

How to read your bill

- 1 Bill-specific information:**
 - a. Service period dates:** The service days included in this bill. Note: The number of days in a billing period may fluctuate due to weekends, holidays or changes in the date we read your meter.
 - b. Statement date:** The date upon which the monthly bill is generated.
 - c. Account number:** This is a unique identifier for the customer at this address – refer to this number if you contact FPL about your account.
 - d. Service address:** The location where electricity is being provided.
- 2 Total amount due:** The amount you owe for services already used during the billing period, plus any outstanding service charges, deposits or late payment fees incurred.
- 3 New charges due by:** When the payment for new charges is due.
- 4 Bill summary:** A high-level summary of the total amount due and payments received during the service period indicated on your bill.
- 5 How to contact FPL:** You can manage your account, make a payment, report an outage and more at FPL.com, or you can call us.
- 6 Energy usage history:** Illustrates the monthly kilowatt-hours (kWh) used for the last 13 months.
- 7 Bill messages:** Important and timely information that can benefit our customers.
- 8 Keep in mind:** Important information that can benefit our customers. **Note:** Starting Jan. 1, 2022, customer bills will be subject to a late payment charge. Here is where you will see details about the late payment charge that you may incur if your payment is received after your due date.
- 9 Customer contact information:** Name associated with the account and the address requested to have communications sent.
- 10 Payment mailing address:** Location to send a check payment for this bill. For more payment options, visit FPL.com/WaysToPay.

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1 Electric Bill Statement
For: May 8, 2024 to Jun 5 2024 (29 days)
Statement Date: Jun 5, 2024
Account Number: 12345-67890
Service Address:
123 Main Street
Anywhere, FL 12345

Hello Jane Doe,
Here's what you owe for this billing period.

2 **3** **4** **6**

CURRENT BILL

\$135.38
TOTAL AMOUNT YOU OWE

Jun 26, 2024
NEW CHARGES DUE BY

6 **ENERGY USAGE HISTORY**

7 An approved rate decrease is in effect. Learn more at FPL.com/Rates.

4 **5** **7** **8**

BILL SUMMARY

Amount of your last bill	149.89
Payments received	-149.89
Balance before new charges	0.00
Total new charges	135.38
Total amount you owe	\$135.38

(See page 2 for bill details.)

8 **KEEP IN MIND**

Payments received after Jun 26, 2024 are considered late; a late payment charge, the greater of \$5.00 or 1.5% of your past due balance will apply. Your account may also be billed a deposit adjustment.

5 Customer Service: 1-800-375-2434
Outside Florida: 1-800-226-3545

Report Power Outages: 1-800-4OUTAGE (468-8243)
Hearing/Speech Impaired: 711 (Relay Service)

FPL Northwest FL / 27 123456 1122334455667788990011223

9 JANE DOE
123 MAIN STREET
ANYWHERE, FL 12345-1234

10 FPL
GENERAL MAIL FACILITY
MIAMI FL 33188-0001

The amount enclosed includes the following donation:
FPL Care To Share: _____

Make check payable to FPL in U.S. funds and mail along with this coupon to:

Visit [FPL.com/PayBill](https://www.fpl.com/PayBill) for ways to pay.

12345-67890	\$135.38	Jun 26, 2024	\$ SAMPLE BILL DO NOT PAY
ACCOUNT NUMBER	TOTAL AMOUNT YOU OWE	NEW CHARGES DUE BY	AMOUNT ENCLOSED


Stay connected

For a fast, easy way to stay informed and report outages, download the FPL Mobile App.
[FPL.com/NWApp](https://www.fpl.com/NWApp)



- 11 **Rate:** Determines how the bill is calculated – for this account, RS-1 for residential service.
- 12 **Electric service amount:** These charges are regulated by the Florida Public Service Commission. The total electric service amount is made up of the following charges:
 - a. **Base charge:** A fixed monthly amount to cover the cost of providing service to your location. This charge includes the cost of the meter, billing and providing customer service. It is applicable whether or not electricity is used.
 - b. **Non-fuel charge:** This total charge is made up of base rates and the following charges:
 - » **Energy Conservation Cost Recovery Charge (ECCR):** Cost of programs designed to reduce electric demand and consumption.
 - » **Capacity Cost Recovery Clause (CCRC):** Cost for purchasing electricity from non-FPL-owned resources, as well as certain nuclear-related expenses.
 - » **Environmental Cost Recovery Clause (ECRC):** Cost to meet environmental laws and regulations.
 - » **Storm Protection Plan Cost Recovery Clause (SPPCRC):** Cost to strengthen the grid in order to reduce restoration costs and outage times during major storms, as well as improving day-to-day service reliability.
 - » **Storm Restoration Recovery Charges:** Cost of service restoration following Hurricanes Michael and Sally.
 - » **Transition rider:** Addresses the difference in costs to serve FPL and former Gulf Power customers in a reasonable manner for all customers. Transition rider will decline to zero over a five-year period, fully aligning rates by Jan. 1, 2027.
 - c. **Fuel charge:** The cost for fuel required to provide each kilowatt-hour (kWh) of electricity. FPL makes no profit on fuel costs.

- 13 **Taxes and charges:** Taxes and fees may vary by area, with amounts established by local governing bodies. FPL collects these costs for distribution to appropriate entities and does not profit from them. The amount is made up of the following charges:
 - a. **Gross receipts tax:** Tax on a customer's electric bill that is paid to the State of Florida.
 - b. **Franchise charge:** Fee on a customer's electric bill that is collected by FPL and provided to the appropriate local municipality or county government.
 - c. **Regulatory assessment fee:** Tax on a customer's electric bill that is paid to the Florida Public Service Commission.



Customer Name: Jane Doe
Account Number: 12345-67890

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BILL DETAILS

Amount of your last bill	149.89
Payment received - Thank you	-149.89
Balance before new charges	\$0.00
New Charges	
Rate RS-1 RESIDENTIAL SERVICE	9.55
Base charge:	95.64
(First 1,000 kWh at \$0.09564)	
(Over 1000 kWh at \$0.10563)	
Fuel:	26.70
(First 1,000 kWh at \$0.02670)	
(Over 1000 kWh at \$0.03670)	
Electric service amount	131.89
Gross rec. tax/Regulatory fee	3.49
Taxes and charges	3.49
Total new charges	\$135.38
Total amount you owe	\$135.38

14 METER SUMMARY

Meter reading - Meter ACD1234: Next meter reading Jun 5, 2024.

Usage Type	Current	Previous	= Usage
kWh used	12580	11580	1000

ENERGY USAGE COMPARISON

	This Month	Last Month	Last Year
Service to kWh Used	May 8, 2024: 1000	Apr 8, 2024: 1229	Apr 7, 2023: 1000
Service days	29	29	26
kWh/day	34	42	34
Amount	\$135.38	\$149.89	\$155.61

16 KEEP IN MIND

- Taxes, fees, and charges on your bill are determined and required by your local and state government to be used at their discretion.
- The fuel charge represents the cost of fuel used to generate electricity. It is a direct pass-through to customers. FPL does not profit from fuel, although higher costs do result in higher state and local taxes and fees.

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Outstanding reliability

For the seventh time in eight years, FPL earned top national honors for service reliability.

[Learn more >](#)

When you pay by check, you authorize FPL to process your payment electronically or as a draft. If your payment is processed electronically, your checking account may be debited on the same day we receive the check and your check will not be returned with your checking account statement. FPL does not agree to any restrictions, conditions or endorsements placed on any bill statement or payments such as check, money order or other forms of payment. We will process the payment as if these restrictions or conditions do not exist.

- 14 **Meter summary**
 - a. **Meter number:** Unique identifier associated with your electric bill.
 - b. **Next meter read date:** Date the next meter reading is scheduled to take place.
 - c. Meter reading from the last day of the service period minus the meter reading from the last day of the previous service period to determine kWh used during the service period for this bill.
- 15 **Energy usage comparison:** Compares the kilowatt-hours (kWh) used this month to last month, and to last year for the same period. A variety of factors may affect energy usage. For tips to manage your energy usage, visit [FPL.com/WaysToSave](#).
- 16 **This section is where you will find pricing structure based on amount of energy use:** Residential customer bills are calculated using a tiered rate structure of different rates: one for energy consumption and fuel up to 1,000 kWh, and another for consumption and fuel over 1,000 kWh. This rate structure encourages customers to become more energy efficient.
- 17 **Bill messages:** Important and timely information that can benefit our customers.

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