



EnergyNews
FOR YOUR HOME & FAMILY



Powering your on-the-go life for less

With all the smart phones and technology that keeps us on the go 24 hours a day, seven days a week, we're using energy in more ways than ever. It's good to know that, at FPL, we're using smart technology and working more efficiently to bring the cost of that energy down. In fact, the price you pay for your electricity from FPL is **lower today than it was 10 years ago**. And, starting this month, customers are paying even less. You can go to FPL.com/10years to see how your bill has changed.

How are we working to keep your bills low? We've made smart investments to deliver energy that is cleaner and more reliable than ever before. This includes new modern, more efficient energy centers powered by clean, U.S.-produced natural gas, as well as smart technology upgrades to the electric grid that help us detect and prevent issues before they become power interruptions. All of this helps keep your lights on and energy costs down. And, we're not stopping there.

SEE HOW WE'RE WORKING TO KEEP YOUR BILLS LOW: » FPL.com

Keeping your bill low

Did you know? A 1,000-kWh FPL electric bill is lower today than it was 10 years ago. A typical customer is expected to save nearly \$2.50 a month on average in 2016.

Bill comparison*

National Average **\$137.29**

Florida Average **\$118.73**

FPL Bill **\$99.38**

* Based on typical 1,000-kWh residential customer total bill. FPL bill amount is effective January 2016 and reflects rates and charges approved by the Florida Public Service Commission. Florida average is as of October 2015 and national is as of July 2015. 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

RESIDENTIAL RATE CLASS	Customer Charge ¹	Energy Charge ¹	< 1,000 kWh / On-Peak Energy Charge ¹	> 1,000 kWh / Off-Peak Energy Charge ¹	Storm Charge ³ c/kWh	Conservation ² c/kWh	Capacity ² c/kWh	Environmental ² c/kWh	Fuel Charge ²	< 1,000 kWh / On-Peak Fuel Charge ^{2,4}	> 1,000 kWh / Off-Peak Fuel Charge ^{2,4}
		c/kWh				c/kWh					
Residential Service (RS-1)	\$7.57		4.729	5.811	0.102	0.186	0.488	0.263		2.580	3.580
Residential TOU Rider (RTR-1) ⁴	\$11.90		8.810	-3.919	0.102	0.186	0.488	0.263		1.143	-0.479
Outdoor Lighting (OL-1)		2.676			0.646	0.073	0.095	0.100	2.687		

¹ Base rates as approved by the Florida Public Service Commission in Docket Nos. 120015 and 150001.

² Conservation, capacity, environmental and fuel charges as approved by the PSC in Docket Nos. 150002, 150001, 150007 and 150001, respectively.

³ Storm charges as filed in a Routine Storm Charge True-Up Adjustment Request in Docket No. 060038-EL.

⁴ Except for customer charge, all rates and charges under Rate Schedule RS-1 shall apply to RTR-1. RTR-1 Base Energy and Fuel Charges and Credits applicable to on- and off-peak usage are in addition to the RS-1 charges.

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 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

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. If your average usage turns out to be higher than the estimated cost and your bills are not current, we may ask you to pay the difference to bring the deposit to the required level.

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 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.



New Year's resolution: Update your contact info

We're always here to help. It's faster and easier to get the help you need if we have your accurate contact information. That's why it's so important to update your phone number and email address with us at the start of the New Year. Log in to your account to update your contact info. FPL.com

Help for customers in need

We want to ensure that those who need help get assistance. Here are some services available to you:



Evacuation assistance – If you have special needs, your local government can help if you ever have to evacuate due to extreme weather or other emergencies. Make sure to register with your local emergency management office by contacting them directly. Just check your phone directory for “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 specialists available 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



You may qualify for up to \$137 in savings

Get monthly bill credits by allowing us to turn off selected appliances like your air conditioner, water heater or pool pump – even if we never have to. The program is typically only activated during times of high demand or emergency situations.

Start saving: [» FPL.com/OnCall](http://FPL.com/OnCall)

Making the most of Florida's Sunshine

Together we are bringing more solar energy to our communities, moving closer to a cleaner energy future. In fact, the first FPL SolarNow™ project is already underway.

Learn more: [» FPL.com/SolarNow](http://FPL.com/SolarNow)



Ask the Energy Expert

Q Does it cost more to turn my heater on than it does to run the A/C? And, what's the best way to heat my home when it's cold?

– Samantha S., Bradenton, FL

A The simple answer is yes. Heating can use up to three times as much energy as cooling in Florida. Continue reading the answer at:

[» FPLblog.com/heater](http://FPLblog.com/heater)

