



Celebrating 100 Years of Service



When we began in 1925, Florida Power & Light Company (FPL) was a collection of nearly 60 enterprises, including small electric generating plants, ice plants, a sponge fishing boat and 35 mules. Over the next century, we built an electric grid that helped Florida become one of the fastest-growing states and one of the strongest economies in America.

Throughout the years, we have illuminated homes, energized industries, connected communities and supported the emerging space industry. Our nearly 9,000 employees are committed to serving our customers with reliable electricity, while keeping bills as low as possible. Here's to another century of energizing the Sunshine State and working for you every single day.

Helpful resources for customers in need

We want to ensure 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 and our community partners.
 - » Just visit [FPL.com/storm/emergency-support](https://www.fpl.com/storm/emergency-support)

Update your contact information

It's faster and easier to get the help you need if we have your accurate contact information. Access your account with the FPL Mobile App or log in to our website to ensure your contact information is current.

- » Learn more by visiting [FPL.com/profile](https://www.fpl.com/profile)

Where does your energy come from?

The power FPL delivers to you comes from a variety of sources, including clean, U.S.-produced natural gas and emissions-free nuclear energy. We also continue to make cost-effective investments in large-scale solar energy centers while eliminating our use of coal from Florida. Our latest fuel mix compared to the rest of the nation:

FUEL	FPL ¹	U.S. ²
Natural Gas	70.5%	43.1%
Nuclear	18.7%	18.6%
Solar	8.1%	3.9%
Purchased Power	2.2%	N/A
Coal	0.4% ³	16.2%
Oil	0.1%	0.4%
Other	N/A	17.8%

¹ Sources of electricity generation for the 12 months between December 2023 and November 2024. ² Sources of U.S. electricity generation as of February 2024 from U.S. Energy Information Administration. ³ Coal generation is from units outside Florida.

Account deposit policies

Since customers are billed for energy after they use it, new residential accounts may be required to pay a deposit amount based on the expected average cost of two months of service at the address. After six months, your deposit will earn 2% interest from the time the deposit is paid in full. The interest will be applied to your account as a credit every June.

If an account's average usage differs significantly from the amount that was initially projected, the deposit requirement may be increased or partially refunded. If the account is closed, any deposit balance plus interest will be applied toward the final bill and any excess credit will be refunded.

» Learn more by visiting [FPL.com/aboutdeposits](https://www.fpl.com/aboutdeposits)

Summary of Service Charges

Type of Service Charge	Charge
Initial service connection	\$13
Transfer, open or reopen an existing account	\$9
Reconnection Reconnect service following nonpayment	\$5
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 visit For payment collection on a delinquent account	\$26
Meter tampering 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.	\$500 residential & non-demand commercial; \$2,500 all other customers

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