

## Get some sweet Valentine's savings

### When you sign up for FPL Email Bill®

This Valentine's Day, give yourself the gift of FPL Email Bill. You'll enjoy the convenience and peace of mind of paperless billing – plus, you'll get a **\$50 Restaurant.com eGift Card** to spoil your valentine (or yourself). Save up to 50 percent at local restaurants and other great gifts, like gift baskets, chocolates and more. Go paperless today:

» [FPL.com/valentine](http://FPL.com/valentine)



## Ring in the New Year with energy savings and win a free smart thermostat

Check out our seven tips to save in 2017 and you could win a free smart thermostat: » [FPL.com/2017savings](http://FPL.com/2017savings)



# ENERGY NEWS

Rates Edition

FPL bills to remain among the **LOWEST IN THE NATION**

## Continued investments to keep bills low and reliability high

Providing affordable, reliable and clean energy is our commitment to you. And, based on a rate settlement agreement approved by the Florida Public Service Commission in November, the price you pay for the energy we provide will continue to remain low for at least the next four years. The agreement, that took effect Jan. 1, will allow us to continue making smart investments in clean solar energy and our energy infrastructure, which is recognized as one of the most reliable in the U.S.

So, what does it mean for your energy bill? In 2017, the base portion of a typical 1,000-kWh residential customer bill will increase by less than 17 cents a day, or \$5 a month. Even with this change, we estimate typical residential bills will remain lower than they were in 2006 through at least the end of 2020.

You can learn more at: » [FPL.com/answers](http://FPL.com/answers)

## A cleaner, brighter tomorrow

Let's come together to make 2017 a cleaner and brighter year – not just for us, but for generations to come. Join our growing FPL SolarNow™ community already helping to create a clean energy future for Florida. Join us today: » [FPL.com/SolarNow](http://FPL.com/SolarNow)



FPL Energy News is published by Florida Power & Light Company  
P.O. Box 14000, Juno Beach, FL 33408

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## Keeping your bill low

### Latest typical bill comparisons\*

National Average	\$135.33
Florida Average	\$114.09
FPL Bill	\$99.02

\*Estimate based on FPL typical 1,000-kWh residential customer bill for Jan. 1, 2017. Includes state gross receipts tax, but not credits, local taxes or fees that may be applicable in some jurisdictions. Florida average (Oct. 2016) based on rates reported to PSC. National average (July 2016) based on rates reported to EEL.

## Information for you

This edition of Energy News has information about your monthly bill, including an overview of the charges for your energy. 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](http://FPL.com/rates)

## Summary of service charges

Type of Service Charge	Charge
<b>Service connection</b> To transfer, open or reopen an existing account	\$25
<b>Reconnection</b> Reconnect service following non-payment	\$13
<b>Late payment</b> For payments received after the due date	Greater of \$5 or 1.5% applied to any past-due unpaid balance of accounts
<b>Return payment</b> 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
<b>Field collection</b> For payment collection on a delinquent account	\$49
<b>Meter tampering</b> Charge for tampering with meter In addition to the penalty charge for tampering with the meter, customers will be charged for the cost of the investigation.	\$200 Residential & Non-Demand Commercial \$1,000 Commercial

EFFECTIVE JAN. 1, 2017 RESIDENTIAL RATE CLASS	Customer Charge <sup>1</sup>	Energy Charge <sup>1</sup>	< 1,000 kWh/ On-Peak Energy Charge <sup>1</sup>	> 1,000 kWh/ Off-Peak Energy Charge <sup>1</sup>	Storm Charge <sup>3</sup> ¢/kWh	Conservation <sup>2</sup> ¢/kWh	Capacity <sup>2</sup> ¢/kWh	Environmental <sup>2</sup> ¢/kWh	Fuel Charge <sup>2</sup>	< 1,000 kWh / On-Peak Fuel Charge <sup>2,4</sup>	> 1,000 kWh / Off-Peak Fuel Charge <sup>2,4</sup>
	¢/kWh				¢/kWh						
Residential Service (RS-1)	\$7.87		5.562	6.562	0.117	0.150	0.303	0.244		2.491	3.491
Residential TOU Rider (RTR-1) <sup>4</sup>	\$7.87		9.937	-4.420	0.117	0.150	0.303	0.244		0.392	-0.163

<sup>1</sup> Base rates as approved by the Florida Public Service Commission in Docket No. 160021.  
<sup>2</sup> Capacity and fuel, conservation and environmental charges as approved by the PSC in Docket Nos. 160001, 160002, 160007, respectively.  
<sup>3</sup> Storm charges as filed in a Routine Storm Charge True-Up Adjustment Request in Docket No. 060038-EL.  
<sup>4</sup> 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.



## 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/profile](http://FPL.com/profile)

## Learn about deposits

Since all customers are billed for energy 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](http://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.

## Helpful resources – 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 need 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](http://FPL.com/gethelp)