



# Manage your electric bill the hassle-free way

## **It's easier than ever**

It's time to start enjoying your life more! Three FPL programs make it easy and convenient to pay your electric bill.



# Simplify life and help the environment, too!

Join the millions of FPL customers who make a statement for the environment. Switch to paper-free FPL E-Mail Bill® and FPL Automatic Bill Pay®. Then take it to the next level of convenience and stabilize your electric bill with FPL Budget Billing®.

## Save time and trees

Delivered right to your e-mail address, your E-Mail Bill arrives in plenty of time to review and pay – without the clutter of “snail mail.” Help save trees and still view the same bill detail you now get by mail.

Plus, **FPL E-Mail Bill** provides:

- » Secure access to your account, 24/7
- » Instant tracking of your payment history
- » Option to view and print six months of statements, up to 24 months of historical billing
- » E-mail reminders of upcoming payments and due dates

## DID YOU KNOW?

Secure electronic billing helps prevent identity theft. Research shows that 85 percent of all identity theft occurs *offline!*

– Javelin Research, 2007

## On time, every time

You'll never have to remember to pay your bill again with **FPL Automatic Bill Pay**. Once you authorize payment it gets withdrawn automatically from your bank account every month. And we work with your schedule, so tell us what time frame works best for you:

- » Avoid late or missed payments
- » Schedule when your payment will be made
- » Receive monthly statements to review and for your records
- » Save time and money

Plus, when combined with FPL E-Mail Bill, you'll further simplify life since you'll view and pay your bill electronically. Make an earth-friendly choice to do both!



*\*You set up the payment withdrawal date for any time between 11 and 20 days after your electric bill is issued.*

## DID YOU KNOW?

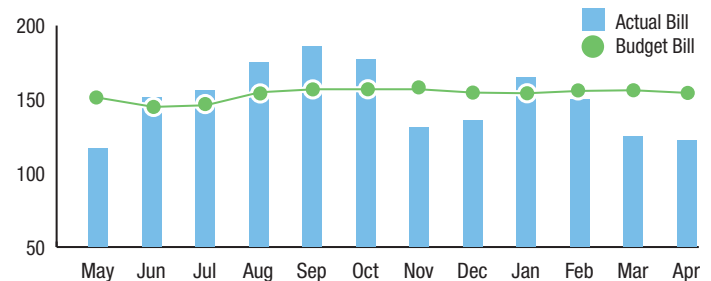
“With FPL Automatic Bill Pay, one click and it's done! My account and everything is right there ... It just makes life easier these days. It's wonderful.”

– A. Amsel Hialeah, FL

## Take the guesswork out of your electric bill

Mild weather, extreme temperatures, new electronics, old appliances, house guests, going on vacation – there are many reasons why your electric bill fluctuates. If a more predictable bill fits your lifestyle, sign up for FPL Budget Billing. This program evens out your annual energy costs during the year so you pay approximately the same amount each month.

It's a great way to manage your bill. There may be months when your budget bill is higher or lower than your actual energy costs, but it all evens out in the end. Of course, you will still need to keep an eye on energy use and continue to conserve.



Graph demonstrates how Budget Billing looks over time compared to an actual bill.

After you enroll in **FPL Budget Billing**, your monthly statement outlines:

- » **Actual Bill** amount – what you would pay on FPL's regular billing plan
- » **Budget Billing** amount – what you owe, calculated by averaging your energy costs for the most current 12 months and adding one-twelfth of your deferred balance
- » **Deferred Balance** amount – the difference between your actual bill and your budget bill. Because FPL adjusts this balance each month, the payment due never gets too large and is more predictable. This balance also reflects what will be added to or subtracted from your final bill, should you decide to stop using the program.

*Customers with an overdue, unpaid balance are ineligible for FPL Budget Billing.*

View your estimated FPL Budget Billing amount online now at **FPL.com/resbb**. If you're not registered for online services, you'll need to do that first.



## Three free billing options to help you return quality time to a busy life

Plus, when you go paper free, you're doing your part to help the environment!

### FPL E-Mail Bill

- » More secure than paper billing
- » Access account history, 24/7
- » Receive e-mail bills and payment reminders

### FPL Automatic Bill Pay

- » Paid automatically and on time, every month
- » Receive monthly statements to review and keep
- » Save time and money

### FPL Budget Billing

- » Pay approximately the same amount every month
- » Take the guesswork out of your electric bill
- » No more bill fluctuations

## Authorization Form

Fill in your account information and details for the program(s) that interest you.

Customer Name: \_\_\_\_\_

FPL Account Number: \_\_\_\_\_

Service Address: \_\_\_\_\_

E-mail Address: \_\_\_\_\_@\_\_\_\_\_.\_\_\_\_\_

Enroll me in FPL E-Mail Bill®

Enroll me in FPL Budget Billing®

Enroll in FPL Automatic Bill Pay®

### For Automatic Bill Pay complete steps 1-3.

#### Step 1 — Identify bank account

What type of bank account do you authorize FPL to use to pay your bill?

- Checking – Attach a voided check.
- Savings – Attach a deposit slip.

\_\_\_\_\_  
Bank Account Number

#### Step 2 — Schedule your payment

How many days after your billing date would you like payment withdrawn from your account?

- Choose from 11 to 20 days \_\_\_\_\_

If left blank, payment will be withdrawn after 11 days.  
The withdrawal date will be printed on each bill.

#### Step 3 — Sign and return

Sign and return this form to:

FPL General Mail Facility  
Miami, FL 33188

Keep a copy for your records.

\_\_\_\_\_  
Bank Account Holder's Signature

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

Phone No.: \_\_\_\_\_

Address: \_\_\_\_\_

### When will Automatic Bill Pay begin?

You are officially enrolled in FPL Automatic Bill Pay when you see "Do Not Pay" on your FPL bill along with the withdrawal date.

#### When you sign this form, you agree to each of the following:

You authorize FPL to withdraw funds from your bank account to pay the monthly FPL bill(s) for the customer above according to the terms selected unless and until FPL receives a written or verbal termination notice from you, allowing a reasonable amount of time for FPL and your bank to act on it. You are the bank account holder or an authorized agent for the bank account identified above. Your bank account is with a U.S. bank, and you understand that your bank may charge for this service. You will pay any outstanding balance before payments in FPL Automatic Bill Pay can begin. If you send FPL a partial payment before your automatic withdrawal date, FPL will debit your account for the remaining balance. As a result, the withdrawal amount may be different from the total amount due on the statement. All FPL notices, including FPL monthly bills will be sent to the customer above. To terminate this authorization, write to: FPL General Mail Facility, Miami, FL 33188, or call 1-800-375-2434.



Enrolling in one  
program or all three  
is simple and free.

Complete the enclosed application or go online and register at [FPL.com/resbill](http://FPL.com/resbill). Have your FPL account number and bank account information handy.