



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

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



## FPL is here to help during this difficult time

### Fast-tracking savings

FPL has taken the unprecedented step of asking the Florida Public Service Commission permission to fast-track fuel savings to customers through a one-time bill decrease of nearly 25% in May. Normally, Florida utilities spread these types of savings out over time. However, FPL believes it's important to infuse customers with as much money in their pockets as quickly as possible.

### Frontline COVID-19 emergency funding

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

### Relentless focus on our duty to serve

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

## Assistance for customers

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

To further assist customers, FPL has also implemented the same policies that it does during crises, which include:

- » Suspending electrical disconnections
- » Providing payment extensions
- » Waiving certain late payment fees for customers in a hardship situation

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