



September 30, 2020

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

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

Dear Mr. Teitzman:

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

Sincerely,

S/Richard Hume

Richard Hume
Regulatory Issues Manager

md

Attachments

cc: Gulf Power Company
Russell Badders, Esq., VP & Associate General Counsel
Florida Public Service Commission
Shaw Stiller, Office of General Counsel

Customer Impact Data Related to COVID-19

Utility: [Gulf Power 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 Accounts ¹ | | |
|---|-----------------|------------------|
| Number of Accounts 60 -89 days past due | Reporting Month | Prior Year Month |
| Residential | 10,406 | n/a |
| Commercial / Industrial | 839 | n/a |
| Number of Accounts 90+ days past due | Reporting Month | Prior Year Month |
| Residential | 16,657 | n/a |
| Commercial / Industrial | 1,800 | n/a |

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). Prior year data is not comparable to current data due to new billing system implementation in February 2020.

| Amount in Arrears ² | | |
|--------------------------------|-----------------|------------------|
| Amount 60 -89 days past due | Reporting Month | Prior Year Month |
| Residential | \$ 3,883,596 | n/a |
| Commercial / Industrial | \$ 578,070 | n/a |
| Amount 90+ days past due | Reporting Month | Prior Year Month |
| Residential | \$ 2,780,284 | n/a |
| Commercial / Industrial | \$ 399,329 | n/a |

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). Prior year data is not comparable to current data due to new billing system implementation in February 2020.

| Payment Arrangements | | |
|---|-----------------|--|
| Number of New Payment Arrangements ³ | Reporting Month | March 2020 through Current (cumulative) |
| Residential | 10,938 | 42,929 |
| Commercial / Industrial | 143 | 757 |
| Average Duration of New Payment Arrangement ⁴ | Reporting Month | ----- |
| Residential | 19 | --- |
| Commercial / Industrial | 25 | --- |
| Percent of Customers Under a Payment Arrangement ⁵ | Reporting Month | ----- |
| Residential ⁶ | 1.88% | --- |
| Commercial / Industrial ⁷ | 0.20% | --- |

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 Debt ⁸ | | |
|-----------------------------------|-----------------|--|
| Incremental Bad Debt | Reporting Month | March 2020 through Current (cumulative) |
| Incremental Bad Debt ⁹ | \$ 2,342,655 | \$ 9,486,985 |

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 Fees ¹⁰ | | |
|------------------------------|-----------------|------------------|
| Number of Assessed Late Fees | Reporting Month | Prior Year Month |
| Residential | n/a | n/a |
| Commercial / Industrial | n/a | n/a |

¹⁰ Gulf Power does not assess late fees.

| 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 | 12 |
| Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.) ¹² | 86,012 | 438,896 |

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. |
| From March - August 2020: (1) Suspended all final notices and disconnects for non-payment starting in mid-March (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 (3) Increased proactive customer outreach efforts No policy changes thus far in September. |
| <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. |

Gulf Power Company (Gulf)

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

Samples of Current Communication/Media Notices

Gulf's Customer Communications

Gulf Power Company

March 17, 2020 at 11:50:34 AM CDT

To: <sarah.gatewood@nexteraenergy.com>

Reply-To: GulfPower Company

Responding to the coronavirus threat



Preparing for and monitoring the coronavirus

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We are ready

As the coronavirus (COVID-19) situation unfolds, I want to share three simple words with you: **We are ready.** We urge you to be ready, too.

Our company has a strong track record of preparing for many kinds of emergencies, including a pandemic. We are taking the spread of this virus seriously and we urge our customers to do the same.

Gulf Power prepares year-round for the unexpected to ensure we can continue to deliver the clean, affordable and reliable energy our customers expect. We have detailed pandemic plans in action and there is no higher priority for us than the health, safety and physical well-being of our employees and customers.

The investments we've made in our energy grid have helped us increase the automation of our system, preventing thousands of power outages and providing superior reliability for our customers. We will continue to use technology and our smart grid capabilities to serve you with reliable power and self-service options throughout this situation.

Here are a few things I'd like you to know:

- **We are monitoring COVID-19 closely:** As part of our standard preparedness protocol, we have been closely assessing the impact of COVID-19 and urging our employees to follow recommendations from the Centers for Disease Control and Prevention and the World Health Organization for protecting themselves and others from this virus.
- **We are implementing our plan:** Just as we do with our hurricane plan, we have implemented our pandemic plan and are following our well-established procedures for ensuring continuity of service. This includes limiting access to our control centers to essential personnel only and putting various processes and procedures in place that are designed to limit the spread of the virus.
- **Download our new free mobile app to stay connected:** If you haven't already, make sure you've downloaded our new Gulf Power mobile app. Available for free on iPhone and Android phones, the Gulf Power mobile app is the most convenient way to manage your energy bill or to report an outage.
- **Be aware of scammers:** Scammers continue to target Gulf Power customers, threatening disconnection of service and asking for immediate payment over the phone. [Protect yourself by learning how to spot a scam.](#)
- **We're here to help:** We know this is a difficult and unsettling time. We have a long history of working with our customers during difficult times and we will continue to do so. For customers experiencing hardship as a result of COVID-19, we have resources from Gulf Power available to help, and to the extent they are available, we'll continue to connect customers with resources from federal, state and local authorities. A good place to learn more is www.GulfPower.com/Help. To further assist our customers, we also are suspending disconnections at least through the end of March.

As with any quickly evolving situation, stay safe, stay informed, stay vigilant and be prepared. Please make sure you're following the advice given by the [Centers for Disease Control](#) for stopping the spread of germs and viruses.

Our thoughts are with those in the U.S. and throughout the world who have been affected. You have my commitment that we're ready for whatever COVID-19 brings our way and we will continue to work hard every day to deliver you affordable, reliable power you can count on.

Sincerely,
Marlene Santos
President, Gulf Power Company

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Gulf Power Company

March 26, 2020 at 4:04:17 PM CDT
To: <sarah.gatewood@nexteraenergy.com>
Reply-To: GulfPower Company
You can count on us



A message from Gulf Power President Marlene Santos

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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:

- **Gulf Power is here for you and our communities** in this time of need, and;
- **Gulf Power will continue delivering reliable** power you can count on.

Gulf Power is here for you

We know this a difficult and unsettling time and as neighbors, friends and family across Northwest Florida, we are in this together. The Gulf Power team is here to support our customers most in need during these challenging times.

- Flexible policies

To assist our customers, we have implemented the same policies that we do during major crisis events, including suspending electrical disconnections and providing payment extensions for customers in a hardship situation. These policies will remain in effect while Florida is under a state of emergency. If you are experiencing hardship as a result of COVID-19, Gulf Power has resources available at GulfPower.com/Help.

- Support to our communities

The Gulf Power Foundation is giving **\$500,000 to United Way organizations** across Northwest Florida. The funds will be used to address increased demand for services as a result of the COVID-19 outbreak. We are committed to working with the United Way to assist those most vulnerable and hope that other companies will join us in this effort.

- More to come

We're working now with other local organizations to help our customers impacted by this crisis in other ways and will keep you updated on these efforts.

Gulf Power will continue to deliver reliable power

- Reliable power you can count on

Importantly, I want you to have confidence that the Gulf Power team will continue delivering reliable power that you can count on day in, day out. We take very seriously our duty to provide the critical infrastructure and electricity that powers our state's hospitals, health care facilities, emergency response centers and, of course, your homes and businesses.

- Keeping customers and employees safe

Along with our investments in smart grid technology, 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. In order to do this, you may continue to see Gulf Power team members working in your communities, performing work such as tree trimming and executing on hardening or other construction projects. You can support their efforts by practicing appropriate social distancing and know that they will extend the same courtesy to you and your family.

Northwest Floridians are no strangers to difficult times as we have weathered many storms together. I'm confident that once again, working together, we will emerge from this challenging time even stronger. Through it all, your Gulf Power team will stay focused on delivering you the reliable power that you have come to count on.

Sincerely,
Marlene Santos
President, Gulf Power

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We are here for you

The Gulf Power team is working quickly to find more ways to help our customers through this coronavirus (COVID-19) crisis. Our goal is to support our customers — families and businesses — in ways that you need it most.

Gulf Power's latest efforts to support Northwest Florida

- **Providing bill relief to customers**

This week we announced our plan to significantly lower bills for customers amid the ongoing COVID-19 pandemic. Subject to Florida Public Service Commission approval, beginning May 1, Gulf Power plans to issue a **one-time decrease** of approximately 40% for the typical May residential customer bill as a result of lower fuel costs. Our business customers will also see a significant one-time decrease in May, depending on usage and rate class.

- **Helping local small businesses across Northwest Florida**

Made possible by an initial grant of \$250,000 from Gulf Power through our economic development fund, the Florida Small Business Development Center (SBDC) at the University of West Florida is launching the Northwest Florida **Small Business COVID-19 Recovery Grant Program**. The grant will provide up to \$5,000 to help offset losses that small businesses across our communities may be experiencing as a result of the ongoing COVID-19 pandemic.

- **Supporting those who need it most**

This week, the Gulf Power Foundation gave **\$500,000 to United Way** organizations across Northwest Florida. The funds will be used to address increased demand for services as a result of the COVID-19 pandemic. We are committed to working with the United Way so they can continue to assist those most vulnerable during this time.

- **Project SHARE program offers way to help others**

For those who want to help others who may need assistance with their energy bill, we encourage you to **make a donation** to our Project SHARE program. All contributions are distributed to local offices of The Salvation Army, and customers in need apply for Project SHARE assistance at The Salvation Army office in their county.

We are grateful to be able to help our customers and our Northwest Florida communities in these ways. As a reminder, we will also continue to suspend disconnections and assist with extended payment arrangements for as long as Florida remains under a state of emergency. If you need additional assistance, please [visit our website](#) for more information.

Again, please know that we are with you during this crisis and we will never stop delivering the reliable service that you count on, each and every day. Our team is dedicated to continuing to find innovative ways to support this community as we move through these uncertain and unprecedented times together.

Sincerely,
Marlene Santos
President, Gulf Power

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Gulf Power Company

April 28, 2020 at 11:30:21 AM CDT

To: <sarah.gatewood@nexteraenergy.com>

Reply-To: GulfPower Company

Bill credit coming in May



A message from Gulf Power President Marlene Santos

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We're committed to assisting you

Today, the Florida Public Service Commission approved our plan to issue a significant bill reduction next month. Beginning May 1, Gulf Power will provide a one-time decrease of approximately 40% for the typical residential customer bill* as a result of lower fuel costs. Our business customers will also see a substantial one-time decrease in May of approximately 40-55%, depending on usage and rate class.

As I mentioned in my email earlier this month, we're focused on identifying resources that can help you during this challenging time while continuing to provide you with the safe, reliable service that you count on, each and every day.

We've created new tools to help save energy and money

We recently added new tools within your Gulf Power online account so you now have access to your monthly projected bill amount and a breakdown of your daily energy usage. I encourage you to get the Gulf Power mobile app on your [Apple](#) or [Android](#) device so you can easily take control of your energy usage. We've also pulled together additional [energy-saving tips](#) that can be implemented with no additional cost or equipment. And as always, our free online [Energy Checkup tool](#) will provide you with a customized report based on your home's actual energy use.

We're finding ways to help you pay your bill

We know that this is a difficult time for many across Northwest Florida, and we are committed to supporting you. Customers are encouraged to pay their electric bill balance each month to avoid building up a large balance. We will work with you to come up with a solution to ensure that you can fulfill your personal responsibility for your Gulf Power balance.

If you're having difficulty paying your monthly bill, view available community agency resources online at [GulfPower.com/help](#). Many community agencies traditionally require a disconnect notice to provide assistance; however, because we have suspended disconnections while Florida is under a state of emergency, in most cases you can just show your past due bill.

We continue to support our communities

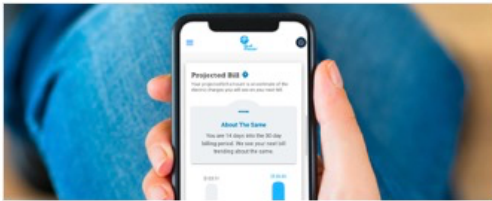
Community support organizations continue to see an increase in demand for services as a result of the COVID-19 pandemic. As I mentioned earlier this month, the Gulf Power Foundation gave \$500,000 to United Way organizations across Northwest Florida to assist those most vulnerable during this time, which is helping to support food, housing and other needs throughout our region. In addition, we made a \$10,000 donation to Feeding the Gulf Coast and are launching an employee donation campaign to provide food for our neighbors in need.

Our commitment to reliable, safe service continues

While many things are different in our lives right now, please know that our commitment to providing you with safe, reliable service will never change. Our team continues to work around the clock, during good weather and bad, so that our hospitals, grocery stores and other businesses have the power that they need to support our communities, and you have the power that you need to support your family at home. Together, we will emerge from these extraordinary times even stronger.

Sincerely,

Marlene Santos
President, Gulf Power



Take control of your energy use

View your account online to take advantage of new features to help you manage your energy usage, including your projected bill amount and a daily breakdown of your energy usage.

[VIEW ACCOUNT »](#)



Helping neighbors in need

If you want to help others who need assistance with their energy bill, make a donation to Project SHARE. This program is administered by The Salvation Army and funded by customers like you.

[DONATE TODAY »](#)

*For Budget Billing customers, the monthly Budget Billing amount is based on the average of actual bills over the last 12 months, which evens out energy bills. Customers will receive the one-time fuel credit through their Budget Billing calculation over the next 12 months. Fixed Rate customers enjoy the assurance that no matter how their energy needs have changed as they stay home more, their energy bill will stay the same throughout their annual agreement.

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Gulf Power Company

May 27, 2020 at 9:00:09 AM CDT

To: <sarah.gatewood@nexteraenergy.com>

Reply-To: Gulf Power Company

COVID-19: Get help & get storm ready



Updates from Gulf Power President Marlene Santos

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We're ready for storm season, and urge you to be ready too

While next week marks the start of the Atlantic hurricane season, we've already had our first named storm of the year and experts are predicting a more active hurricane season than normal, so we urge you to prepare now.

This hurricane season brings another new challenge – preparing for severe storms during a global pandemic. The coronavirus (COVID-19) pandemic has required Gulf Power to think differently about how we will prepare and restore power in the event of a major storm. We will take a number of precautionary measures to ensure our employees and customers stay safe during the restoration process, including incorporating social distancing wherever possible, using appropriate personal protective equipment, temperature screening of all restoration workers and frequently sanitizing hands and vehicles. The bottom line is that we take very seriously our responsibility and our duty to serve customers throughout any crisis that may come our way. Gulf Power has a plan for storm season and we are doing everything we can to make sure we're in the best possible position to restore service safely and as quickly as possible following a storm.

Because of the new circumstances we're facing as a community, it is more important than ever to review your storm plans for your family, home or business. Your hurricane plans from past years may need adjustments that you've never had to consider before the COVID-19 pandemic, and now is the time to think through the changes to ensure you're prepared. And while we certainly hope it won't happen, we ask that you prepare for the possibility of being out of power for an extended period of time should a storm affect us this season during these extraordinary circumstances. Visit our [Storm Ready Center](#) for more information on preparing for storm season, and download our Mobile App on your [Apple](#) or [Android](#) device to manage your account from anywhere and stay connected with us during a storm.

We understand that preparing for severe storms adds yet another layer of complexity to our lives when we are already facing difficult times. As neighbors and fellow Northwest Floridians, we're in this together, and Gulf Power continues to look for ways to help our customers and our communities.

Continuing to support our customers

We understand just how disruptive the COVID-19 pandemic has been and we remain committed to doing the right thing for our customers and the communities we serve. We are continuing our crisis policies and suspending electrical disconnections through the end of June. As we 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.

Customers are encouraged to pay their electric bill balance each month to avoid building up a large balance. However, if you are having trouble paying your bill, please call us now to make payment extension plans, if needed, and seek financial assistance while it's available. Visit [GulfPower.com/help](#) for more information on available resources.

Helping neighbors in need

You may have a friend, neighbor or family member facing financial hardship at this difficult time that you would like to help. Now, you have the opportunity to assist by paying their electric bill. Simply fill out [this form](#), enclose a check and send by mail to pay all or part of someone's bill. You can request whether or not to remain anonymous to the person you have helped.

You can also [contribute](#) to Gulf Power's Project SHARE program, which provides emergency bill payment assistance to eligible individuals and families who are experiencing temporary financial difficulties. Donations are made through your monthly electric bills, and Project SHARE is administered by The Salvation Army to assist customers across Northwest Florida. Gulf Power recently contributed \$100,000 to Project SHARE to support our customers facing financial hardship, and we have asked our employees to consider contributing as well.

Assisting local small businesses

Gulf Power is sponsoring a \$300,000 grant through our economic development fund for another round of small business grants through the Small Business Development Center (SBDC) at the University of West Florida. This grant process will launch in early June and provide grants of \$5,000 for small businesses that have 10-29 employees.

We realize that these are difficult and unsettling times and we are committed to doing our part to help you navigate the uncertainty while delivering the clean, reliable energy you depend on. Gulf Power will continue to look for opportunities to support our customers and communities and we are prepared for any crisis or storm that comes our way.

Sincerely,

Marlene Santos
President, Gulf Power

Prepare now for hurricane season

We're prepared for storm season and urge you to prepare as well. Visit our Storm Ready Center for preparation and safety tips to keep your family safe and secure.

[LEARN MORE »](#)



Access your account anytime, anywhere

Through the Gulf Power Mobile App, you have instant access to your account anytime, anywhere. It's also a great way to stay connected with us during a storm.



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Gulf Power Company

June 25, 2020 at 12:00:08 PM CDT

To: <sarah.gatewood@nexteraenergy.com>

Reply-To: Gulf Power Company

COVID-19: We're here to support you



A message from Gulf Power President Marlene Santos

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Please contact us now if you need assistance

From times of severe weather to the current pandemic, Gulf Power is here to help. We're committed to doing the right thing for our customers and the communities we serve. We understand just how challenging the COVID-19 pandemic has been for many in our communities. That's why we immediately implemented our crisis policies and suspended electrical disconnections for the last several months. We know that when our customers are facing so many uncertainties, being worried about whether their power is on should not be one.

As Florida continues to re-open, Gulf Power is carefully and thoughtfully transitioning back to our standard policies in July. As we do this, we want to make sure we continue to support our customers that have faced added hardships due to this pandemic.

Request a payment arrangement

Customers are encouraged to pay their electric bill balance each month to avoid building up a large balance. But we know sometimes – especially right now – you might need a little more time to pay. Please contact us now to make a [payment arrangement](#) – we'll work with you to come up with a solution to ensure that you can fulfill your responsibility for your Gulf Power balance.

Find financial assistance

If you need more than just additional time, but possibly assistance in paying your bill, there are support agencies across Northwest Florida that can help identify financial assistance that may be available. This includes programs like Project SHARE, administered by The Salvation Army, which provides emergency assistance to neighbors who need help with their energy bills. If you're having trouble paying your bill, please [reach out now](#) to find financial assistance to help keep your power on.

Discover new ways to save

The hot days of summer are here, which often means you're using more energy to keep you cool and seeing higher bills. Controlling your energy usage is easier than you think. Find quick, effective, free and low cost ways to help you [save energy](#) and lower your electric bill. You can also get a free online [Energy Checkup](#) that will provide personalized recommendations to help you find additional energy savings.

Get ready for hurricane season

As we look to what may be a more active hurricane season, we're doing everything we can to make sure we're in the best possible position to restore service safely and as quickly as possible – we know you're counting on us. We're all facing new circumstances this year, and we urge you to take time to prepare now and review your storm plans for your family, home or business.

Visit our [Storm Ready Center](#) for more information on preparing for storm season, and download our Mobile App on your [Apple](#) or [Android](#) device to manage your account from anywhere and stay connected with us during a storm.

We'll continue to look for ways to help our customers and communities, and together, we will weather any storm or crisis.

Sincerely,

Marlene Santos
President, Gulf Power

We're here for you

Visit our resource center to make payment arrangements and find financial assistance to help you pay your energy bill.

[FIND HELP »](#)



Find new ways to save

Don't let summer's heat drive up your bill – find solutions to help you save energy and money, like our free Energy Checkup.

[SAVE NOW »](#)

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Gulf Power Company

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Gulf Power Company

July 16, 2020 at 10:58:30 AM CDT

To: <sarah.gatewood@nexteraenergy.com>

Reply-To: Gulf Power Company

Storm prep during COVID-19

Preparing for a storm amid COVID-19

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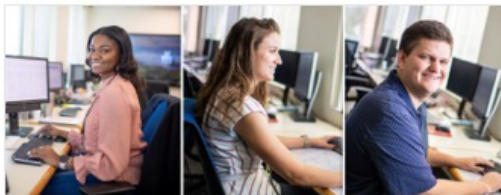
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Prepare now for hurricane season

We're prepared for a storm season like no other, and ready to respond to any storms that come our way. We urge you to prepare as well — review your storm plans now to keep your family safe and secure.

[SEE HOW](#)



Contact us for assistance

We're committed to helping our customers who are experiencing hardship due to COVID-19. Contact us if you need more time to pay your bill or to be connected with financial assistance.

[FIND HELP »](#)



Protect yourself from scams

Scammers are taking advantage of these uncertain times by targeting customers of many different businesses, including Gulf Power. Don't fall victim — learn how to spot a scam.

[SPOT A SCAM »](#)

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Gulf Power Company

August 14, 2020 at 7:00:19 AM CDT

To: <sarah.gatewood@nexteraenergy.com>

Reply-To: Gulf Power Company

Try our free tool to help \$ave

Unlock savings – try our free Energy Checkup tool

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Energy savings are within reach

Find new ways to save energy and money while staying at home more with our free Energy Checkup tool.

[START SAVING](#)



Contact us for assistance

We're committed to helping our customers who are experiencing hardship due to COVID-19. Contact us if you need more time to pay your bill or to be connected with financial assistance.

[FIND HELP »](#)



Ready to respond

We're taking extra steps to prepare for this year's storm season so that we're in the best position possible to restore power safely and as quickly as possible. We urge you to prepare, too.

[SEE HOW »](#)

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Gulf Power Company

One Energy Place, Pensacola, FL 32520

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Gulf Power Company

September 10, 2020 at 12:00:06 PM CDT
To: <sarah.gatewood@nexteraenergy.com>
Reply-To: Gulf Power Company
Need help with your bill? Call us!

Download the app to stay up-to-date in good weather and bad

[View in Browser](#)

[Update Email](#)



[LOG IN](#)



Supporting others when they need it most

We're in the height of a busy hurricane season. See how the Gulf Power Team supported other energy companies as they worked to restore power following Hurricanes Isaias and Laura.

[LEARN MORE](#)



Contact us for assistance

We're committed to helping our customers who are experiencing hardship due to COVID-19. Please contact us now if you need additional time to pay your bill or to be connected with financial assistance. We are here to help.

[FIND HELP »](#)



Account access 24/7

With our free mobile app, you have instant, secure access to your account anytime, anywhere. It's also a great way to stay connected with us before, during and after a storm. Download it now!

[APP STORE »](#) | [GOOGLE PLAY »](#)

Please do not reply to this email. This address is not monitored.
For help, visit GulfPower.com

You are receiving this email because you are a Gulf Power customer. Please add Account@email.gulfpower.com to your address book or you can [unsubscribe](#) at any time.

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Email to assist agencies to advise them of our updated policies

Dear valued partner,

We want to take this opportunity to follow up with you and let you know that we are continuing our COVID-19 policies that have been in place since mid-March. This means we're continuing to suspend disconnections for nonpayment while helping connect customers with financial assistance. And, where there is hardship, we're continuing to offer customers additional payment extensions to help them manage past-due Gulf Power balances. As always, we greatly appreciate your partnership and the work you do to help those in our communities when they need it the most.

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 Gulf Power 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 nearly 470,000 customers.

We will continue working closely with you to assist your clients who are experiencing a financial hardship and we encourage you to continue helping past due customers with bill payment assistance while it's available.

As you know, we have resources available at [GulfPower.com/help](https://www.gulfpower.com/help) and are committed to working with you to help address our customers' personal situations. This was the case before the pandemic – and it will remain our approach moving forward.

Please contact me if I can provide you with any additional information and/or assistance. Thank you, as always, for your dedicated service to your clients, our customers and the communities we serve together.

Sincerely,

Name, Title
Gulf Power



Services



Explore



Support



COVID-19: Gulf Power is here for you

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

- We're continuing to suspend disconnections for nonpayment while helping connect customers with [financial assistance](#).
- And, where there is hardship, we're continuing to offer customers additional [payment extensions](#) to help them manage past-due Gulf Power 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 Gulf Power 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 nearly 470,000 customers.

We urge customers struggling to pay their bill to take action now and check out the available resources at [GulfPower.com/Help](#) or call us directly, toll-free, at (800) 225-5797, to discuss your situation, so we can work together to come up with a solution to ensure that you can fulfill your personal responsibility for your Gulf Power balance.

A message from Gulf Power President Marlene Santos

June 25, 2020

We're committed to doing the right thing for our customers and the communities we serve. We understand just how challenging the COVID-19 pandemic has been for many in our communities. Please contact us now if you need assistance.

Continuing to support our customers:

- [Make a payment arrangement](#) >
- [Find financial assistance](#) >
- [Discover new ways to save](#) >
- [Get ready for hurricane season](#) >

[READ MORE](#)

- [May 27 letter from Marlene Santos](#) >
- [April 28 letter from Marlene Santos](#) >
- [April 2 letter from Marlene Santos](#) >
- [March 26 letter from Marlene Santos](#) >
- [March 17 letter from Marlene Santos](#) >



Get help

Programs and resources for our neighbors in need.



How you can help others

Project SHARE provides emergency assistance to our neighbors who need help with energy bills and other energy-related needs.



Business assistance

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



Get help

Programs and resources for our neighbors in need.

[SEE RESOURCES](#)



How you can help others

Project SHARE provides emergency assistance to our neighbors who need help with energy bills and other energy-related needs.

[HELP CONTRIBUTE](#)



Business assistance

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

[LEARN MORE](#)



Lower my bill

See how you're using energy, and find new ways to save.

[START SAVING](#)



Protect yourself from scams

Don't fall victim to scammers and their new ways to target you.

[DEFEND YOURSELF](#)



Sign up for alerts

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

[UPDATE PREFERENCES](#)



Energy Checkup

Learn how to save energy and money with a personalized plan.

[START NOW](#)



News

Find the latest news and information from Gulf Power.

[READ LATEST](#)



Services



Explore



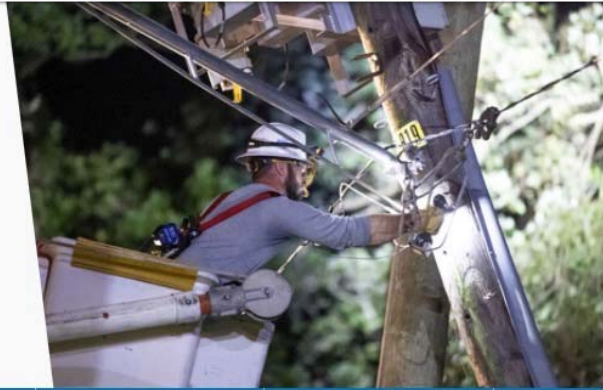
Support



Gulf Power still working until all customers have power

99% of customers affected by Hurricane Sally have been restored.

[Learn more >](#)



Pay My Bill



Start / Stop / Move



Report an Outage



Account Lookup



Prepare for storm season

Storm season is here and we're ready. Be sure you too are also prepared.

[See how >](#)



Gulf Power®

COVID-19 UPDATE

COVID-19: We're here for you

We know this is a difficult and unsettling time, and we're here for you and our communities.

[Our response >](#)



Surge protection

Don't let power surges damage your valuable appliances.

[Get protected >](#)



Protect yourself from scams

Don't fall victim to scammers and their new ways to target you.



Sign up for alerts

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



Enhanced customer experience

You can enjoy many upgraded features in our new system.

Individualized Communication

Are you experiencing a hardship?
If you need help with your bill, there are
resources available.
See what options you may be eligible to receive.

[GET HELP](#)



[LOG IN](#)

[PAY BILL](#)

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

Contact us to make a payment arrangement

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

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

[VIEW ACCOUNT](#)

We understand just how disruptive the coronavirus (COVID-19) pandemic has been and we remain committed to doing the right thing for our customers and the communities we serve.

Gulf Power implemented special crisis policies in mid-March, which will remain in effect through June as we prepare to carefully and thoughtfully transition back to standard operations in July. If you are experiencing a financial hardship, we urge you to work with us to make payment arrangements and seek financial assistance while it's available.

Customers are encouraged to pay their electric bill balance each month to avoid building up a large balance. However, if you are having difficulty, please view available resources at [GulfPower.com/Help](#) or contact us directly at 800-225-5797. We will work with your personal situation and come up with a solution to ensure that you can fulfill your responsibility for your Gulf Power balance. If you need additional time, it's very important that you contact us as soon as possible to make a payment arrangement.

Pay Online

Pay the free and secure way 24/7

[Pay Now](#) ›

Pay by Card

[Speedpay®](#)
833-702-0075

Pay in Person

Find an authorized payment location

[Search the Map](#) ›

Account Number:
Service Address:

March 30, 2020

Contact us to make a payment arrangement

Dear xxxx,

This is a friendly reminder that your account xxxxx-xxxxx has a past due balance of \$xx.xx.

We understand just how disruptive the coronavirus (COVID-19) pandemic has been and we remain committed to doing the right thing for our customers and the communities we serve.

Gulf Power implemented special crisis policies in mid-March, which will remain in effect through June as we prepare to carefully and thoughtfully transition back to standard operations in July. If you are experiencing a financial hardship, we urge you to work with us now to make payment arrangements and seek financial assistance while it's available.

Customers are encouraged to pay their electric bill balance each month to avoid building up a large balance. However, if you are having difficulty, please view available resources at **GulfPower.com/Help** or contact us directly at 800-225-5797. We will work with your personal situation and come up with a solution to ensure that you can fulfill your responsibility for your Gulf Power balance.

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

Ways to pay:

- Pay Online: Use a bank account for free 24/7 at **GulfPower.com**
- Pay by Phone: Use a bank account for free by calling **800-225-5797**; Or use a debit/credit card with Speedpay® by calling 833-702-0075
- More ways to pay: View all available payment options at **GulfPower.com/WaysToPay**

If you have already made a payment - thank you - please disregard this reminder. If you need additional time, it's very important that you contact us as soon as possible to make a payment arrangement.

Sincerely,

Gulf Power Customer Care

Customer Service: 800-225-5797

To Report Power Outages: 800-487-6937

[Services](#)[Explore](#)[Support](#)[< Back to Ways to Manage Your Bill](#)

Payment Arrangement

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

- We're continuing to suspend disconnections for nonpayment while helping connect customers with financial assistance.
- And, where there is hardship, we're continuing to offer customers additional payment extensions to help them manage past-due Gulf Power 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 Gulf Power 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 nearly 470,000 customers.

We urge customers struggling to pay their bill to take action now and check out the available resources at [GulfPower.com/Help](#) or call us directly, toll-free, at (800) 225-5797, to discuss your situation, so we can work together to come up with a solution to ensure that you can fulfill your personal responsibility for your Gulf Power balance.

Sometimes customers need a little more time to pay their electric bills. We try to be as flexible as possible. Our online payment arrangement offers qualifying customers the chance to temporarily extend the due date of their bills.

[REQUEST NOW](#)

Determining eligibility for a payment arrangement

We consider several factors before granting a payment arrangement. These include:

- The customer's payment history
- Length of time as a Gulf Power customer
- Past-due amount
- Age of past-due amount
- Timeliness of prior payments

If you need a payment arrangement, here's how it works

We will review the status of your Gulf Power account to determine if a temporary payment arrangement can be granted. If your account is eligible, we will offer you an extended date to pay your bill.

Final notice

Even if a payment arrangement has been granted, you may receive a final notice reminding you to pay your past-due bill. Please be aware that if payment is not received by the arrangement date indicated, your payment arrangement will default and your power may be shut off. We disconnect service only as a last resort and would like to avoid having to take this step.

Ways to Pay your Bill

- [Pay Online >](#)
- [Auto Pay >](#)
- [Pay by Phone >](#)
- [Pay with a Debit or Credit Card >](#)
- [Authorized Payment Locations >](#)
- [Pay by Mail >](#)

Ways to Manage Your Bill

- [Budget Billing >](#)
- [Gulf Power Fixed RateSM >](#)

Ways to Receive Your Bill

- [eBill >](#)













Script for proactive phone calls to targeted residential customers

- Good [morning/afternoon], this is [agent name] calling from Gulf Power.
- We understand just how disruptive the coronavirus (COVID-19) pandemic continues to be and we remain committed to helping our customers who are experiencing hardship.
- This is a reminder that your account <XXXXXX-XXXXXX> has a past due balance of <\$X>.
- As we have since the beginning of the pandemic effects in 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 offer customers additional payment extensions to help them manage past-due Gulf Power 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 Gulf Power 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 nearly 470,000 customers.
- It's important that you contact us immediately to make a payment or set up a payment arrangement, and to seek financial assistance – which has increased significantly due to the pandemic.
- Since your account is past due, we want to make sure you're aware of the resources available to avoid disconnection, which is and always has been a last resort for us.
- View available resources at GulfPower.com/Help or contact us directly at 800-225-5797, which is the number on your Gulf Power bill. We will work with your personal situation and come up with a solution to ensure that you can fulfill your personal responsibility for your Gulf Power balance.
- Thank you.

Gulf's Fact Sheets

Energy-saving tips while spending more time at home

During this unprecedented COVID-19 crisis, while so many customers are either working or staying at home more, Gulf Power is sharing useful energy-saving tips that can be easily implemented to help you manage energy use.

| | | |
|--|---|--|
| <p>Set it and forget it.</p>  <p>AIR CONDITIONER EFFICIENCY Each degree you raise the thermostat can help you save up to 5% on cooling costs.</p> | <p>Open door policy.</p>  <p>AIR CONDITIONER EFFICIENCY Keep bedroom and other doors open if possible – closed doors can block the airflow.</p> | <p>Who left the lights on?</p>  <p>LIGHTING EFFICIENCY Keep lights off in unoccupied rooms. Leaving on lights or a lamp can run up your bill.</p> |
| <p>Keep your cool.</p>  <p>AIR CONDITIONER EFFICIENCY Close shades, blinds and drapes to keep the sun's heat out.</p> | <p>Use fans wisely.</p>  <p>FAN EFFICIENCY When you leave a room, turn off the fan. Fans cool people, not rooms.</p> | <p>Weekly meal prep.</p>  <p>COOKING EFFICIENCY Make several dishes at a time and use the smallest appliance you need to get the job done.</p> |
| <p>Turn off to save.</p>  <p>FAN EFFICIENCY Turn off ceiling, bathroom and kitchen exhaust fans when you leave the room or after use.</p> | <p>Countertop convenience.</p>  <p>COOKING EFFICIENCY Use the smallest appliance you need to cook – like a slow cooker, microwave or toaster oven.</p> | <p>Go ahead and unplug.</p>  <p>ENTERTAINMENT EFFICIENCY Make sure TV and systems are turned off or unplugged when not in use.</p> |
| <p>Fire up that grill!</p>  <p>COOKING EFFICIENCY Using an outdoor grill instead of the oven can help lower your bill.</p> | <p>Use Energy Checkup.</p>  <p>START SAVING The online home energy management tool at GulfPower.com will provide a report on your energy usage.</p> | <p>Appliance calculator.</p>  <p>CALCULATE TODAY Use calculator to understand how much energy your appliances use, visit GulfPower.com/save/lower-bill/tips</p> |



Gulf Power understands that these are difficult and unsettling times and is working hard to find ways to help customers get through this. Along with sharing timely tips, the company is also suspending disconnections and providing payment extensions for customers in hardship situations. These policies will remain in effect while Florida is under a state of emergency. If you are experiencing hardship as a result of COVID-19, Gulf Power has resources available at GulfPower.com/Help. If you are able to help others who may be in need of assistance, Gulf Power encourages you to donate to the [Project SHARE program](#).



Gulf Power®

Coronavirus (COVID-19)

[GulfPower.com/Help](https://www.gulfpower.com/help)

Gulf Power is committed to serving our communities during the COVID-19 pandemic

Gulf Power has a strong track record of preparing for many kinds of emergencies, including a pandemic. The company understands the critical role electricity plays in the economy and daily lives of Northwest Florida residents, and Gulf Power remains steadfastly committed to continuously delivering the reliable energy that our communities rely on.



Gulf Power is here to help during this difficult time

Fast-tracking savings

The Florida Public Service Commission unanimously approved Gulf Power's plan to fast-track fuel savings to customers through a one-time bill decrease of nearly 40% in May. Normally, Florida utilities spread these types of savings out over time, but Gulf Power believes it's important to provide the savings to customers as quickly as possible.

Support to our communities

Gulf Power 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. In Northwest Florida, the company has committed \$250,000 in grants for local small businesses and another \$500,000 through the Gulf Power Foundation for local United Way organizations to help support the most vulnerable members of our communities.

Relentless focus on our duty to serve

Gulf Power's focus on delivering reliable energy 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 and installing stronger power poles.

Assistance for customers

Gulf Power knows this is a difficult and unsettling time and as neighbors, friends and family across Northwest Florida, we are in this together. For customers experiencing hardship as a result of the coronavirus (COVID-19) pandemic, Gulf Power has resources available at [GulfPower.com/Help](https://www.gulfpower.com/help), in addition to those available from federal, state and local authorities.

As Florida begins to recover, Gulf Power will continue our crisis policies and will suspend electrical disconnections through May 31. Customers experiencing hardship can also continue to work with Gulf Power to find a payment plan that works for them. We encourage customers to pay their electric bill balance each month to avoid accumulating a large balance, for which they will continue to bear responsibility.

Gulf's News Releases and Media Coverage



Gulf Power®

Gulf Power Company
Media Line: 561-694-4442
March 26, 2020

FOR IMMEDIATE RELEASE

Gulf Power commits \$500,000 to United Way for COVID-19 emergency assistance

PENSACOLA, Fla. – As communities around the world grapple with the lasting economic and health impacts of the coronavirus pandemic, community support organizations like the United Way are in need more than ever. The Gulf Power Foundation has committed \$500,000 to the United Way organizations serving Northwest Florida to help members of our communities impacted by COVID-19.

The financial commitment will be divided between three United Way organizations serving the region:

- United Way of West Florida – \$250,0000
- United Way Emerald Coast – \$125,000
- United Way of Northwest Florida – \$125,000

“Gulf Power has always been a leader in our region,” said United Way of West Florida President and CEO Laura Gilliam. “During these unprecedented times, they are once again showing their commitment to the health and well-being of our community and the entire Northwest Florida region with this very generous contribution.”

“As part of the fabric of Northwest Florida, Gulf Power has a long history of helping our customers and our communities during difficult times. This crisis is different from anything we have ever experienced before and we must pull together as a community to lend help to those most impacted,” said Gulf Power President Marlene Santos. “We are committed to working with the United Way to assist those most vulnerable and hope that other companies will join us in this effort.”

The money will be used to address increased demand for services as a result of the COVID-19 outbreak. The assistance will focus on human services such as:

- Support for families to include: Preschool and after-school programs, back-pack programs for children, childcare services;
- Social service providers;
- Senior services; and
- People with disabilities.

Gulf Power’s emergency assistance is part of a larger \$1.5 million commitment from NextEra Energy, the world leader in wind and solar energy, and its family of companies.

“I am constantly inspired by the Gulf Power team and we feel incredibly grateful for this gift from Gulf Power Foundation,” said United Way Emerald Coast CEO Kelly Jasen. “They have so much compassion for the communities they serve, it really is no surprise to see them step up first and make such a significant investment in our region.”

Individuals in need of immediate assistance accessing food, paying housing or utility bills, or other essential services are urged to dial 211 from their phones. You can visit 211nwfl.org for Escambia, Santa Rosa, Bay, Calhoun, Gulf, Holmes, Jackson and Washington counties; or <https://panhandle211.communityos.org/> for Okaloosa and Walton counties. These services provide information and referral services.

Bryan Taylor, President, United Way of Northwest Florida, agreed: “We are excited by the initiative that Gulf Power has taken to advocate on behalf of their local non-profit communities by reaching out to their partners and vendors and encouraging them to contribute to this COVID-19 relief effort. With so much uncertainty in our lives right now, it is truly a blessing to be able to be certain that Gulf Power is always going to step up and do the very best they can to support our local non-profit community.”

To assist our customers, Gulf Power has implemented the same policies that we do during major crisis events, including suspending electrical disconnections and providing payment extensions for customers in a hardship situation. These policies will remain in effect while Florida is under a state of emergency. If you are experiencing hardship as a result of COVID-19, Gulf Power has resources available at GulfPower.com/Help.

About Gulf Power

Gulf Power serves nearly 470,000 customers in eight counties throughout Northwest Florida. The company’s mission is to safely provide exceptional customer value by delivering reliable, affordable and environmentally responsible electricity while strengthening our communities. Gulf Power 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 2019 list of “World’s Most Admired Companies.” NextEra Energy is also the parent company of Florida Power & Light Company, which serves more than 5 million customer accounts in Florida and is the largest energy company in the United States as measured by retail electricity produced and sold; 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. For more information about Gulf Power, visit the company’s Facebook, Instagram and Twitter pages. News information can be found at GulfPowerNews.com

###



Gulf Power®

Gulf Power Company
Media Line: 561-694-4442
March 30, 2020

FOR IMMEDIATE RELEASE

Gulf Power to provide bill relief during ongoing COVID-19 pandemic

- *Lower fuel costs are enabling Gulf Power to issue a one-time decrease of approximately 40% for the typical residential customer bill in May*
- *Gulf Power plans to deliver savings to customers amid the ongoing COVID-19 pandemic through a one-time bill decrease, rather than the standard practice of spreading out savings over the remainder of the year*

PENSACOLA, Fla. – Gulf Power today announced its plan to significantly lower bills for customers amid the ongoing coronavirus (COVID-19) pandemic. Subject to Florida Public Service Commission approval, beginning May 1, Gulf Power plans to issue a one-time decrease of approximately 40% for the typical residential customer bill as a result of lower fuel costs.

“At Gulf Power, we understand how critical it is – particularly at a time like now – for you to have the reliable service that you count on, each and every day. We also understand that, at this moment, savings on your bill can be especially valuable,” said Gulf Power President Marlene Santos. “While traditionally these types of savings are spread out, we know that many people in our communities are struggling right now and every penny counts. We want to do what we can to keep as much money as possible in our customers’ pockets, and we believe this is the best way to provide customers with much-needed money as we all navigate through this difficult and unsettling time together.”

In Florida, fuel savings are typically refunded to customers over the remainder of the year to provide level, predictable bills. However, given the emergent and significant financial challenges facing many customers due to COVID-19, Gulf Power will instead seek to give customers the total annual savings in their May bill. Business customers will also see a significant one-time decrease in May, depending on usage and rate class.

Responding to COVID-19 pandemic

Gulf Power has a pandemic plan in place 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 Northwest Florida residents, and Gulf Power remains steadfastly committed to continuously delivering the reliable energy that our communities rely on.

For customers experiencing hardship as a result of COVID-19, Gulf Power has resources available at [GulfPower.com/Help](https://www.gulfpower.com/help), or the company can connect customers with resources available from federal, state and local authorities. To further assist customers, Gulf Power is also implementing the same policies that it does during major crises events, including suspending electrical disconnections and providing payment extensions for customers in a

hardship situation. These policies will remain in effect while Florida is under a state of emergency.

The Gulf Power Foundation has [committed \\$500,000 to local United Way organizations](#) serving Northwest Florida to help members of our communities impacted by COVID-19. In total, Gulf Power and its fellow NextEra Energy companies and employees have so far committed nearly \$2.75 million in COVID-19 emergency assistance funds that will be 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.

About Gulf Power

Gulf Power serves nearly 470,000 customers in eight counties throughout Northwest Florida. The company's mission is to safely provide exceptional customer value by delivering reliable, affordable and environmentally responsible electricity while strengthening our communities. Gulf Power 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 2019 list of "World's Most Admired Companies." NextEra Energy is also the parent company of Florida Power & Light Company, which serves more than 5 million customer accounts in Florida and is the largest energy company in the United States as measured by retail electricity produced and sold; 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. For more information about Gulf Power, visit MyGulfPower.com or the company's Facebook, Instagram and Twitter pages. News information can be found at GulfPowerNews.com

###



Gulf Power®

Gulf Power Company
Media Line: 561-694-4442
April 10, 2020

FOR IMMEDIATE RELEASE

Gulf Power shares tips to help customers take control of their energy use while at home during COVID-19 pandemic

-- Simple changes and tools, like the online Energy Checkup, can help customers save

PENSACOLA, Fla. – During this unprecedented COVID-19 crisis, Gulf Power understands that many customers are either working or staying at home more, and there may be more people staying in their households, with students and other loved ones also staying at home. More time and extra people in the home will likely increase power usage, which could lead to higher monthly bills.

To provide relief for customers during this time, Gulf Power company recently announced plans to fast-track a one-time decrease of nearly 40% in May for the typical residential customer bill as a result of lower fuel costs, subject to Florida Public Service Commission approval.

The company is also sharing energy-saving tips to help manage energy usage that can be easily implemented without the need for costs or additional equipment. Gulf Power also offers online tools like the free [Energy Checkup](#) that will provide a personalized report based on their home's actual energy use.

Energy-Saving Tips

- Having more people home during a hot day will tempt you to lower your AC to stay cool. Try to keep your thermostat set at 78, or as comfortable as possible for your situation. Each degree you raise the thermostat can help you save up to 5% on your monthly cooling costs.
- Adopt an open-door policy and try to keep bedroom and other doors open if possible – closed doors can block the airflow of your AC, making it work harder.
- Try to keep lights off in unoccupied rooms. Leaving a lamp, fan or television turned on all the time can increase your electric bill.
- Use fans wisely: Your ceiling fan keeps you cool but doesn't cool your room. When you leave a room, turn off the fan to save from \$3 to \$7 a month compared to leaving them on all of the time.
- Turn off ceiling, bathroom and kitchen exhaust fans when you leave the room or after use to save.
- Remember to close shades, blinds and drapes to keep the sun's heat out, which keeps your home cooler.

- Your TV, game systems, routers and cable boxes are probably getting a lot of use right now. Keep in mind, increased use of TVs and systems can raise your bill (approx. \$8-\$15 per month), so make sure that they are turned off or unplugged when not in use.
- Use the smallest appliance you need to cook – like a slow cooker, microwave or toaster oven. Heating a stove or oven takes quite a bit of energy, plus it heats up the kitchen, so your AC must work even longer to keep your house comfortable. A toaster or convection oven uses one-third to one-half as much energy as a full-sized oven.
- Meal prepping for the week? Bake several dishes at a time, using the smallest appliance you need to get the job done. When dinner's over, make sure to run a full dishwasher. You will save water and electricity.
- More meal prep means more food is being stored in your refrigerator and freezer. Clean your appliance's condenser coils so it runs more efficiently. Make sure your refrigerator door seals are airtight. Test them by closing the door over a piece of paper or a dollar bill so it is half in and half out of the refrigerator. If you can pull the paper or bill out easily, the latch may need adjustment.
- Fire up the grill! Using an outdoor grill instead of the oven can help keep your kitchen cool and lower your electric bill.
- Clean the lint filter in your dryer before every load, not just once it fills up, to minimize drying time.
- Use the free Energy Checkup (online at [GulfPower.com/checkup](https://www.gulfpower.com/checkup)), that will provide a personalized energy usage report.

Try out the Appliance Calculator to understand how much energy your appliances and other household items use so that you can save on energy costs. For more ways to save, visit [Savings Tips and Tools](#) or [Lower My Bill](#).

Supporting Our Customers

Customers are encouraged to pay their electric bill balance each month to avoid building up a large balance, which they will continue to bear responsibility for. However, if customers are having difficulty paying their monthly bill, view available resources online at [GulfPower.com/help](https://www.gulfpower.com/help) or contact us directly at (800) 225-5797. Gulf Power will work with the customer's personal situation and come up with a solution to ensure that they can fulfill their personal responsibility for their Gulf Power balance.

The Gulf Power Foundation has provided \$500,000 to United Way organizations across Northwest Florida. The funds will be used to address increased demand for services as a result of the COVID-19 outbreak. In addition, Gulf Power provided \$250,000 to help launch the Northwest Florida Small Business COVID-19 Recovery Grant Program, in partnership with the Florida Small Business Development Center (SBDC) at the University of West Florida. The grants will assist small businesses across our communities impacted by the ongoing COVID-19 pandemic.

For the latest Gulf Power COVID-19 information, visit [GulfPower.com](https://www.gulfpower.com).

About Gulf Power

Gulf Power serves nearly 470,000 customers in eight counties throughout Northwest Florida. The company's mission is to safely provide exceptional customer value by delivering reliable, affordable and environmentally responsible electricity while strengthening our communities. Gulf Power 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 Florida Power & Light Company, which serves more than 5 million customer accounts in Florida and is the largest energy company in the United States as measured by retail electricity produced and sold; 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. For more information about Gulf Power, visit the company’s Facebook, Instagram and Twitter pages. News information can be found at GulfPowerNews.com

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Gulf Power®

Gulf Power Company
Media Line: 561-694-4442
April 28, 2020

FOR IMMEDIATE RELEASE

Gulf Power to provide one-time bill decrease of 40% next month

- *Lower fuel costs are enabling Gulf Power to issue a one-time decrease of approximately 40% for the typical residential customer bill in May – a significant savings amid the ongoing COVID-19 pandemic*
- *Gulf Power will deliver savings to customers through a one-time bill decrease, rather than the standard practice of spreading out savings over the remainder of the year*

PENSACOLA, Fla. – Gulf Power announced that today the Florida Public Service Commission unanimously approved its request to issue a one-time decrease of approximately 40% for the typical residential customer bill beginning May 1. Business customers will also see a significant one-time decrease of approximately 40-55% in May, depending on usage and rate class.

“We are pleased that the Florida Public Service Commission has approved our request to deliver this savings to our customers when they need it most. We felt that this was the right thing to do, especially during times like these,” said Gulf Power President Marlene Santos. “Our customers and communities now more than ever count on the reliable and affordable energy we deliver, and we are pleased that May bills will reflect this additional, significant savings for our customers.”

In Florida, fuel savings are typically refunded to customers over the remainder of the year to provide level, predictable bills. However, given the emergent and significant financial challenges facing many customers due to COVID-19, Gulf Power instead sought approval to give customers the total annual savings in their May bill, which will be reflected as a line-item fuel credit on their May statement.

New tools to help save energy and money

Many customers are working from home and, in general, staying at home more. More time and extra people in the home will likely increase power usage, which could lead to higher monthly bills.

Gulf Power recently added new tools to our customers’ online account portal to help them better understand and manage their energy usage, including their monthly projected bill amount and a breakdown of daily energy usage, which is available for most residential customers*. Customers can now see their previous day’s energy usage using their online account portal to help them more easily understand how their previous day’s activities impacted energy usage, allowing them to quickly make adjustments to keep bills low. The new projected bill feature is a valuable tool to assist customers in budgeting for their next month’s energy bill.

Additional energy-saving tips that can be implemented with no additional cost or equipment are also available. As always, Gulf Power's free online Energy Checkup tool will provide customers with a customized report based on their home's actual energy use.

Helping customers pay their bills

Gulf Power has a long history of working with its customers during difficult times and will continue to do so. Gulf Power encourages customers that are having difficulty paying their energy bill to visit GulfPower.com/help to view available resources that can provide assistance to qualifying customers.

Customers are encouraged to pay their electric bill balance each month to avoid building up a large balance, which they will continue to bear responsibility for. Gulf Power will work with the customer's personal situation and assist with a solution to help customers fulfill their personal responsibility for their Gulf Power balance.

Those who can afford or want to help others who may need assistance with their energy bill can make a donation to Project SHARE in your online customer portal. Project SHARE donations are added to a customer's monthly bill and all contributions are distributed to local offices of The Salvation Army. Customers in need of utility bill assistance can apply for Project SHARE assistance at The Salvation Army office in their county.

Supporting our communities

The Gulf Power Foundation gave \$500,000 to United Way organizations across Northwest Florida to assist those most vulnerable during this time, which has helped support food, housing and other essential needs throughout the region. In addition, the Foundation recently made a \$10,000 donation to Feeding the Gulf Coast and launched an employee donation campaign to provide food for our neighbors in need. In total, Gulf Power and its fellow NextEra Energy companies and employees have so far committed more than \$4 million in COVID-19 emergency assistance funds that will be 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.

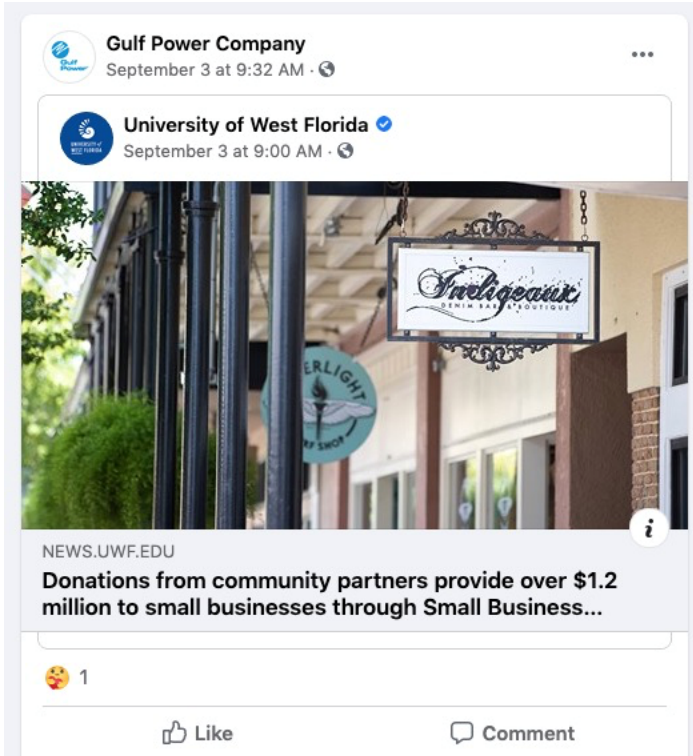
**Daily energy usage breakdown is available for customers on the RS tariff, which is most residential customers.*

About Gulf Power

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www.NextEraEnergy.com, www.FPL.com, www.GulfPower.com, www.NextEraEnergyResources.com. For more information about Gulf Power, visit the company's Facebook, Instagram and Twitter pages. News information can be found at GulfPowerNews.com

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https://news.uwf.edu/donations-from-community-partners-provide-over-1-2-million-to-small-businesses-through-small-business-covid-19-recovery-grant-programs-facilitated-by-uwf/?fbclid=IwAR3LCxy-VkFlwsoXL4Dgsortf_BAszkk2Jo6JRxBRjlOn_sPbLikQJvXa8

Donations from community partners provide over \$1.2 million to small businesses through Small Business COVID-19 Recovery Grant Programs facilitated by UWF

The Florida Small Business Development Center at UWF processed 275 grants totaling over \$1,278,500 for Northwest Florida small businesses needing financial assistance due to COVID-19. Gulf Power, BBVA Bank, the cities of Fort Walton Beach, Destin, Milton, Pensacola, Gulf Breeze and the commissioners of Escambia, Santa Rosa and Okaloosa counties funded these grant programs.

Sep. 03, 2020

Gulf Power donated \$560,000 to the program. Marlene Santos, president of Gulf Power, said small businesses are the backbone of local communities and that inspired Gulf Power to provide support.

“In the early days of the pandemic, we realized that our communities would experience a significant impact, and we committed to identifying ways to provide support and relief,” Santos said. “We are very grateful that by partnering with the University of West Florida’s Small Business Development Center we were able to quickly distribute funds to the small businesses that needed it most.”

The grant programs provided up to \$5,000 to for-profit businesses to help offset losses that small businesses may currently be experiencing as a result of the COVID-19 pandemic. Since small businesses were provided assistance through grant programs versus a loan, they will not be required to pay back any money.

Katie Bosso, owner of Indigeaux Denim Bar and Boutique, received a grant for her small business in downtown Pensacola. She found out about the grant opportunity through social media.

“We are very grateful that we were able to apply and that we were a recipient of the grant,” Bosso said. “Our biggest fixed expense is our rent and it has helped pay for that.”

Applications are still being accepted for the Northwest Florida Small Business COVID-19 Recovery Grant, Okaloosa County Small Business COVID-19 Recovery Grant, Fort Walton Beach Small Business COVID-19 Recovery Grant, and the Destin Small Business COVID-19 Recovery Grant.

The Florida SBDC at UWF donated their expertise and time in order to facilitate these grant programs for the donors. Kelly Massey, Regional Director, said the SBDC has seen first-hand the struggles area small businesses are facing due to COVID-19.

“Cash flow is a significant issue for many area businesses due to the pandemic,” Massey said. “I was thrilled when Gulf Power and many of our surrounding counties and cities stepped up to provide funding to assist many area businesses. These grants along with federal assistance saved many businesses. We are glad to be a part of it.”

For more information about the SBDC, visit www.sbdc.uwf.edu.

Gulf's Social Media



Gulf Power Company

September 10 at 11:58 AM · 🌐



Families in financial crisis due to the COVID-19 pandemic, sudden unemployment or other unforeseen hardships need our help with their monthly energy bills more than ever. Project SHARE provides the ability to help our neighbors in need. Project SHARE funds are distributed through The Salvation Army to customers across Northwest Florida. Sign up to help today!

<http://www.gulfpower.com/share>



Project SHARE: Give help to others when they need it most.



👍 Like

💬 Comment

➦ Share



Gulf Power Company

May 1 · 🌐



The Florida Public Service Commission unanimously approved our request today to issue a one-time decrease of approximately 40% for the typical residential customer bill beginning May 1. Business customers will also see a significant one-time decrease of approximately 40-55% in May, depending on usage and rate class.
<https://www.gulfpowernews.com/onetimedecrease/>



Gulf Power®

We're here to help.

👍 8

1 Share

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Gulf Power Company



April 13 · 🌐

We're working to fast-track new fuel savings to you through a one-time bill decrease of 40% in May. We think it's important to get more money in your pocket as quickly as possible.

#PoweringThruTogether <https://www.gulfpowernews.com/bill-relief-covid-19/>



Gulf Power®

We're here to help.



Rick Byars and 9 others

14 Comments 10 Shares



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Comment



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Gulf Power Company

March 23 · 🌐



We know this is an unsettling time for our customers. We have been and continue to work with customers who are experiencing difficulty, including suspending disconnections. Here are resources that can help: www.GulfPower.com/Help



Gulf Power®

**Gulf Power is here
to help during this
difficult time**

COVID-19 UPDATE

11

26 Comments 30 Shares



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Gulf Power Company

March 19 · 🌐



NextEra Energy's family of companies has committed \$1.5 million to partner organizations working on the frontlines of the COVID-19 crisis to provide critical support to the most vulnerable among us.
<http://spr.ly/61851smOD>



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

COVID-19 UPDATE

👍 5

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Gulf Power Company

May 2 · 🌐



More people being home during the day means you will be using more energy than you might normally. Use our free online Energy Checkup to receive personalized recommendations and tips on how to save energy and money.

<https://www.gulfpower.com/save/programs/energy-checkup.html>



👍 4

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Gulf Power Company

September 6 at 11:28 AM · 🌐



Fire up the grill! Using an outdoor grill instead of the oven can help keep your kitchen cool and lower your electric bill.

Fire up that grill.



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Stay-at-home tips

👍 1

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