



Joel T. Baker
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September 30, 2020

-VIA ELECTRONIC FILING-

Mr. Adam Teitzman
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0850

Re: Docket No. 20200000 – Florida Power & Light Company’s COVID-19 Customer Impact Data Report

Dear Mr. Teitzman:

Attached for electronic filing is Florida Power & Light Company’s COVID-19 Customer Impact Data Report for the month of August 2020.

If there are any questions regarding this filing, please contact me at 561-691-7255.

Sincerely,

/s/ Joel T. Baker

Joel T. Baker
Fla. Bar No. 0108202

Attachment

cc: Florida Public Service Commission
Shaw Stiller, Office of General Counsel

Florida Power & Light Company

700 Universe Boulevard, Juno Beach, FL 33408

Customer Impact Data Related to COVID-19

Utility: Florida Power & Light Company

Reporting Month: August 2020

*The report should include data as of the last day of reporting month
and is due by the last day of the following month*

Delinquent Accounts¹		
Number of Accounts 60 -89 days past due	Reporting Month	Prior Year Month
Residential	60,752	27,936
Commercial / Industrial	5,010	1,733
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	94,130	6,295
Commercial / Industrial	8,972	592

¹ Unique active accounts with age categorization by age of the account's oldest arrears balance (e.g., if an account has a 30, 60, and 90+ arrears balance, the account will show only once and in the 90+ category)

Amount in Arrears²		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$ 22,847,849	\$ 3,151,741
Commercial / Industrial	\$ 4,426,349	\$ 407,660
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$ 27,914,017	\$ 1,041,392
Commercial / Industrial	\$ 4,926,439	\$ 137,746

² Total active arrear balances are based on the aging of the arrears (e.g., a 90+ account in the "delinquent account" section can have balances showing in both the 60-89 aging category and the 90+ aging category)

Payment Arrangements		
Number of New Payment Arrangements³	Reporting Month	March 2020 through Current (cumulative)
Residential	141,074	802,528
Commercial / Industrial	3,713	35,743
Average Duration of New Payment Arrangement⁴	Reporting Month	-----
Residential	29	---
Commercial / Industrial	34	---
Percent of Customers Under a Payment Arrangement⁵	Reporting Month	-----
Residential ⁶	1.40%	---
Commercial / Industrial ⁷	0.30%	---

³ Total payment arrangements granted through all channels during the reporting month and cumulative

⁴ Average duration in days of total payment arrangements granted through all channels

⁵ All active payment arrangements as of the final day of the reporting month divided by the number of active accounts

⁶ Number of residential customers under a payment arrangement/total number of residential customers

⁷ Number of commercial-industrial customers under a payment arrangement/total number of commercial-industrial customers

Bad Debt⁸		
Incremental Bad Debt	Reporting Month	March 2020 through Current (cumulative)
Incremental Bad Debt ⁹	\$ 5,260,544	\$ 23,112,259

⁸ Total Bad Debt in 2020 for the reporting period less the three-year average (2017-2019) for the same time period

⁹ Difference between reporting month and the average of the same month for the prior three years; excluding any prior months that were impacted by named hurricanes. If a prior month is excluded, provide an explanation.

Late Fees¹⁰		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	769,130	813,809
Commercial / Industrial	81,634	72,018

¹⁰ Late fees billed net of late fee cancellations resulting from customers self-reporting hardship

Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.) ¹¹	1	45
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.) ¹²	932,079	3,739,521

¹¹ Instances of mass communication to customers resulting from COVID-19 (e.g., social media, news releases, etc.)

¹² Volume of incremental individual customer communication outside of mass communication (e.g., outbound calls, emails, letters)

Customer Communications
<i>Please provide the following two responses with the September 2020 filing only</i>
Please provide samples of current communication/media notices provided to customers concerning the utility's past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection policies.
Please see attached.
Please provide the utility's current Covid-related policies related to past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection.
<p><u>From March - August 2020:</u></p> <p>(1) Suspended all final notices and disconnects for non-payment starting in mid-March</p> <p>(2) Offering special payment plans for customers who express financial hardship, regardless of eligibility criteria. Payment plans spread past-due amounts into future monthly bills to help pay down balances</p> <p>(3) Removing late fees for customers who expressed financial hardship</p> <p>(4) Increased proactive customer outreach efforts</p> <p><u>As of September 2020:</u></p> <p>(1) Offered a bill credit of up to \$200 for eligible residential and small business customers who were 60+ past due upon payment of the remaining past due amount</p> <p>(2) Resumed issuance of final notices on September 14th based on oldest arrear balances</p> <p>(3) Reconnect and field collection service charges will be waived through the end of the year</p> <p>(4) Filed for approval from the Florida Public Service Commission to accelerate deposit refunds to eligible residential customers who have paid on time for the last 12 months (instead of the current requirement of 23 months)</p>
<i>Please provide the following two responses starting in October 2020, and all subsequent filings</i>
Please provide samples of any new communication/media notices provided to customers concerning the utility's past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection policies issued within the last 30-days.
In the past 30-days, has the utility made changes to, or implemented new, policies related to past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection? If so, please explain.

Florida Power & Light Company (FPL)

Undocketed – Financial impacts on utility customers as a
result of the COVID-19 pandemic

Samples of Current Communication/Media Notices

FPL's Customer Communications



We are here for you and with our communities

As the coronavirus (COVID-19) situation intensifies, there are two very important things I want you to know:

- **FPL is here for you and we're here with our communities** in this time of need, and;
- **FPL won't stop delivering affordable, reliable power** you can count on.

We know this a difficult and unsettling time and as Floridians, neighbors, friends and family, we are in this together. If you are experiencing hardship as a result of COVID-19, FPL has resources available at [FPL.com/Help](https://www.fpl.com/help), or we can point you to those available from federal, state and local authorities.

We have also implemented the same policies that we do during major crisis events and are suspending electrical disconnections, providing payment extensions and waiving certain late payment fees for customers in a hardship situation. Challenging times call for exceptional measures, and FPL is here to support our customers most in need.

FPL is also supporting communities throughout the state through our charitable foundation and, for those who can afford or want to help others who may need assistance, we encourage you to make a donation to our [Care To Share](#)[®] program. A gift of electricity can make a massive difference in someone's life, especially during this challenging time. All contributions are distributed to the communities that we serve through a network of nonprofit human-service agencies, and there are no administrative fees so every dollar you donate truly makes a difference and may be tax-deductible.

Importantly, I want you to have confidence that FPL won't stop delivering affordable, reliable power that you can count on day in, day out. We take very seriously our duty to serve you and understand the foundational role FPL plays in responding to the coronavirus challenge by providing the critical infrastructure and electricity that powers our state's hospitals, health care facilities, emergency response centers and, of course, your homes and businesses.

Along with our investments in smart grid technology and modern generation equipment, we have extensive plans in place to ensure that we meet the energy needs of all customers and communities during these difficult times, while doing all we can to protect the health and safety of our team members as we power these essential operations.

In order to do this, you may continue to see FPL team members working in your communities, performing work such as tree trimming, executing undergrounding and hardening projects and even requesting access to your property to check on equipment. Please know that this work is essential to keeping our electric grid operating smoothly as we approach hurricane season, and support their efforts by practicing appropriate social distancing and know that they will extend the same courtesy to you.

Floridians are no strangers to difficult crises and I'm confident that, together, we will become even stronger from our current challenges. And through it all, FPL will stay focused on delivering you the affordable, reliable power that you have come to count on.

Sincerely,

Eric Silagy
President and CEO, Florida Power & Light Company



A message from FPL President and CEO Eric Silagy

[View in Browser](#)

[Update Email](#)

We're here to help

As Florida slowly reopens and people start getting back to work, I want you to know that Florida Power & Light Company understands just how disruptive the coronavirus (COVID-19) pandemic continues to be. As neighbors and fellow Floridians, we're in this together and FPL remains here to help, especially if you are experiencing hardship.

As I've said before, these unprecedented times call for exceptional measures. It's why FPL implemented special crisis policies in mid-March and immediately suspended electrical disconnections while offering payment extensions and waiving late fees. And, it's why these policies will remain in effect through June. FPL will continue to work with customers one-on-one as we prepare to carefully and thoughtfully transition back to our standard policies in July. We want to make sure we're doing everything we can to support you – just as we always have – because turning off the lights due to non-payment remains a last resort.

If you are having trouble paying your bill, please take the time now to call us so we can develop a payment plan and help you avoid building up a large balance. We understand that everyone's situation is different and we will work closely with you to create a plan that meets your needs while ensuring you are able to fulfill your personal commitment to your FPL balance. In addition to payment plans, FPL can connect you with financial assistance at the local, state and federal level while it's still available. Please [view available resources](#) online or contact us directly at 800-226-3545.

As we enter the hot summer months, many of us will likely continue to spend more time inside our homes than normal. This means our air conditioners will be forced to work even harder and use even more energy to keep our homes cool. FPL has a number of free tools available – such as the mobile app, personalized energy dashboard and Energy Analyzer – to help you manage your energy usage. I encourage you to [use these free tools](#) and discover even more ways to save.

We realize that these are difficult and unsettling times and we are committed to doing our part to help you navigate the uncertainty while we continue to deliver the clean, reliable and affordable electricity you depend on. I know the last couple of months have not been easy and the weeks and months ahead will present many challenges, but I remain confident that we will overcome COVID-19 together and be stronger for it. I hope that you and your family continue to stay safe and well.

Sincerely,

A handwritten signature in black ink, appearing to read 'Eric Silagy'.

Eric Silagy
President and CEO, Florida Power & Light Company



Log In

Email/User ID

Password

LOG IN

Remember my User ID

Forgot Email/User ID or Password | Register

! We're here to help during this difficult time. There are resources available for [residential](#) and [business](#) customers who are experiencing a hardship as a result of coronavirus (COVID-19).

COVID-19 Updates

We are here for you and with our communities

FPL remains committed to helping support customers experiencing hardship during the coronavirus (COVID-19) global pandemic. As we have since mid-March, we're continuing to offer payment extensions, waive late fees and connect customers with available financial assistance. For eligible customers, we're also offering possible, one-time debt relief. We will continue working closely with customers to do everything we can to avoid turning the lights off for nonpayment, which is and has always been a last resort. Customers can contact us directly at 800-226-3545.



View Letters to Customers

Read the latest from FPL president and CEO to customers.

VIEW NOW



Help your Neighbors

Donate to Care To Share and help a family keep their lights on.

LEARN MORE



Business Assistance

Energy-saving resources and loan information related to the Coronavirus, Aid, Relief, and Economic Security Act (CARES).

GET ASSISTANCE



Get Help, Give Help

View available resources to help with paying your bill.

SEE RESOURCES



Protect Yourself

Scams are on the rise. Learn how to spot a scammer.

LEARN MORE



Lower your Bill

Get energy saving tips and tools that can help you lower your bill.

START SAVING



Get the FPL Mobile App

Download now or text "App" to MYFPL (69375).

GET IT NOW



Sign up for Alerts/Notifications

Get outage, maintenance and account alerts, when and where you want.

SIGN UP

Sample of Targeted Email Communication



Apply for energy assistance online today

[View in Browser](#)

[Update Email](#)

Apply for assistance online

We understand just how disruptive the coronavirus (COVID-19) pandemic has been and we want to help you. As a previous recipient of home energy assistance, we want to make sure you're aware there are funds available for which you may qualify, if you're in need.

While resource centers are closed due to the pandemic, there are other ways to apply for help. Take the time today to print out and complete the [LIHEAP application](#) used to determine eligibility. There are still funds available for now. Don't miss your chance.

Please note a final notice is not required for eligibility at this time. For additional information regarding the application process, visit the [Broward County LIHEAP](#) page.

For information on other ways FPL is able to help, [view available resources](#) online or contact us directly at 800-226-3545.

Please do not reply to this email. This address is not monitored.

For help, visit [FPL.com](#)

You are receiving this email because you are an FPL customer. Please add FPL-Account-Management@noreply.fpl.com to your address book or you can [unsubscribe](#) at any time.

[Update Profile](#)

[Contact Us](#)

[Privacy Policy](#)

Florida Power & Light Company
P.O. Box 025576, Miami, FL 33102
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Sample of Targeted Email Communication



Apply for energy assistance online today

[View in Browser](#)

[Update Email](#)

Apply for financial assistance

You may have been recently late on paying your FPL bill and we want to help you. The coronavirus pandemic has disrupted many lives and businesses and we understand how difficult this has been to the communities we serve. That is why we want to help connect you with financial resources that may be able to help.

Take the time today to [visit our website](#) to find your county and contact the available resources. There are still funds available – but you have to act now because it won't last for long.

We urge customers struggling to pay their bill to take advantage of this payment assistance as they remain responsible for their outstanding FPL balance.

For information on other ways we are able to help, [view other resources](#) online or contact us directly at 800-226-3545.

Please do not reply to this email. This address is not monitored.

For help, visit [FPL.com](#)

You are receiving this email because you are an FPL customer. Please add FPL-Account-Management@noreply.fpl.com to your address book or you can [unsubscribe](#) at any time.

[Update Profile](#)

| [Contact Us](#)

| [Privacy Policy](#)

Florida Power & Light Company
P.O. Box 025576, Miami, FL 33102
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Sample of Email to Assist Agenices

September 10, 2020

Dear Valued Assist Partner,

I want to provide an update on how we are continuing our COVID-19 policies to help customers still experiencing hardship. Today, we announced our plan to offer direct relief to customers who are significantly behind on their bills. Residential and small business customers may be eligible for a bill credit of up to \$200 based on the status of their account and how long it has been past due. We will communicate directly with eligible residential and small business customers to explain the steps required to obtain the relief. Please note that customers can use payment assistance funding to pay their total outstanding balance, net of the bill credit.

As we've shared previously, we continue to assess our COVID-19 policies to ensure we're supporting customers experiencing hardship and meeting the needs of all of our more than 5.1 million customers. I also want to let you know that through a measured approach, FPL will resume issuing final notices this month beginning with customer accounts that have been past due since before COVID-19 became widespread in March. We are temporarily extending the time for a customer to arrange payment for past-due balances by an additional week after sending a final notice. For customers who receive a final notice, but do not pay their past due balance or contact FPL to make payment arrangements, disconnections are planned to resume in October.

We appreciate your partnership and the work you do to help those in our communities when they need it the most. Thank you also for your help in raising awareness and helping customers obtain some of the significant federal funding available to help them pay utility bills. As you know, millions in Low Income Home Energy Assistance Program funding remain available and customers can also apply for available CARES Act money. Additionally, FPL is working to enhance our Care to Share bill payment assistance program to provide opportunities to our customers who pay their bills electronically to contribute set monthly amounts, one-time donations or the option to round up their bill to the nearest dollar as a voluntary contribution.

As always, we will continue working closely with you and our customers to do everything we can to avoid disconnecting service for nonpayment, which is and has always been a last resort. Our message to customers is simple – call us. Our customer care team continues to be ready to help, but we need customers to connect with us. Customers can contact us directly at 800-226-3545. Resources are also available at [FPL.com/Help](https://www.fpl.com/Help).

Please contact me if I can provide any additional information and/or assistance. Thank you, as always, for your service to our communities.

Sincerely,

FPL Special Consumer Services

Targeted Communication for Businesses Experiencing Increase in Energy Consumption



LOG IN

PAY BILL

Account #:
[Update Email](#)

Important change to your bill

We value you as our customer and we understand your business may have been impacted by the COVID-19 crisis.

In a recent review of your account, we noticed a significant increase in the energy consumed in the past month. This increase would normally cause a change in the rate classification for your business. However, to help you during this difficult time, we are providing a courtesy reversal of the rate change and have re-billed your account considering your typical usage patterns.

Remember, you can always track your energy use and learn ways to save on your bill with our online Business Energy Manager at [FPL.com/BusinessEnergyManager](https://www.fpl.com/BusinessEnergyManager). You can also find small business support and loan resources related the coronavirus pandemic at [FPL.com/Help](https://www.fpl.com/Help).

If you have any questions, please contact us at 1-800-749-2285.

Please do not reply to this email, this address is not monitored. For help, visit [FPL.com](https://www.fpl.com)

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| [Contact Us](#)

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EC42 - d2170d73d4fb907560d72f400e570f2c

Individualized Communication



LOG IN

PAY BILL

Account #: XXXX-XXXX
Update Email

Contact us to make a payment arrangement

This is a friendly reminder that your account XXXX-XXXX has a past due balance of \$XXX.XX.

We understand just how disruptive the coronavirus (COVID-19) pandemic has been and we want to help you. Your account is past due and we want to make sure you're aware of the resources available to assist you.

We remain committed to working with all of our customers experiencing hardship. As you may be aware, we implemented special crisis policies in mid-March and they will remain in effect through the end of June. As we prepare to transition back to standard operations in July, we urge you to work with us now to make payment arrangements and seek financial assistance while it's still available.

Let us help you during this difficult time. Please [view available resources](#) online or contact us directly at 800-226-3545. We will work with your personal situation and come up with a solution to ensure that you can fulfill your personal responsibility for your FPL balance.

If you have already made a payment - thank you - please disregard this reminder.

Please do not reply to this email, this address is not monitored. For help, visit [FPL.com](#)

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EC43 - 22fc5f4c0d81e72385b344244bf18c63

Individualized Communication



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Page 1 of 1
July 7, 2020

#

Re: FPL Account Number:
Service Address:

Contact us to make a payment arrangement

Dear ,

Your account remains past due with a total balance of \$XXX.XX

We know how difficult and disruptive the coronavirus (COVID-19) pandemic has been and we want to help you. We have always worked closely with our customers experiencing hardship regarding any issues about their service or paying their bill. This was the case before the pandemic - and it will remain our approach moving forward.

As you may be aware, we implemented special crisis policies in mid-March and they will remain in effect through the end of June. As we prepare to transition back to standard operations in July, we urge you to work with us now to make payment arrangements and seek financial assistance while it's still available.

Let us help you during this difficult time. You can view available resources at FPL.com/Help or contact us directly at 800-226-3545. We will work with your personal situation and come up with a solution to ensure that you can fulfill your personal responsibility for your FPL balance.

You can view bill details, pay your bill and learn more about how to manage your account 24/7 on FPL.com. Remember, we offer many convenient and secure payment options.

Ways to pay:

- Pay Online: Use a bank account for free 24/7 at FPL.com
- Pay by Phone: Use a bank account for free by calling **800-226-3545**; Or use a debit/credit card with Speedpay® by calling 800-979-3967
- More ways to pay: View all available payment options at FPL.com/WaysToPay

If you have already made a payment - thank you - please disregard this reminder.

Sincerely,

FPL Customer Care Team



USEFUL TELEPHONE NUMBERS

Customer Service: (941)917-0708
Outside Florida: 1-800-226-3545
Power Outages: 1-800-4OUTAGE (468-8243)
Hearing/Speech Impaired: 711 (Relay Service)
Visit FPL's Web Site at <http://www.fpl.com>

EC44.ECCP.202007

Individualized Communication



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Page 1 of 1
September 1, 2020

#

Re: FPL Account Number:
Service Address:

Dear ,

This is a reminder that your account XXXXXXX- has a past due balance of \$XXX.XX. It's important that you contact us immediately to make a payment, set up a payment arrangement or to seek financial assistance for which you may now be eligible.

We understand just how disruptive the pandemic continues to be and we remain committed to helping you. Visit FPL.com/Help or contact us directly at 800-226-3545 so we can work with your personal situation and come up with a solution to ensure that you can fulfill your personal responsibility for your FPL balance.

While we never want to turn the lights off for nonpayment - especially during these difficult times - we remain mindful that unpaid electric bills are ultimately paid for by all FPL customers. We will continue to assess our COVID-19 policies to ensure we're supporting customers experiencing hardship while also balancing the needs of all customers.

You can view bill details, pay your bill and learn more about how to manage your account 24/7 on FPL.com. Remember, we offer many convenient and secure payment options.

Ways to pay:

- Pay Online: Use a bank account for free 24/7 at FPL.com
- Pay by Phone: Use a bank account for free by calling **800-226-3545**; Or use a debit/credit card with Speedpay® by calling 800-979-3967
- More ways to pay: View all available payment options at FPL.com/WaysToPay

If you have already made a payment - thank you - please disregard this reminder.

Sincerely,


FPL Customer Care Team

EC45.ECCP.202009



USEFUL TELEPHONE NUMBERS
Customer Service: (561)994-8227
Outside Florida: 1-800-226-3545
Power Outages: 1-800-4OUTAGE (468-8243)
Hearing/Speech Impaired: 711 (Relay Service)
Visit FPL's Web Site at <http://www.fpl.com>


Individualized Communication


LOG IN PAY BILL

Account # XXXXX-XXXXX
[Update Email](#)

Your account is past due

This is a reminder that your account XXXXX-XXXXX has a past due balance of \$XXX.XX. It's important that you contact us immediately to make a payment, set up a payment arrangement or to seek financial assistance for which you may now be eligible.

 [PAY NOW](#)

 [VIEW BILL](#)

We understand just how disruptive the pandemic continues to be and we remain committed to helping you. [View available resources](#) or contact us directly at 800-226-3545 so we can work with your personal situation and come up with a solution to ensure that you can fulfill your personal responsibility for your FPL balance. While we never want to turn the lights off for nonpayment – especially during these difficult times – we remain mindful that unpaid electric bills are ultimately paid for by all FPL customers. We will continue to assess our COVID-19 policies to ensure we're supporting customers experiencing hardship while also balancing the needs of all customers.

If you have already made a payment - thank you - please disregard this reminder.

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EC45 - ab9f6e17e9c59f9b098888277168ce63

FPL's Fact Sheets



Energy curriculum for grades 4, 5 and 6

FPL remains steadfast in our support for education as schools shift from conventional, campus-based teaching to online instruction during the COVID-19 pandemic.

Over the past year, FPL has partnered with Ohana Solutions, a third party content curator, to develop a free virtual energy curriculum for grades 4, 5 and 6, that covers standards in science, English language arts and math. This content has been built for Florida teachers and includes:

- » Best classroom practices for flexible program scheduling
- » Virtual instruction that is interactive for teachers and students
- » Activities laid out in a step-by-step process, which can be completed by a student or as a demonstration
- » Lesson plans containing Next Generation Sunshine State Standards, Big Ideas, objectives, vocabulary, an overview, materials, teacher resources and much more

In a distance-learning environment, our content is an open source curriculum available to any interested teacher or school district, anywhere — whether that is a public, private, charter or home school.

Webinar training can be scheduled at time and date convenient to the school district. Together, we can help navigate these uncertain times and educate the next generation of innovators.

Access energy lessons at www.energycurriculum.com



FPL's customer support during COVID-19

FPL understands how disruptive the coronavirus (COVID-19) pandemic continues to be and we remain committed to helping customers experiencing hardship.



Help is just one phone call away

If you're experiencing hardship as a result of COVID-19, please know that FPL is here to help. You simply need to call us.

- » We're offering **payment extensions and waiving late fees** to help manage past-due FPL balances.
- » We're continuing to help connect customers with **financial assistance**.

Financial assistance for customers experiencing hardship

Due to COVID-19, there's additional financial assistance available for customers through programs such as the Low Income Home Energy Assistance Program (LIHEAP). And, more customers are eligible due to the pandemic.

Need Help?

Call FPL at **800-226-3545** to avoid disconnection for nonpayment.

We will continue working closely with customers to do everything we can to avoid turning the lights off for nonpayment, which is and has always been a last resort.



**More
Financial Assistance**



**More
Customers Qualify**



**Must Call
To Get Help**

Apoyo para los clientes de FPL durante la pandemia COVID-19

FPL comprende lo inoportuno que es la pandemia del coronavirus (COVID-19) y estamos comprometidos a ayudar a nuestros clientes que están pasando dificultades.



Obtenga ayuda con solo una llamada

Si está pasando por dificultades debido al COVID-19, conozca que FPL puede ayudarle. Simplemente llámenos.

- » Estamos facilitando **arreglos de pago y suspendiendo cargos por pagos atrasados** para ayudar a gestionar pagos vencidos a FPL.
- » Continuamos ayudando a nuestros clientes a tener acceso a **asistencia financiera**.

Asistencia financiera para clientes que pasan dificultades

Debido al COVID-19, estamos ofreciendo asistencia financiera adicional a nuestros clientes a través de programas como el Programa de Asistencia para la Energía de Hogares de Bajos Ingresos (Low Income Home Energy Assistance Program, LIHEAP). Además, más clientes califican debido a la pandemia.

¿Necesita ayuda?

Llame a FPL al **800-226-3545** para evitar una desconexión por falta de pago.



Más asistencia financiera



Más clientes califican



Llámenos para obtener ayuda

Continuaremos trabajando junto a nuestros clientes y haremos todo lo posible para evitar una desconexión del servicio eléctrico por falta de pago, lo cual es y siempre ha sido el último recurso.

Sèvis kliyan FPL la pandan COVID-19

FPL konprann jan pandemi kowonaviris la (COVID-19) kontinye boulvèse lavi nou e nou pran detèminasyon pou nou ede kliyan nou yo k ap rankontre difikilte.



Annik rele nou pou jwenn èd

Si w ap rankontre difikilte akòz COVID-19, tanpri se pou ou konnen FPL la pou ede w. Annik rele nou.

- » Nou ofri moun yo **plis tan pou peye e nou pa mande yo peye okenn penalite** si yo dwe FPL yon kòb anreta.
- » Nou kontinye ede kliyan yo jwenn **asistans finansye**.

Asistans finansye pou kliyan k ap rankontre difikilte

Akòz COVID-19, gen asistans finansye siplemantè ki disponib pou kliyan yo atravè pwogram tankou Low Income Home Energy Assistance Program lan (LIHEAP). Mete sou sa, gen plis kliyan ki kalifye pou pwogram sa yo akòz pandemi a.

Ou bezwen èd?

Rele FPL nan **800-226-3545** pou evite yo koupe kouran an lakay ou si w pa t peye.



Plis asistans finansye



Plis kliyan ki kalifye



Se pou ou rele pou jwenn èd

Nou pral kontinye travay nan tèt ansanm ak kliyan yo, konsan n ap fè tout sa nou kapab pou evite koupe kouran an lakay yo si yo pa t peye, yon desizyon nou pran sèlman lè pa gen lòt chwa.



FPL's unwavering commitment to serving our communities during the COVID-19 pandemic

Florida Power & Light Company has had a pandemic plan in place for many years, and regularly trains and drills for unplanned events and crises. The company understands the critical role electricity plays in the economy and daily lives of Floridians. Regardless of the circumstances, FPL remains steadfastly committed to continuously delivering the reliable and affordable electricity that everyone relies on.



FPL is here to help during this difficult time

Fast-tracking savings

The Florida Public Service Commission unanimously approved FPL's plan to fast-track fuel savings to customers through a one-time bill decrease of nearly 25% in May. Normally, Florida utilities spread these types of savings out over time. However, FPL believes it's important to infuse customers with as much money in their pockets as quickly as possible. In addition, FPL's free tools like the mobile app, personalized energy dashboard and Energy Analyzer are available to help customers manage their energy usage as hot weather and more people at home drive up bills.

Frontline COVID-19 emergency funding

FPL and our fellow NextEra Energy companies have committed millions of dollars in emergency funding directly to those in need and to partner organizations working on the frontlines of the crisis to provide critical support to the most vulnerable members of the community.

Relentless focus on our duty to serve

FPL's focus on delivering clean, reliable and affordable electricity demands that we must continue working to improve the energy grid, particularly as hurricane season quickly approaches. This means, from a safe distance from members of the community, crews will still be out trimming trees, flying drones to assess equipment, putting power lines underground and installing stronger power poles.

Assistance for customers

FPL remains committed to helping our customers who are experiencing hardship due to the coronavirus (COVID-19) pandemic.

- » As we have since mid-March, we're continuing to suspend disconnections for nonpayment while helping connect customers with financial assistance.
- » And, where there is hardship, we're continuing to waive late fees and offer customers additional payment extensions to help them manage past-due FPL balances.

While we never want to turn the lights off for nonpayment – especially during these difficult times – we remain mindful that unpaid electric bills are ultimately paid for by all FPL customers. We will continue to assess our COVID-19 policies to ensure we're supporting customers experiencing hardship while also balancing the needs of all of our more than 5 million customers.

We urge customers struggling to pay their bill to take action now and call us directly, toll-free, at 800-226-3545, to discuss their situation, as they remain responsible for their outstanding FPL balance.

FPL's News Releases and Media Coverage



NextEra Energy, Inc.
Media Line: 561-694-4442
March 17, 2020

FOR IMMEDIATE RELEASE

NextEra Energy family of companies commits \$1.5 million in COVID-19 emergency assistance for most vulnerable in communities

- *Emergency assistance to be distributed to partner organizations on the frontlines supporting the most vulnerable in our communities*
- *The \$1.5 million donation demonstrates NextEra Energy's long-standing commitment for supporting communities during a crisis; encourages other businesses to do the same*
- *NextEra Energy family of companies operates in 45 states and includes Florida Power & Light Company, FPL Home, Gulf Power Company and NextEra Energy Resources*

JUNO BEACH, Fla. – NextEra Energy, the world leader in wind and solar energy, today announced its family of companies has committed \$1.5 million in COVID-19 emergency assistance.

The emergency funds, provided by the NextEra Energy Foundation and Gulf Power Foundation, will be distributed to partner organizations working on the frontlines of the COVID-19 crisis to provide critical support to the most vulnerable members of our communities.

“As the world’s largest clean energy company, we’ve responded to countless crises over the years and understand how vital it is to be there for our communities when we’re needed the most – and COVID-19 is no different,” said NextEra Energy Chairman and CEO Jim Robo. “We are steadfastly committed to doing everything we can to assist the most vulnerable in our communities as we all work through this unsettling and difficult time together. Simply put, it’s the right thing to do and I strongly encourage other businesses to join this effort.”

The NextEra Energy family of companies operates in 45 states and includes Florida Power & Light Company, FPL Home, Gulf Power Company and NextEra Energy Resources. Through numerous crises, including hurricanes, major floods, tornadoes and other severe weather events, NextEra Energy has a long-standing track record of helping communities bounce back after a crisis and return to normal.

Florida Power & Light Company, the largest electric utility in Florida, previously announced it is suspending electric service disconnections in response to COVID-19 and has already donated \$100,000 to the Community Foundation for Palm Beach and Martin Counties. Gulf Power Company, which serves more than 470,000 customers in northwest Florida, also announced it is suspending electric service disconnections in response to COVID-19.

NextEra Energy, Inc.

NextEra Energy, Inc. (NYSE: NEE) is a leading clean energy company headquartered in Juno Beach, Florida. NextEra Energy owns two electric companies in Florida: Florida Power & Light Company, which serves more than five million customer accounts in Florida and is one of the largest rate-regulated electric utilities in the United States; and Gulf Power Company, which serves more than 470,000 customers in eight counties throughout northwest Florida. NextEra Energy also owns a competitive energy business, NextEra Energy Resources, LLC, which, together with its affiliated entities, is the world's largest generator of renewable energy from the wind and sun and a world leader in battery storage. Through its subsidiaries, NextEra Energy generates clean, emissions-free electricity from eight commercial nuclear power units in Florida, New Hampshire, Iowa and Wisconsin. A Fortune 200 company and included in the S&P 100 index, NextEra Energy has been recognized often by third parties for its efforts in sustainability, corporate responsibility, ethics and compliance, and diversity. NextEra Energy is ranked No. 1 in the electric and gas utilities industry on Fortune's 2020 list of "World's Most Admired Companies" and ranked among the top 25 on Fortune's 2018 list of companies that "Change the World." For more information about NextEra Energy companies, visit these websites:

www.NextEraEnergy.com, www.FPL.com, www.GulfPower.com,
www.NextEraEnergyResources.com.

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Kelly: G willing jockeyi

VIEWPOINTS OPINION

Why we are proposing to reduce your electric bill by 25% next month | FPL CEO Eric Silagy

By ERIC SILAGY
SPECIAL TO THE SUN SENTINEL | MAR 30, 2020 | 11:54 AM



"These are far from normal times and I believe it's incredibly important to infuse Floridians with as much money in their pockets as quickly as possible during this uncertain economic time," Florida Power & Light CEO Eric Silagy writes in an op-ed in announcing the utility plans a one-time, 25 percent bill reduction next month for its customers. (Joe Cavaretta / South Florida Sun Sentinel)

Amid the uncertainty of the developing coronavirus (COVID-19) pandemic, I want Floridians to have confidence that Florida Power & Light Company is here to continue delivering reliable and affordable energy to our great state, no matter how challenging the task.

Electricity serves as the very foundation of our communities and our way of life, and FPL takes our responsibility and our duty to serve seriously.

Reliable electricity is also at the core of the COVID-19 response, enabling our doctors and first responders to fight the virus, manufacturing facilities to stay open and produce vital supplies, food providers to feed our communities, students to learn online, and so many in the workforce to shelter at home and do their jobs remotely – all of which is essential to keeping our economy moving.

This is why we work so hard to ensure Floridians shouldn't have to think twice about flipping the light switch, plugging in their laptop or turning on the air conditioner.

As fellow Floridians, FPL is also committed to doing our part to support those most in need, just as we've done many times over the decades through countless hurricanes.

From expanding our Care to Share program and donating millions to local charities across the state, to suspending electrical disconnections, providing payment extensions and waiving late fees for customers in a hardship situation – policies that will remain in effect while Florida is under a state of emergency – FPL is committed to helping us all get through this difficult time together.

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APR 6, 2020



Column: Social distancing in the coronavirus pandemic is a real issue



Challenging times must be met with exceptional measures.



That's why we're also taking the unprecedented step of asking the Florida Public Service Commission to allow us to fast-track a significant bill decrease beginning in May. Instead of spreading these savings over the balance of this year, which is normal practice for Florida electric utilities, we're proposing to provide customers a one-time decrease in May of nearly 25% on the typical residential bill.

While our proposal is unconventional and unprecedented, these are far from normal times and I believe it's incredibly important to infuse Floridians with as much money in their pockets as quickly as possible during this uncertain economic time.

Helping our customers get through this very difficult time is a top priority, as is making sure everyone at FPL stays intensely focused on safely delivering the clean, reliable and affordable electricity expected from us, day in and day out.

As the COVID-19 situation continues to unfold and hurricane season quickly approaches, FPL will continue working to improve the energy grid. This means we'll still be out trimming trees, flying drones to assess equipment, putting power lines underground and building new, stronger and more cost-efficient facilities. And, we promise to do it in a way that protects our employees and contractors while keeping a safe distance from members of the community. All of this work is critical to keeping our system running smoothly and in helping Florida's economy recover.

Floridians are storm-tested and no strangers to crises, which is why I'm confident that we will become even stronger as we go through this crisis together.

Eric Silagy is the president and chief executive officer for Florida Power & Light Company

News Release from South Florida United Ways



FOR IMMEDIATE RELEASE:

SOUTH FLORIDA UNITED WAYS TO RECEIVE \$300,000 IN EMERGENCY ASSISTANCE FROM FLORIDA POWER & LIGHT COMPANY

The money will go to United Ways in Palm Beach, Broward and Miami-Dade counties

Fort Lauderdale, Fla. – United Way is committed to ensuring that residents in the tri-county area have access to basic everyday needs during this time of the COVID-19 pandemic. United Way is pleased to announce that Florida Power & Light Company (FPL), through the NextEra Energy Foundation, is gifting the nationwide nonprofit \$300,000 for its Palm Beach, Broward and Miami-Dade organizations. The funds are part of a more than \$2 million gift of COVID-19 emergency assistance from the NextEra Energy family of companies for partner organizations across the country and funds made available through FPL’s Care to Share program.

“We are thankful to have FPL as a community partner,” said United Way of Broward County President/CEO Kathleen Cannon. “Their generous donation to our COVID-19 Campaign will provide so many of our Broward neighbors, who are now struggling, with the support needed to make it through this time of crisis.”

United Way of Broward County will use the funds to provide critical assistance to our neighbors in need including food assistance for our elderly populations, our funded food banks and families in need as well as emergency financial assistance to those impacted by COVID-19. United Way of Miami-Dade will use the funds to address working families impacted by COVID-19 with emergency needs including rent/mortgage assistance, food, medication and utilities as well as issue micro-grants to small businesses.

“We are grateful to FPL for jumping into action and committing to helping families and small businesses in our community through the Miami Pandemic Response Fund,” said United Way of Miami-Dade President & CEO Maria C. Alonso. “Partnerships such as FPL’s are vital to our work, but especially in times such as these, they are essential to helping the most vulnerable in the tri-county area, ensuring our communities remain resilient and strong.”

FPL is also giving more than \$150,000 to additional United Way organizations and affiliated community partners across its service area. The emergency funds, provided by the NextEra Energy Foundation will be distributed to organizations working on the frontlines of the COVID-19 crisis to provide critical support to the most vulnerable members of our communities.

“As the COVID-19 pandemic continues to unfold, we are committed to assisting the most vulnerable in our communities as we all work through this unsettling and difficult time together,” said FPL President and CEO Eric Silagy. “South Floridians are no strangers to overcoming difficult crises and I’m confident that, together with partners like United Way, we will become even stronger from our current

challenges. And through it all, we remain focused on delivering the affordable, reliable power our customers have come to count on.”

For customers experiencing hardship as a result of COVID-19, FPL has resources available at www.FPL.com/Help, or we can connect customers with resources available from federal, state and local authorities. To further assist customers, FPL is also suspending disconnections, providing payment extensions and waiving certain late payment fees for customers in a hardship situation.

About United Way of Broward County

United Way of Broward County is a volunteer driven, community-based, non-profit organization servicing Broward County for 80 years. United Way of Broward County fights for the health, education and financial stability of every person in our community. United Way of Broward County is the catalyst for change and convener of partnerships that unite the hearts, minds, and resources within the Broward community. For more information, please visit www.UnitedWayBroward.org.

About United Way of Miami-Dade

Since 1924, United Way of Miami-Dade has been an innovative force in the community, successfully responding to emerging needs and transforming people’s lives. Today our work is focused on education, financial stability and health – the building blocks for a good life. We invest in quality programs, advocate for better policies, engage people in the community and generate resources. To learn more, give, advocate or volunteer, visit unitedwaymiami.org, facebook.com/UnitedWayMiami, twitter.com/UnitedWayMiami or instagram/UnitedWayMiami.

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NextEra Energy, Inc.
Media Line: 561-694-4442
April 22, 2020

FOR IMMEDIATE RELEASE

NextEra Energy family of companies reaches \$4 million in COVID-19 emergency assistance for most vulnerable communities

- *Emergency assistance continues to be distributed to partner organizations on the frontlines supporting the most vulnerable in our communities*
- *The more than \$4 million in donations from NextEra Energy companies and their employees demonstrates a long-standing commitment for supporting communities during crises*
- *NextEra Energy family of companies operates in 45 states and includes Florida Power & Light Company, FPL Home, Gulf Power Company and NextEra Energy Resources*

JUNO BEACH, Fla. – NextEra Energy, the world leader in wind and solar energy, today announced coronavirus (COVID-19) emergency assistance has surpassed \$4 million in just one month’s time.

Initially announced on March 17 and provided by the NextEra Energy Foundation and the Gulf Power Foundation, the emergency funds continue to be distributed to partner organizations working on the frontlines of the COVID-19 crisis to provide critical support to the most vulnerable members of our communities.

“Preparing for the unexpected and quickly responding to a crisis is in our DNA and at the very core of our company,” said NextEra Energy Chairman and CEO Jim Robo. “In addition to working tirelessly to deliver the 24/7 electricity that’s powering the COVID-19 response, we remain steadfastly committed to doing everything we can to support the most vulnerable in our communities when they need us most.”

“NextEra Energy has always been a tremendous partner and a company that cares deeply about the community it serves,” said United Way of Palm Beach County CEO Laurie George. “During this unprecedented time when so many of our neighbors are facing sudden, extraordinary challenges, it’s absolutely critical to have a company like NextEra Energy step up to the plate and lend a helping hand through such generous donations.”

The NextEra Energy family of companies operates in 45 states and includes Florida Power & Light Company, FPL Home, Gulf Power Company and NextEra Energy Resources. Through numerous crises, including hurricanes, major floods, tornadoes and other severe weather

events, NextEra Energy has a long-standing track record of helping communities bounce back after a crisis and return to normal.

Florida Power & Light Company, the largest electric utility in Florida, and Gulf Power Company, which serves more than 470,000 customers in northwest Florida, have suspended electric service disconnections and continue to work with customers experiencing hardship in response to COVID-19. Additionally, both companies are seeking approval from the Florida Public Service Commission to pass new fuel savings to customers through a significant one-time bill decrease in May, rather than spread savings out over the remainder of the year as is standard practice in Florida. The companies believe this approach is the fastest way to get much-needed money back in customers' pockets amid the economic uncertainty.

NextEra Energy, Inc.

NextEra Energy, Inc. (NYSE: NEE) is a leading clean energy company headquartered in Juno Beach, Florida. NextEra Energy owns two electric companies in Florida: Florida Power & Light Company, which serves more than five million customer accounts in Florida and is one of the largest rate-regulated electric utilities in the United States; and Gulf Power Company, which serves more than 470,000 customers in eight counties throughout northwest Florida. NextEra Energy also owns a competitive energy business, NextEra Energy Resources, LLC, which, together with its affiliated entities, is the world's largest generator of renewable energy from the wind and sun and a world leader in battery storage. Through its subsidiaries, NextEra Energy generates clean, emissions-free electricity from eight commercial nuclear power units in Florida, New Hampshire, Iowa and Wisconsin. A Fortune 200 company and included in the S&P 100 index, NextEra Energy has been recognized often by third parties for its efforts in sustainability, corporate responsibility, ethics and compliance, and diversity. NextEra Energy is ranked No. 1 in the electric and gas utilities industry on Fortune's 2020 list of "World's Most Admired Companies" and ranked among the top 25 on Fortune's 2018 list of companies that "Change the World." For more information about NextEra Energy companies, visit these websites: www.NextEraEnergy.com, www.FPL.com, www.GulfPower.com, www.NextEraEnergyResources.com.



Florida Power & Light Company
Media Line: 561-694-4442
April 28, 2020
@FPL_Newsroom

FOR IMMEDIATE RELEASE

Florida Public Service Commission unanimously approves FPL's plan to lower bills for the second time this year amid COVID-19 pandemic

- *Lower fuel costs are enabling FPL to issue a one-time decrease of nearly 25% for the typical residential customer bill, beginning May 1*
- *FPL will issue the savings through a one-time bill decrease in order to accelerate savings to customers amid the ongoing COVID-19 pandemic, rather than the standard practice of spreading out savings over the remainder of the year*
- *FPL previously lowered customer bills approximately 4% in January; bills remain among the lowest in Florida and the nation*

JUNO BEACH, Fla. – The Florida Public Service Commission (PSC) today unanimously approved Florida Power & Light Company's plan to significantly lower bills for the second time this year and fast-track savings to customers amid the ongoing coronavirus (COVID-19) pandemic. Due to lower fuel costs, most customers will see a one-time decrease of nearly 25% on their May bill.

In Florida, FPL and other electric providers traditionally refund any fuel savings to customers over many months. However, given the abrupt financial challenges facing many customers due to COVID-19, FPL will instead give customers the total annual savings in a single month's bill. For FPL's Budget Billing customers, the savings from this reduction will be averaged out on the customers' actual bills for the next 12 months. Business customers will also see a significant one-time decrease in May, that will vary by rate class.

The PSC approved FPL's plan during a special agenda conference in order to expedite customer savings.

"In quickly coming together to thoroughly review and approve this plan, our regulators, once again, demonstrated their continued commitment to watching out for customers' best interests by returning savings to them as quickly as possible," said FPL President and CEO Eric Silagy. "Traditionally, these types of savings are spread out over the balance of the year. However, challenging times call for exceptional measures. I believe this one-time bill decrease is the most effective way to infuse customers with much-needed money as we all navigate through this difficult and unsettling time together."

FPL's Typical 1,000-kWh Residential Customer Bill		
December 2019	Current	May 2020 <i>with one-time decrease</i>
\$99.90	\$96.04	\$73.36*
<p>Before this decrease, FPL's typical bill was about 30% lower than the U.S. average, according to the latest available data. **</p> <p><i>* FPL May bills also include a Solar Base Rate Adjustment, reflecting four new solar power plants entering service and generating clean, emissions-free energy for customers</i></p> <p><i>**U.S. average (\$141.56) is based on Summer 2019 bills from 175 utilities, published by the Edison Electric Institute</i></p>		

FPL's typical monthly residential customer bill is already among the lowest in the state and nation and decreased nearly 4% in January, primarily due to lower fuel costs as a result of low natural gas prices. FPL has also invested in new, ultra-efficient natural gas power plants, large-scale solar energy facilities and a variety of cutting-edge technologies – all of which helped FPL reduce the amount of fuel it needs to provide electricity. Just like driving a new car instead of one built in the 1970s, FPL's smart investments in modern technology have helped the company reduce operating and fuel expenses, which is why FPL is now the most cost-efficient electric utility in the United States and one of the nation's most fuel-efficient and cleanest energy providers.

In addition, FPL's free tools like the mobile app, personalized energy dashboard and Energy Analyzer are available to help customers manage their energy usage as hot weather and more people at home drive up bills.

Florida Power & Light Company

Florida Power & Light Company is the largest energy company in the United States as measured by retail electricity produced and sold, serving more than 5 million customer accounts or an estimated 10 million+ people across the state of Florida. FPL's typical 1,000-kWh residential customer bill is approximately 30% lower than the latest national average and among the lowest in the U.S. FPL's service reliability is better than 99.98%, and its highly fuel-efficient power plant fleet is one of the cleanest among all electric companies nationwide. The company was recognized in 2019 as one of the most trusted U.S. electric utilities by Escalent for the sixth consecutive year. A leading Florida employer with approximately 8,900 employees, FPL is a subsidiary of Juno Beach, Florida-based NextEra Energy, Inc. (NYSE: NEE), a clean energy company widely recognized for its efforts in sustainability, ethics and diversity, and has been ranked No. 1 in the electric and gas utilities industry in Fortune's 2020 list of "World's Most Admired Companies." NextEra Energy is also the parent company of Gulf Power Company, which serves more than 470,000 customers in eight counties throughout northwest Florida, and NextEra Energy Resources, LLC, which, together with its affiliated entities, is the world's largest generator of renewable energy from the wind and sun and a world leader in battery storage. For more information about NextEra Energy companies, visit these websites:

www.NextEraEnergy.com, www.FPL.com, www.GulfPower.com, www.NextEraEnergyResources.com.

SunSentinel OPINION

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LETTERS TO THE EDITOR

Keeping a light on

Leading Florida Power and Light Company's Customer Service team, I know firsthand how deeply our employees care about the customers we serve. Their extraordinary compassion continues to be on full display during this coronavirus (COVID-19) pandemic.

As we continue to suspend disconnections for nonpayment, FPL employees are working closely with customers to arrange payment plans and waive late fees to help manage their outstanding balance. And, we're connecting customers with financial assistance, which has increased significantly due to the pandemic.

However, many of our customers have not contacted us for assistance. Please know, if you are struggling to pay your FPL bill, we are here to discuss how we can help. We have a long history of working with our customers. All it takes is a phone call.

While we never want to turn the lights off for nonpayment — especially during these difficult times — we remain mindful that unpaid electric bills are ultimately paid for by all FPL customers.

We will continue to assess our COVID-19 policies to ensure we're supporting customers experiencing hardship while also balancing the needs of all of our more than 5 million customers.

If you need help, please call us directly at 800-226-3545.

Christopher Chapel, Florida
Power & Light Company's Vice
President of Customer Service



FOR IMMEDIATE RELEASE:

SOUTH FLORIDA UNITED WAYS TEAM WITH 211 TO URGE FLORIDIANS TO TAKE ACTION AND SECURE FINANCIAL ASSISTANCE TO HELP PAY ELECTRIC BILLS

Tens of millions of dollars remain available to customers due to an increase in funding

Fort Lauderdale, Fla. (August 27, 2020) – United Way and the 211 community helpline are committed to ensuring that South Florida residents have access to basic everyday needs during the coronavirus (COVID-19) pandemic. Both organizations continue to work to ensure the most vulnerable in the community have the support they need.

A critical aspect to the community is reliable electricity, particularly as more people work from home and many students begin the school year virtually. Florida Power & Light Company, which provides electricity to most South Florida residents, has suspended disconnections for nonpayment, offered payment extensions and waived late fees since mid-March.

The company is also referring customers to agencies, like the 211 community helpline, to help secure financial assistance, which has increased significantly as a result of the pandemic. In Florida, federal funding for the Low Income Home Energy Assistance Program (LIHEAP) has increased 60% due to COVID-19 and approximately \$30 million remains available for FPL customers.

“It’s so important for customers to take action now and not wait until the last minute to get the financial help they need,” said Kathleen Cannon, president and CEO of the United Way of Broward County. “While there is significant funding available to help pay electric bills, securing financial assistance is a process that typically doesn’t happen overnight. So, we’re urging Floridians to take the time to contact the 211 helpline and ensure they get the help they need as quickly as possible.”

“The need for assistance permeates throughout our community year-round and it’s only been amplified by the pandemic,” said Candi Spitz, development director for 211 Palm Beach/Treasure Coast. “We’re urging residents experiencing hardship and who are behind on their bills to contact us at 211 as soon as possible so we can help connect them with assistance.”

Because of COVID-19, qualification standards have been modified which means more residents are eligible for help. After a customer applies through an assistance agency for financial help, the agency typically works directly with FPL to send payment.

About 211

211 is a confidential, community helpline and crisis hotline service providing immediate guidance and support for individuals and families who find themselves without answers to problems they may face on a daily basis. 211 is a private nonprofit 501(c)3 agency whose mission is to connect people

to services 24 hours a day by understanding their individual emotional, financial, and community needs. For more information, please visit www.211palmbeach.org.

About United Way of Broward County

United Way of Broward County is a volunteer driven, community-based, non-profit organization servicing Broward County. United Way of Broward County fights for the health, education and financial stability of every person in the community. For more information, please visit www.UnitedWayBroward.org.

About United Way of Miami-Dade

United Way of Miami-Dade is an innovative force in the community, successfully responding to emerging needs and transforming people's lives. We invest in quality programs, advocate for better policies, engage people in the community and generate resources. For more information, please visit unitedwaymiami.org.

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Florida Power & Light Company
Media Line: 561-694-4442
@FPL_Newsroom
September 11, 2020

FOR IMMEDIATE RELEASE

FPL to offer direct relief to customers including those significantly behind on bills due to COVID-19

- *FPL is planning to accelerate deposit refunds to eligible residential and small business customers who have paid their bill in full and on time for the last 12 months*
- *Direct relief to be available for most adversely impacted residential and small business customers*
- *FPL continues unprecedented customer outreach to generate awareness of available assistance, including tens of millions of dollars in federal funding for Floridians needing help with utility bills*
- *FPL is continuing to offer payment extensions, waive late, reconnection and collection fees, and help connect customers with financial assistance*

JUNO BEACH, Fla. – Florida Power & Light Company today announced it plans to begin offering direct relief to customers significantly behind on their FPL bills due to the coronavirus (COVID-19) pandemic and to those customers who have diligently paid their bills but still have a deposit with the company.

Residential and small business customers may be eligible for a bill credit of up to \$200 based on the status of their account and how long the account has been past due. To receive the direct relief, eligible customers will need to pay their total outstanding balance, net of the bill credit. For example, an eligible customer who has a total outstanding balance of \$600 would need to pay \$400 to qualify for the maximum one-time credit of \$200. FPL will communicate directly with eligible customers to explain the steps required to obtain the bill relief.

“We’re all in this together and FPL remains committed to doing everything we can to support customers experiencing hardship as a result of COVID-19,” said FPL President and CEO Eric Silagy. “The Florida Public Service Commission has been very supportive of our efforts to provide assistance to customers during this difficult time. Accelerating the return of deposit money to customers who have been able to pay their bills and offering direct relief to customers significantly behind on their bills is another example of FPL’s continued commitment to finding ways to help support customers experiencing hardship and ensuring we’re meeting the needs of all of our more than 5.1 million customers.”

In addition to direct bill relief, significant federal funding remains available to help customers pay utility bills. Federal funding for Florida's Low Income Home Energy Assistance Program (LIHEAP) has increased nearly 60% due to the pandemic. FPL estimates more than \$30 million in LIHEAP funding is still available to its customers. Customers can also apply for available CARES Act money that's been distributed to communities across the state. Additionally, FPL's Care to Share Program, which provides bill payment assistance to customers, has been expanded due to the pandemic to support customers. FPL is working to enhance the program, offering customers who pay electronically opportunities to contribute set monthly amounts, one-time donations or the option to round up their bill to the nearest dollar as a voluntary contribution.

Returning deposits early for residential customers requires approval from the Florida Public Service Commission (PSC). Accordingly, FPL has filed for permission to do so and has requested an expedited ruling for this request. FPL is also planning to accelerate deposit refunds for eligible small business customers, depending on rate class.

"Some customers struggling during these challenging times have continued to fulfill their personal responsibility for their FPL bill," Silagy said. "Given these unique circumstances, we believe returning deposits now is the right thing to do, a good way to get more money back in their pockets faster and a great benefit to Florida's economy."

Refining COVID-19 policies

In mid-March, FPL immediately began offering payment extensions and waiving late fees for customers experiencing hardship due to the pandemic, policies that remain in effect. During that time, the company also suspended disconnections for nonpayment and has continued doing so for nearly six months. Through a measured approach, FPL will resume issuing final notices this month beginning with customer accounts that have been past due since before COVID-19 became widespread in March; however, FPL is temporarily extending the time for a customer to arrange payment for past-due balances by an additional week following the issuance of a final notice. For customer accounts that receive a final notice but do not pay their past-due balance or contact FPL to make payment arrangements, disconnections are planned to begin in October.

"Disconnection is always a last resort. We are working to find every possible way to help our customers avoid disconnection for nonpayment. There is funding available from numerous sources, and our customer care team is helping walk customers through the process of accessing this funding," said FPL Vice President of Customer Service Christopher Chapel. "The vast majority of customers behind on their bill have not contacted us for help, despite our widespread outreach efforts. Our message to customers in need is simple: 'Call us. We're here to help'."

Customers can learn about available resources at [FPL.com/Help](https://www.fpl.com/Help) and they can call FPL directly and toll-free at 800-226-3545.

FPL's COVID-19 response

FPL has had a pandemic plan in place for many years and regularly trains and drills for unplanned events and crises. The company understands the critical role electricity plays in the economy and daily lives of Floridians, and regardless of the circumstances FPL remains steadfastly committed to continuously delivering the reliable and affordable electricity that everyone relies on.

FPL gained unanimous approval from the PSC to fast-track annual fuel savings to customers on their May bills, resulting in a one-time bill decrease of approximately 25% for the typical 1,000-kWh monthly residential customer bill. Additionally, FPL, its fellow NextEra Energy companies and employees have so far committed nearly \$5 million in COVID-19 emergency assistance funds that are being distributed directly to those in need and to partner organizations working on the frontlines of the crisis to provide critical support to the most vulnerable members of the community.

Florida Power & Light Company

Florida Power & Light Company is the largest energy company in the United States as measured by retail electricity produced and sold, serving more than 5.1 million customer accounts or an estimated 10 million+ people across the state of Florida. FPL's typical 1,000-kWh residential customer bill is approximately 30% lower than the latest national average and among the lowest in the U.S. FPL's service reliability is better than 99.98%, and its highly fuel-efficient power plant fleet is one of the cleanest among all electric companies nationwide. The company was recognized in 2019 as one of the most trusted U.S. electric utilities by Escalent for the sixth consecutive year. A leading Florida employer with approximately 8,900 employees, FPL is a subsidiary of Juno Beach, Florida-based NextEra Energy, Inc. (NYSE: NEE), a clean energy company widely recognized for its efforts in sustainability, ethics and diversity, and has been ranked No. 1 in the electric and gas utilities industry in Fortune's 2020 list of "World's Most Admired Companies." NextEra Energy is also the parent company of Gulf Power Company, which serves more than 470,000 customers in eight counties throughout northwest Florida, and NextEra Energy Resources, LLC, which, together with its affiliated entities, is the world's largest generator of renewable energy from the wind and sun and a world leader in battery storage. For more information about NextEra Energy companies, visit these websites:

www.NextEraEnergy.com, www.FPL.com, www.GulfPower.com,
www.NextEraEnergyResources.com.

FPL's Community Engagement Communications

Email to Community Leaders 07-15-2020

Good morning,

I'm writing to provide an update regarding FPL's response to the coronavirus (COVID-19) pandemic. While the wide majority of our customers are able to pay their bills, we do have customers struggling as a result of COVID-19. We remain committed to helping those customers still experiencing hardship.

As you may know, we have a long history of working with our customers and connecting them with referral services, such as 211, to find financial assistance. As a result of COVID-19, funding to programs, such as the Low-Income Home Energy Assistance Program (LIHEAP), has increased significantly. Consider:

- In Florida, LIHEAP funding has increased nearly 60% due to COVID-19.
- In FPL's service area alone, we estimate that approximately 75% of LIHEAP funding – or \$30 million – remains available to customers.
- Additionally, qualifications for programs, like LIHEAP, have been modified, meaning more customers are eligible.

Unfortunately, the majority of our customers past-due on their bill have not reached out to FPL for help, despite our outreach. Since the beginning of the pandemic, our Customer Service team alone has initiated more than 2.1 million phone calls, emails and other communications. **We'd greatly appreciate your help in getting the word out about the assistance that's available by sharing our posts on [Facebook](#) and [Twitter](#).**

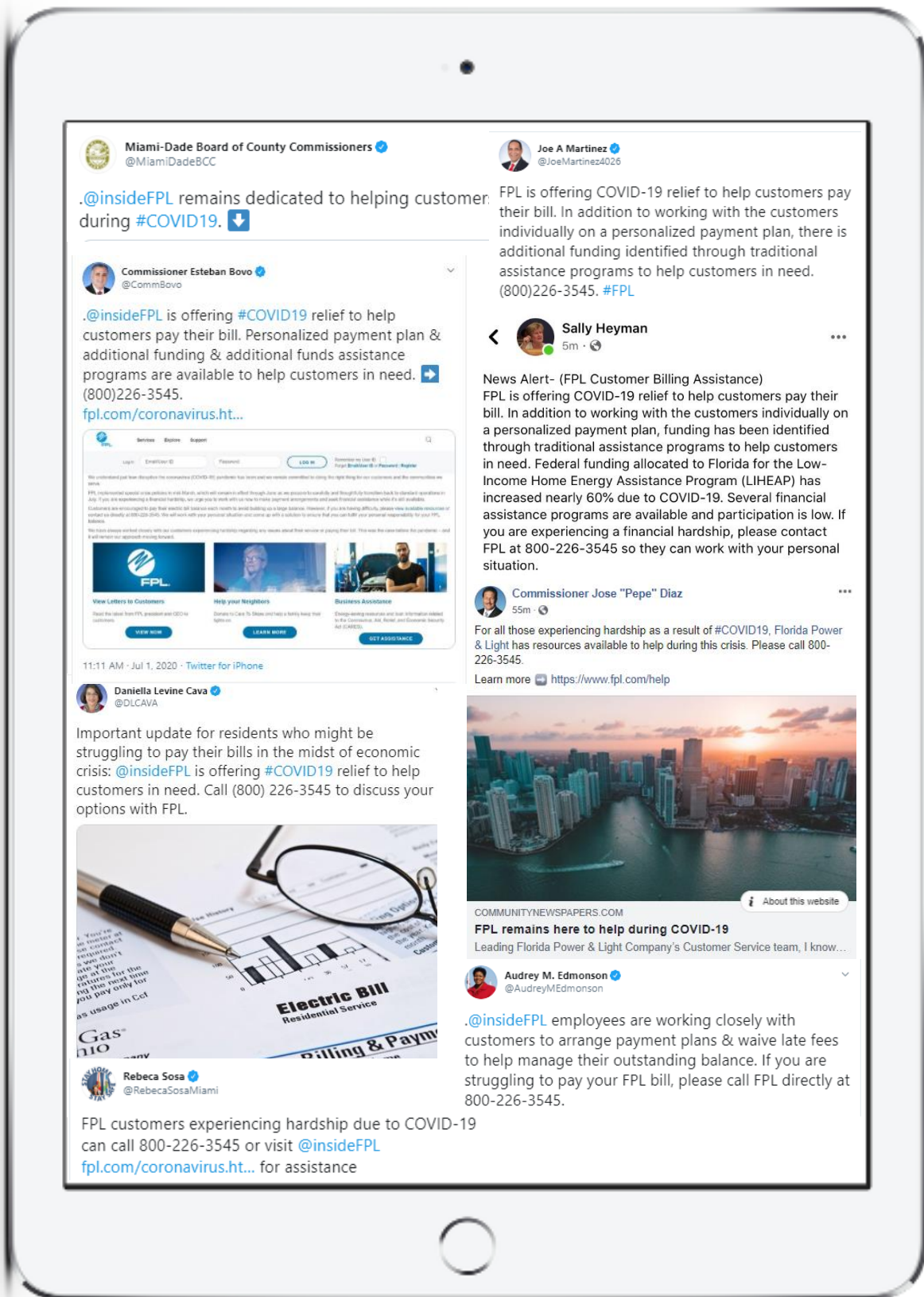
As we have since mid-March, we're continuing to suspend disconnections for nonpayment while helping connect customers with financial assistance. And, where there is hardship, we're continuing to waive late fees and offer customers additional payment extensions to help them manage past-due FPL balances.

While we never want to turn the lights off for nonpayment – especially during these difficult times – we remain mindful that unpaid electric bills are ultimately paid for by all FPL customers. We will continue to assess our COVID-19 policies to ensure we're supporting customers experiencing hardship while also balancing the needs of all of our more than 5 million customers. We urge customers struggling to pay their bill to take action now and call us directly, toll-free, at 800-226-3545, to discuss their situation, as they remain responsible for their outstanding FPL balance.

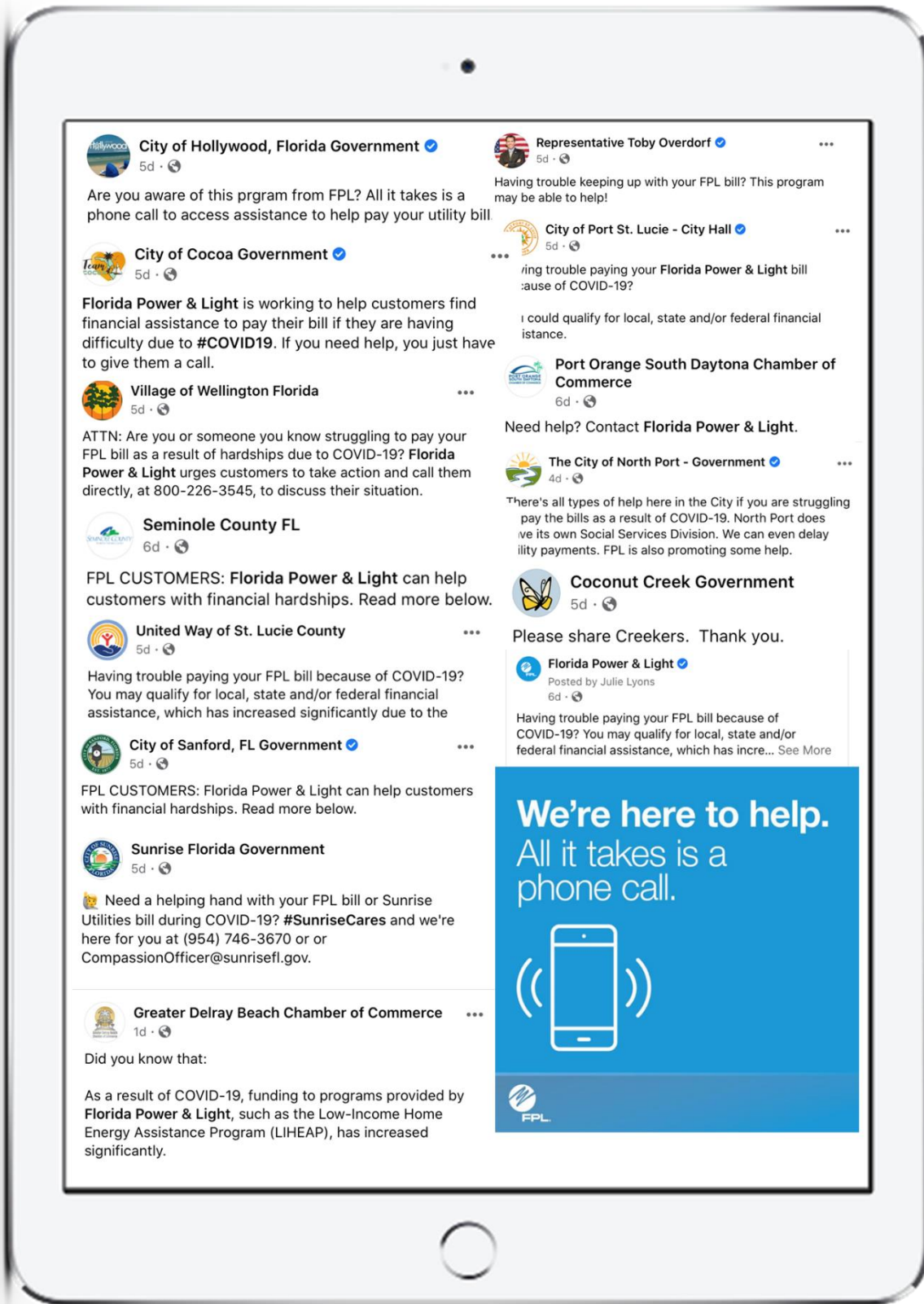
As always, please don't hesitate to contact me directly if you have any questions or concerns.

Sincerely,
FPL External Affairs

Samples of Social Media Posts from Community Leaders



Samples of Social Media Posts from Community Leaders



Samples of Social Media Posts from Community Leaders



FPL's Social Media



Florida Power & Light ✓



Posted by Julie Lyons

Jul 15 · 🌐

Having trouble paying your FPL bill because of COVID-19? You may qualify for local, state and/or federal financial assistance, which has increased significantly due to the pandemic. And, we're here to help. All it takes is a phone call. We will continue working closely with you to do everything we can to avoid turning lights off for nonpayment, which is and has always been a last resort. Call us directly at 800-226-3545.

We're here to help.

All it takes is a phone call.





Florida Power & Light ✓



Posted by Sprinklr

Mar 23 · 🌐

We're in uncertain times, but what's certain is that we won't stop providing the affordable and reliable power that keeps our communities going. From hospitals to essential businesses to those at home, we're here for you and we're here for our communities.

Read letter from FPL president and CEO to customers:
<https://www.fpl.com/coronavirus.html>



COVID-19 Update



Florida Power & Light ✓



Posted by Julie Lyons

Mar 17 · 🌐

We've been through many crises together and we're committed to being there for you through this unsettling and difficult time.



NextEra Energy ✓

Mar 17 · 🌐

NextEra Energy's family of companies has committed \$1.5 million to partner organizations work... [See More](#)



**Being there for
our communities
when we're
needed the most.**

COVID-19 UPDATE



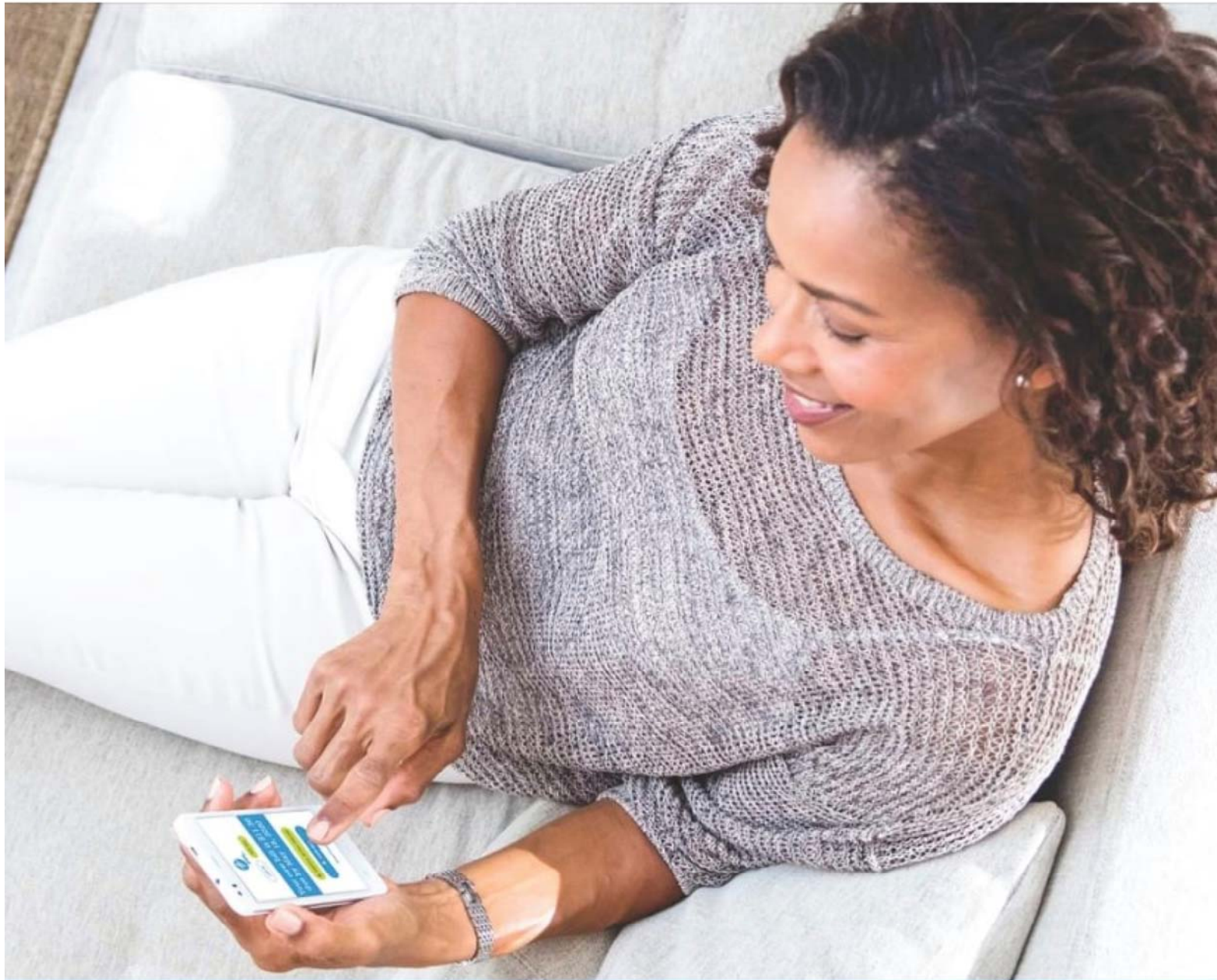
Florida Power & Light ✓



Posted by Sprinklr

Apr 30 · 🌐

Your bill issued during the month of May will include a one-time decrease of nearly 25%. It was just approved as part of our plan to fast-track new fuel savi... [See More](#)



One-time credit on bills issued in May



Florida Power & Light ✓



Posted by Sprinklr

Apr 23 · 🌐

As the days get hotter, your A/C runs longer and uses more energy to keep you cool. You may be tempted to lower your thermostat, but each degree you r... See More

Set it and forget it.



Stay-at-home tips