

Quality of service hearings

The PSC has set the following dates and times for hearings to provide interested FPL customers an opportunity to speak about the company's quality of service and the requested rate increase. All times listed are in Eastern Time (ET).

June 21 10 a.m.* **June 24** 2 p.m.* and 6 p.m. **July 1** 2 p.m. and 6 p.m.*

June 22 2 p.m. and 6 p.m.* **June 25** 10 a.m.* **July 2** 10 a.m.*

The service hearings will be held virtually and viewable online at the PSC's website. Visit www.floridapsc.com and look for the "Watch Live Broadcast" icon on the left side of the webpage. If you do not have access to the internet, you may call 1-850-413-7999 to listen to the hearings. Customer participation will be by phone. To speak at a service hearing, a customer must register via the PSC's online registration form, which will be available at www.floridapsc.com, under the "Hot Topics" heading. Customers without internet access can register to speak by calling the PSC at 1-850-413-7080. Registration will open beginning June 10 at 9 a.m. ET, and the deadline to register is noon ET two business days prior to each hearing. The order in which customers will speak is based on the order in which they register. Customer participation at each service hearing is limited to 50 customers. If you register to speak and wish to provide documents to the PSC, please do so by noon ET two business days prior to your registered hearing date. These documents should be sent electronically to the Commission Clerk, via the Commission's website (www.floridapsc.com), by selecting the Clerk's Office tab, then select Filing Documents Electronically. If assistance in filing your documents is needed, please contact the Clerk's Office at 1-850-413-6770.

Customers who wish to speak in Spanish are encouraged to select a hearing at which an interpreter will be available.

*Denotes Spanish-language interpreter available

Special accommodations

Those requiring special accommodations for the hearings should call the Office of Commission Clerk at 1-850-413-6770 no later than five days before the hearing. Any person who is hearing- or speech-impaired should contact the PSC by using the Florida Relay Service, available at 1-800-955-8771 (TDD).

Other ways to provide comments

Customers may also provide comments by calling the Commission's Office of Consumer Assistance and Outreach at 1-800-342-3552; emailing contact@psc.state.fl.us; or sending a letter to the Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850. Written comments should refer to Docket No. 20210015-El. A pre-addressed comment card is available for download at FPL.com/CommentCard.

Other resources

An overview of the rate request is available at www.floridapsc.com/Publications/RateCaseOverviews. Curt Mouring is the PSC representative for technical questions on this docket and can be reached by emailing cmouring@psc.state.fl.us or calling 1-850-413-6427. Suzanne Brownless is the PSC's representative for legal questions and can be reached by emailing sbrownle@psc.state.fl.us or calling 1-850-413-6218. At any time during this process, you may contact the Office of Public Counsel (OPC). The OPC was established by the Florida Legislature to represent you and the other utility consumers before the PSC. The Public Counsel is independent from the PSC and can be reached at 1-800-342-0222.

Summary of service charges

Type of Service Charge	Current 2021 Charge	Proposed 2022 Charge	Proposed 2023 Charge
Initial Service Connect New premise	\$25.00	\$12.00	\$13.00
Service Connect Existing premise	\$12.00	\$9.00	\$9.00
Field Collection Field Visit	\$48.00 N/A	N/A \$26.00	N/A \$26.00
Reconnect for Non-Payment	\$13.00	\$5.00	\$5.00
Late Payment	Greater of \$5 or 1.5% applied to any past due unpaid balance of all accounts	Greater of \$5 or 1.5% applied to any past due unpaid balance of all accounts	Greater of \$5 or 1.5% applied to any past due unpaid balance of all accounts
Return Payment	\$25 if ≤ \$50 \$30 if > \$50 ≤ \$300 \$40 if > \$300 ≤ \$800 5% if > \$800	\$25 if ≤ \$50 \$30 if > \$50 ≤ \$300 \$40 if > \$300 ≤ \$800 5% if > \$800	\$25 if ≤ \$50 \$30 if > \$50 ≤ \$300 \$40 if > \$300 ≤ \$800 5% if > \$800
Unauthorized Use of Energy	Reimbursement of all extra expenses	Reimbursement of all extra expenses	Reimbursement of all extra expenses
Meter Tampering Charge (non-demand)	\$200.00	\$500.00	\$500.00
Meter Tampering Charge (demand)	\$1,000.00	\$2,500.00	\$2,500.00

About the rate review process

Unlike the prices of many essential items that can change at any time, the amount you pay for electricity is closely regulated, with rate changes requiring approval from an independent regulator – the Florida Public Service Commission (PSC). The PSC's mission is to facilitate the efficient provision of safe and reliable utility services at fair prices. This means the PSC oversees all rates and charges for electric service provided by utilities, such as FPL and Gulf Power. To adjust rates, utilities must file a request with the PSC, which conducts a review process that mirrors a legal proceeding with testimony and formal hearings.

A summary of FPL's rate request for 2022 to 2025 and copies of supporting documents are available at FPL.com/answers. Look for the link to the PSC website, as well as a link to the Petition & Minimum Filing Requirements under the Documents and Resources section.

Timeline of activities

The PSC has established the following dates to govern the key activities of the process:

Quality of service hearings	June 21-July 2, 2021
Prehearing conference	Aug. 2, 2021
Technical hearing	Aug. 16-27, 2021

The rate review process generally takes the better part of a year, and additional activities will be posted publicly on the PSC's website as they are scheduled.

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EnergyNotes

RATES EDITION
MAY - JUNE 2021

Our commitment to clean, reliable, affordable energy

We take our duty to serve you extremely seriously. It's why we work hard every day to deliver America's best energy value – electricity that's not just clean and reliable, but also affordable. In fact, Florida Power & Light Company's (FPL) typical small and medium business customer bills are well below the national average and lower today than they were 15 years ago. Serving you today comes with the fundamental responsibility to always look over the horizon to ensure we're ready to meet your energy needs tomorrow.

In a rapidly growing state on the frontlines of climate change and frequently severe weather, we're committed to building a more resilient and sustainable energy future that everyone can depend on – including future generations. To do that, we've proposed a comprehensive four-year rate plan to the Florida Public Service Commission (PSC) that strengthens our proven and disciplined approach to investing in infrastructure, clean energy and innovative technology. The request would support capital investments focusing on reliability, generation upgrades, growth, and solar and energy storage facilities. It would also unify rates with Gulf Power, the utility that serves much of Northwest Florida and is now part of the FPL family. In recognition of the initial difference in the costs of serving current Gulf Power customers, the plan includes a transition credit for existing FPL customers to address those differences in a reasonable manner.

If approved, typical business customer bills would grow at an average annual rate of about 3.9% to 5% from 2021 to 2025, depending on rate class. Even with this change, we estimate typical business bills will remain at or below the current national average.

Importantly, our proposed rate plan is designed to continue delivering you unmatched value through the types of long-term investments that have tangibly benefitted you over the years by way of electricity that's among the cleanest and most reliable for a price that's among the lowest in the nation.

To learn more about the proposed rate plan, visit FPL.com/answers.

We're here to help

We continue to assist customers in need who are affected by the pandemic. Small business customers can apply for bill credits through the FPL Main Street Recovery Credit Program.

Visit FPL.com/MainStreetRecovery for more information and to fill out an application.

Business rates summary

Rate Code	Type of Charge	Current Rate	Proposed Base Rates	
			Jan. 1, 2022	Jan. 1, 2023
GS-1	General Service Non-Demand (0-24 kW)*			
	Base Charge/Minimum			
	Metered	\$10.61	\$12.16	\$12.98
	Unmetered	\$5.31	\$6.09	\$6.50
	Base Energy Charge (¢ per kWh)	6.009	6.885	7.354
GST-1	GST-1 - General Service Time-of-Use (0-24 kW)*			
	Base Charge/Minimum	\$10.61	\$12.16	\$12.98
	Base Energy Charge (¢ per kWh)			
	On-Peak	11.096	12.743	13.615
	Off-Peak	3.800	4.355	4.650
GSD-1	General Service Demand (25-499 kW)*			
	Base Charge	\$26.48	\$31.93	\$34.38
	Demand Charge (\$/kW)	\$9.97	\$12.02	\$12.94
	Base Energy Charge (¢ per kWh)	2.221	2.678	2.885
	Minimum	\$235.85	\$332.43	\$357.88
GSDT-1	General Service Demand - Time-of-Use (25-499 kW)*			
	Base Charge	\$26.48	\$31.93	\$34.38
	Demand Charge - On-Peak (\$/kW)	\$9.97	\$11.03	\$11.88
	Maximum Demand Charge (\$/kW)	N/A	\$0.99	\$1.06
	Base Energy Charge (¢ per kWh)			
GSLD-1	General Service Large Demand (500-1,999 kW)			
	Base Charge	\$79.40	\$95.62	\$105.86
	Demand Charge (\$/kW)	\$12.18	\$14.67	\$16.24
	Base Energy Charge (¢ per kWh)	1.754	2.112	2.341
	Minimum	\$6,169.40	\$7,430.62	\$8,225.86
GSLDT-1	General Service Large Demand - Time-of-Use (500-1,999 kW)			
	Base Charge	\$79.40	\$95.62	\$105.86
	Demand Charge - On-Peak (\$/kW)	\$12.18	\$13.56	\$15.05
	Maximum Demand Charge (\$/kW)	N/A	\$1.11	\$1.19
	Base Energy Charge (¢ per kWh)			
CS-1	Curtable Service (500-1,999 kW)			
	Base Charge	\$105.88	\$127.50	\$141.17
	Demand Charge (\$/kW)	\$12.18	\$14.67	\$16.24
	Base Energy Charge (¢ per kWh)	1.754	2.112	2.341
	Monthly Credit (\$ per kW)	(\$2.05)	(\$2.47)	(\$2.73)
CST-1	Curtable Service - Time-of-Use (500-1,999 kW)			
	Base Charge	\$105.88	\$127.50	\$141.17
	Demand Charge - On-Peak (\$/kW)	\$12.18	\$13.56	\$15.05
	Maximum Demand Charge (\$/kW)	N/A	\$1.11	\$1.19
	Base Energy Charge (¢ per kWh)			
CS-3	Curtable Service (2,000 kW +)			
	Base Charge	\$2139.95	\$2647.13	\$2950.99
	Demand Charge (\$/kW)	\$9.83	\$11.95	\$13.56
	Base Energy Charge (¢ per kWh)	1.134	1.379	1.565
	Monthly Credit (per kW)	(\$2.05)	(\$2.49)	(\$2.83)

Business rates summary continued

Rate Code	Type of Charge	Current Rate	Proposed Base Rates	
			Jan. 1, 2022	Jan. 1, 2023
GSLD-2	General Service Large Demand (2,000 kW +)			
	Base Charge	\$238.03	\$281.40	\$313.65
	Demand Charge (\$/kW)	\$12.68	\$14.99	\$16.71
	Base Energy Charge (¢ per kWh)	1.578	1.866	2.080
	Minimum	\$25,598.03	\$30,261.40	\$33,733.65
GSLDT-2	General Service Large Demand - Time-of-Use (2,000 kW +)			
	Base Charge	\$238.03	\$281.40	\$313.65
	Demand Charge - On-Peak (\$/kW)	\$12.68	\$14.02	\$15.68
	Maximum Demand Charge (\$/kW)	N/A	\$0.97	\$1.03
	Base Energy Charge (¢ per kWh)			
CS-2	Curtable Service (2,000 kW +)			
	Base Charge	\$264.47	\$312.66	\$348.49
	Demand Charge (\$/kW)	\$12.68	\$14.99	\$16.71
	Base Energy Charge (¢ per kWh)	1.578	1.866	2.080
	Monthly Credit (per kW)	(\$2.05)	(\$2.42)	(\$2.70)
CST-2	Curtable Service - Time-of-Use (2,000 kW +)			
	Base Charge	\$264.47	\$312.66	\$348.49
	Demand Charge - On-Peak (\$/kW)	\$12.68	\$14.99	\$16.71
	Maximum Demand Charge (\$/kW)	N/A	\$0.97	\$1.03
	Base Energy Charge (¢ per kWh)			
GSLD-3	General Service Large Demand (2,000 kW +)			
	Base Charge	\$2,113.52	\$2,614.99	\$2,860.11
	Demand Charge (\$/kW)	\$9.83	\$11.95	\$13.56
	Base Energy Charge (¢ per kWh)	1.134	1.379	1.565
	Monthly Credit (per kW)	(\$2.05)	(\$2.49)	(\$2.83)
GSLDT-3	General Service Large Demand - Time-of-Use (2,000 kW +)			
	Base Charge	\$2,113.52	\$2,614.99	\$2,860.11
	Demand Charge - On-Peak (\$/kW)	\$9.83	\$11.95	\$13.56
	Base Energy Charge (¢ per kWh)			
	Monthly Credit (per kW)	(\$2.05)	(\$2.49)	(\$2.83)
CS-3	Curtable Service (2,000 kW +)			
	Base Charge	\$2,139.95	\$2,647.13	\$2,950.99
	Demand Charge (\$/kW)	\$9.83	\$11.95	\$13.56
	Base Energy Charge (¢ per kWh)	1.134	1.379	1.565
	Monthly Credit (per kW)	(\$2.05)	(\$2.49)	(\$2.83)

Business rates summary continued

Rate Code	Type of Charge	Current Rate	Proposed Base Rates	
			Jan. 1, 2022	Jan. 1, 2023
CST-3	Curtable Service - Time-of-Use (2,000 kW +)			
	Base Charge	\$2,139.95	\$2,647.13	\$2,950.99
	Demand Charge - On-Peak (\$/kW)	\$9.83	\$11.95	\$13.56
	Base Energy Charge (¢ per kWh)			
	On-Peak	1.295	1.574	1.791
OS-2	Sports Field Service			
	Base Charge	\$132.78	\$152.42	\$166.18
	Base Energy Charge (¢ per kWh)	8.355	9.591	10.457
	Metropolitan Transit Service			
	Base Charge	\$635.70	\$758.32	\$810.72
MET	Commercial/Industrial Load Control Program			
	Base Demand Charge (\$/kW)	\$13.45	\$16.04	\$17.15
	Base Energy Charge (¢ per kWh)	1.795	2.143	2.289
	Commercial/Industrial Demand Reduction Rider			
	Monthly Administrative Adder			
CILC-1	Commercial/Industrial Demand Reduction Rider			
	Monthly Administrative Adder			
	GSD-1	\$132.44	\$159.69	\$171.93
	GSDT-1	\$132.44	\$159.69	\$171.93
	GSLD-1, GSLDT-1	\$185.28	\$223.12	\$247.04
CDR	Commercial/Industrial Demand Reduction Rider			
	Monthly Administrative Adder			
	GSD-1	\$132.44	\$159.69	\$171.93
	GSDT-1	\$132.44	\$159.69	\$171.93
	GSLD-1, GSLDT-1	\$185.28	\$223.12	\$247.04

* FPL is also proposing to increase the threshold between the General Service ("GS") and General Service Demand ("GSD") rate classes from 21 kW to 25 kW. Customer Charge is being changed to Base Charge.

