipts tax

FPL pays 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.

Help for customers in need

We want to ensure that those who need help get the assistance they need. Here are some services available to you and your family.



Evacuation assistance – If you have special needs, your local government can help you if you ever have to evacuate due to extreme weather or other emergencies. To ensure your safety, make sure to register with your local emergency management office. You can reach the office directly by checking your phone directory under “county government.”



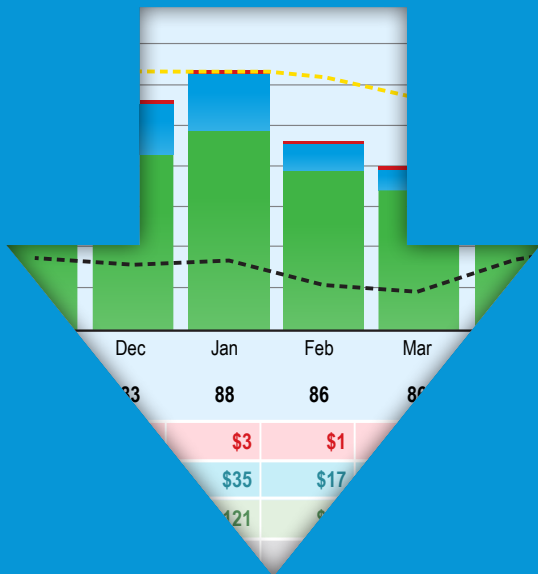
2-1-1 Helpline – By dialing 2-1-1, you can get answers to your questions and get connected to available community resources. This helpline is free and confidential, with trained referral specialists available to answer your questions 24 hours a day.

We have more information for you online about help available from FPL or our community partners. Just visit: » FPL.com/gethelp

Make your bill even lower with our improved online tool

It's now easier than ever to see what's costing you money in your home. Our Online Home Energy Survey now works together with your personal Energy Dashboard to show you how much energy you use down to the hour, along with an estimated breakdown of how much you're spending on appliances, cooling and heating. Try it today:

» FPL.com/OHES



Ask the Energy Expert

Q What's the best heating system to have for cold snaps – my standard A/C system with heating or should I look into investing in a heat pump?

- Dale M., Fort Myers

A The best heating system for a Florida home depends on how chilly it gets where you live and how warm you like to keep your home when it gets cold outside. Heat pumps can save you money in Florida's colder climates. We can help you choose the best option:

» FPLblog.com/heat

Resolutions

1. Get Organized
2. Cut the Clutter
3. Find More Time

Resolved to get organized?

Let us help you keep your resolution to get organized in 2014. Enroll in FPL E-Mail Bill® for payment reminders and clutter-free billing.

» FPL.com/change