

24-hour On-line Complaint Forms
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HOW DOES A UTILITY MEET THE DEMAND FOR ELECTRICITY?

Unlike most products, electricity can't be stored after it is produced; it must be generated at the time of demand. Therefore, there are peak periods of the day during which utilities must produce additional electricity to meet the demands of their customers.

To meet this additional demand for electricity, utilities often use "peaking generators." These peaking generators, which burn oil or natural gas to produce electricity, are brought on line only at peak periods of the day, and run for short periods. While peaking generators generally cost less to build than other types of generators, they also have relatively high fuel costs because they are typically much less efficient in the use of fuel.

HOW DOES THIS AFFECT THE COST OF ELECTRICITY?

Your electric rates include, among other things, the cost of fuel used to run the utility's generators, as well as the costs of any power it may purchase from other utilities. By reducing electric use at peak times of the day, you are helping to save expensive fuel that would otherwise be used in a peaking generator. This translates into savings for all customers of the utility.

THE BEST TIMES TO SAVE ENERGY & MONEY

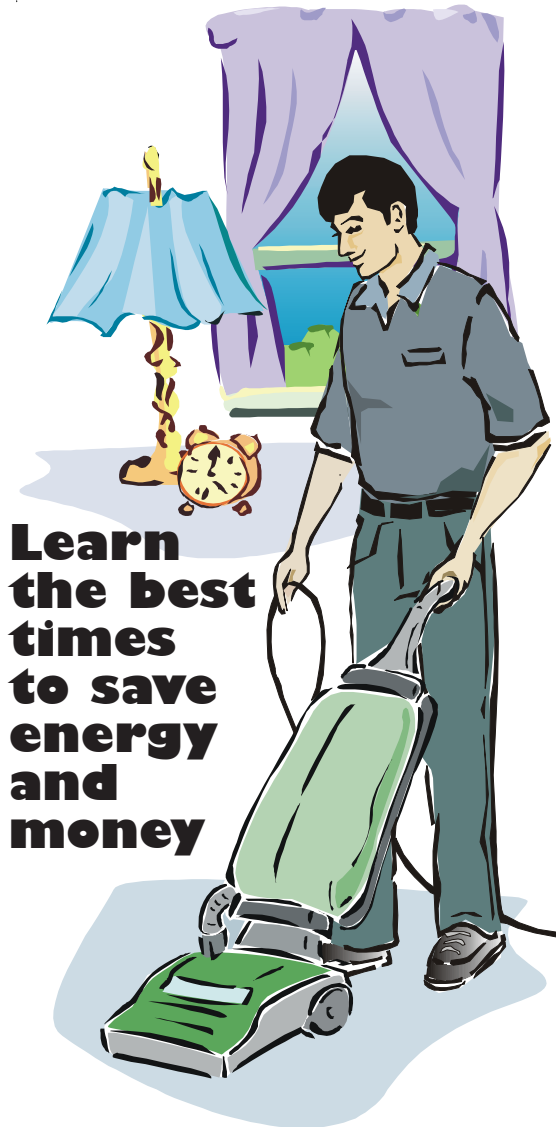
Use electric appliances such as washing machines, clothes dryers, dishwashers and vacuum cleaners during NON-peak hours, to the extent possible.

If you have questions, you may call the Florida Public Service Commission's Division of Regulatory Compliance and Consumer Assistance at **1-800-342-3552**, fax your questions to 1-800-511-0809, or contact the FPSC via the following e-mail address: contact@psc.state.fl.us. See our Internet home page at www.floridapsc.com.

Or write to the Florida Public Service Commission Division of Regulatory Compliance and Consumer Assistance 2540 Shumard Oak Boulevard Tallahassee, Florida 32399-0850

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REDUCING Electric COSTS



Learn the best times to save energy and money



LOWERING YOUR ELECTRIC COSTS

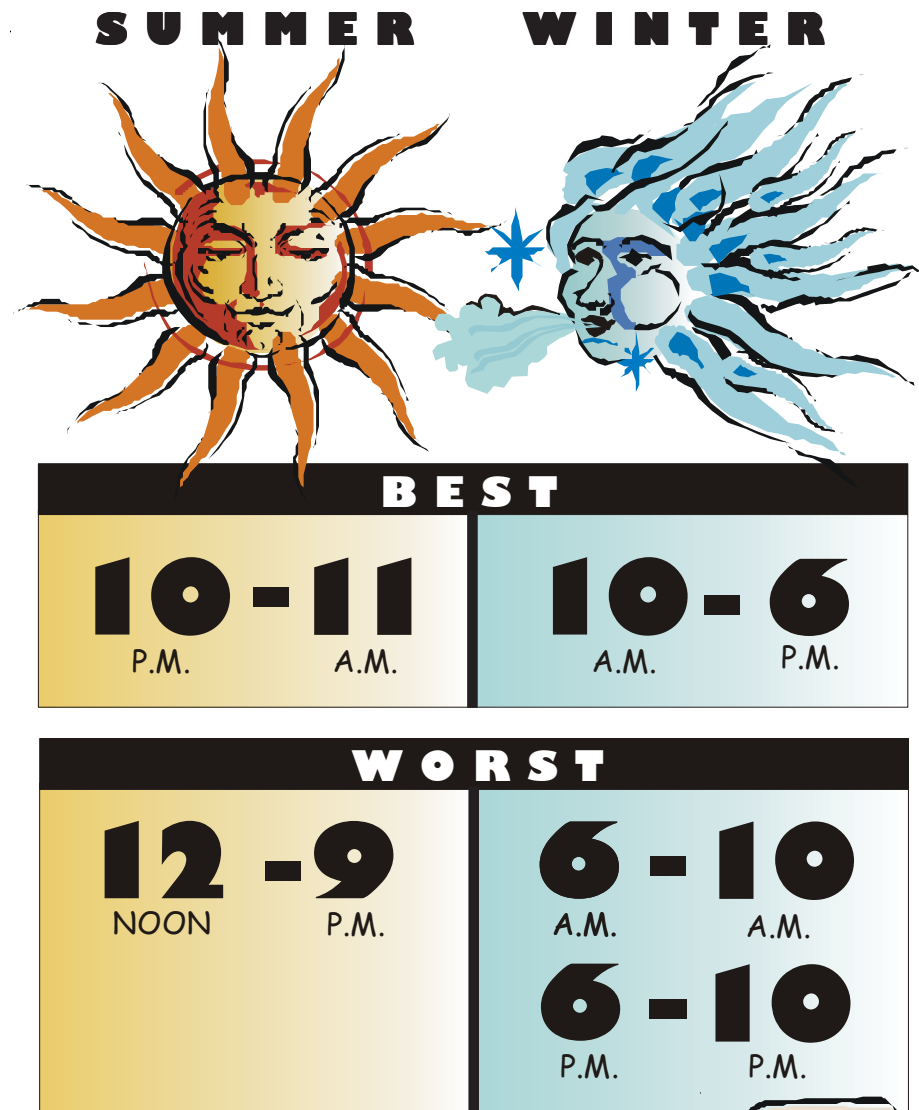
The time of day when electricity is used can make a big difference to Florida, and ultimately, to you. By shifting the time of day you use such household appliances as the clothes washer, vacuum cleaner or dishwasher, you can help reduce electric demand during peak times of the day, thereby reducing the overall cost of power in Florida. In addition, the four largest investor-owned utilities offer time sensitive rates for customers who are willing to shift all or part of their usage to the lower cost off peak periods.

THE DEMAND FOR ELECTRICITY

A consumer's demand for electricity is influenced by the number and type of appliances in his or her home or business, and the frequency with which those appliances are used.

The total of all customers' electric demand is the "load" that an electric utility must supply. Because customers use electricity in different amounts and at different times, the load changes over the course of a day, a week or a year, as well as with changes in the weather.

Generally, the BEST and WORST times to use electric appliances in Florida are as follows:



FIND OUT MORE

For more information on peak shifting, contact your electric utility and inquire about any conservation or load management programs it may have. Additional information on peak shifting also may be found on the Florida Public Service Commission's Web site at www.floridapsc.com.

