



An affordable, clean energy future today

What we do today is changing our future. We already produce electricity for your home using clean energy sources, such as solar, zero-emissions nuclear and low-cost, U.S.-produced natural gas. It's helping to keep your electric bills the lowest in the state, about 25 percent below the national average. Since 2001, our investments have saved you money while preventing more than 85 million tons of carbon emissions – the equivalent of removing more than 16 million cars from the road.*

And, we're not stopping there. We're also planning to do more using low-cost natural gas as well as Florida's own sunshine. We're partnering with communities to help everyone learn about and use solar energy. We invite you to see how our ongoing, affordable clean energy strategy is making Florida an even better place for all of us: [» FPL.com/solar](http://FPL.com/solar)

* Based on U.S. Environmental Protection Agency calculations



DeSoto Next Generation Solar Energy Center – near Arcadia, Fla.

Your bill is even lower

Did you know? A 1,000-kWh FPL electric bill is about 9 percent lower today than it was five years ago. Starting this month, a typical customer is expected to save nearly \$2 a month.

National Average

\$138.10

Florida Average

\$122.92

FPL Bill

\$99.57

* Based on typical 1,000-kWh residential customer total bill. FPL bill amount is effective January 2015 and reflects rates and charges approved by the Florida Public Service Commission. Florida average is as of October 2014 and national is as of July 2014. 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. 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

Effective January 2015¹

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)	\$7.57	4.729¢	5.811¢	0.086¢	0.200¢	0.635¢	0.205¢	3.096¢	4.096¢
Residential TOU Rider (RTR-1) ²	\$11.90	8.810¢	-3.919¢	0.086¢	0.200¢	0.635¢	0.205¢	1.326¢	-0.571¢

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.

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, 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.



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. Here's where you can do it: » 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



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Ask the Energy Expert

Q Does heating your home use more energy than cooling?

- Anne T. from Fort Pierce

A Yes, it does cost more to heat vs. cool a home in Florida. See how much more:

» FPLblog.com/heating

