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Please request changes on the back.  
Notes on the front will not be detected.

The amount enclosed includes the following donation:  
FPL Care To Share \$ \_\_\_\_\_

B 4,5,8 4602 9

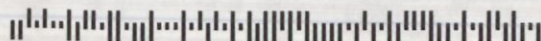
AUTO \*\*B0 1853  
087729



SOUTHERN BELL E0128  
FLORIDA GENERIC FL999  
P O BOX 182333  
COLUMBUS OH 43218-2333

Make check payable to FPL in U.S. funds  
and mail along with this coupon to:

FPL  
GENERAL MAIL FACILITY  
MIAMI FL 33188-0001



Account number	Total amount you owe	New charges due by	Amount enclosed
66351-68187	\$114.13	Jan 24 2019	\$

**Your electric statement**

For: Dec 17 2018 to Jan 03 2019 (17 days)  
Customer name: SOUTHERN BELL E0128  
Service address: 722 3RD PL

**Account number: 66351-68187**

Statement date: Jan 03 2019  
Next meter reading: Feb 02 2019

Amount of your last bill	Payments (-)	Additional activity (+ or -)	Balance before new charges (=)	New charges (+)	Total amount you owe (=)	New charges due by
0.00	0.00	0.00	0.00	114.13	\$114.13	Jan 24 2019

**Meter reading - Meter 5C44986**

Current reading 97819  
Previous reading - 96816  
kWh used 1003  
**Energy usage**  
kWh this month 1003  
Service days 17  
kWh per day 59

Balance before new charges \$0.00

**New charges (Rate: GS-1 GENERAL SVC NON-DEMAND / BUSINESS)**

Electric service amount 96.26  
Storm charge 1.12  
Gross receipts tax 2.50  
Franchise charge 5.84  
Florida sales tax 7.36  
Discretionary sales surtax 1.05  
Total new charges \$114.13

**Total amount you owe \$114.13**

- Welcome to FPL! We look forward to serving you. Visit [FPL.com/VeroBeach](http://FPL.com/VeroBeach) for more information.
- Payments received after **January 24, 2019** are considered late; a late payment charge, the greater of \$5.00 or 1.5% of your past due balance will apply. Your account may also be billed a deposit adjustment.
- This billing period is less than a month; bill factors are available upon request.
- As a business customer, you may qualify for a Florida Sales Tax exemption on your electric bill. Call the Florida Department of Revenue at 1-800-352-3671 to determine if you qualify, or visit [www.FPL.com/taxexemption](http://www.FPL.com/taxexemption) for further information.
- Beginning in February, a rate adjustment will take effect following four new solar plants entering into service. To learn more about your energy bill, visit [FPL.com/rates](http://FPL.com/rates).

Please have your account number ready when contacting FPL.  
Customer service: (772) 403-0021  
Outside Florida: 1-800-226-3545  
To report power outages: 1-800-4OUTAGE (468-8243)  
Hearing/speech impaired: 711 (Relay Service)  
Online at: [www.FPL.com](http://www.FPL.com)





To change your account information, please visit [www.FPL.com/account](http://www.FPL.com/account) or complete the form below using black or blue ink and fill in bubbles completely. Sample ●

Fill in bubble next to your request:

- ☐ Send bills to my e-mail address
- ☐ Update/Add e-mail address
- ☐ Mail bills to my service address
- ☐ Update my mailing address
- ☐ Update my phone number
- ☐ Disconnect my electric service - Request Date \_\_\_\_/\_\_\_\_/\_\_\_\_

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

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Note: Name changes require copy of legal ID and copy of legal document supporting the name change. Please select appropriate reason, enclose documents and sign below.

- ☐ Correct the spelling of my name
- ☐ Change my last name due to marriage or divorce
- ☐ Change the name to the estate
- ☐ Change the name to the surviving spouse
- ☐ Correct the business name

NAME: \_\_\_\_\_

Home Phone #: \_\_\_\_\_

Work Phone #: \_\_\_\_\_

Signature: \_\_\_\_\_

Please have your bill available.

## TO CONNECT ELECTRIC SERVICE OR ASK QUESTIONS ABOUT YOUR BILL

Please visit [www.FPL.com](http://www.FPL.com) or call the customer service number in the lower right hand corner of the front of this bill.

## REPORTING A POWER OUTAGE 1-800-4OUTAGE (1-800-468-8243)

The fastest and easiest way, day or night, to report power outages and downed power lines.

## Help With Managing Your Bill

- Online Home Energy Survey: A free analysis to identify energy savings in your home. Log on to [www.FPL.com/OHES](http://www.FPL.com/OHES).
- Businesses can get a free Energy Evaluation to identify savings. Call 1-800-FPL-5566.
- FPL E-Mail Bill: Receive, review and pay your bill through e-mail.
- FPL Automatic Bill Pay: Your bill is always paid, and always on time.
- FPL Pay Online: Make payments at [www.FPL.com](http://www.FPL.com) whenever you choose.
- FPL Friendly Reminder: A free program that provides customers with a duplicate notice before power is shut off for non-payment. The duplicate notice can be sent to their designated third party or to their service address when they use a different mailing address. Enroll at [www.FPL.com/remind](http://www.FPL.com/remind).

## Statement Information

**kWh:** Kilowatt-hour. A measure of electrical energy. One kWh is the equivalent of using 1,000 watts for one hour. For example, if you use a 100 watt light bulb for 720 hours (i.e., for 30 days straight), you used 72 kWh.

**Customer Charge:** A fixed amount to cover the administrative costs to maintain your account, even if no electricity is used.

**Non-Fuel Energy Charge:** The non-fuel costs to produce and deliver electricity, environmental compliance programs, and for non-demand customers only, the costs of conservation programs.

**Fuel Charge:** A direct pass-through of the fuel costs to produce and deliver your electricity.

**Demand Charge:** The cost to supply the maximum amount of energy used on the account within a 30-minute interval during the billing period. For demand customers, this charge also includes the costs of conservation programs.

**Electric Service Amount:** Total of the customer charge, fuel and non-fuel charges, and demand charge, if applicable.

**Taxes (Utility/Florida Sales/Discretionary Sales Surtax/Gross Receipts):** Taxes on the sale of electricity levied by and paid to the State of Florida or local governments.

**Storm Charge:** A bond repayment charge approved in a financing order by the Florida Public Service Commission to help finance hurricane and storm-related expenses. The funds are collected on behalf of a separate legal entity for which FPL serves as the collection agent. The storm charge is adjusted periodically to align with actual bond repayment costs.

**Franchise Charge:** A fee to local governments that we have an agreement with in order to provide electricity in their area.

**FPL Care to Share Energy Fund:** Contributions collected by FPL and administered by non-profit agencies to benefit those in need.

For full details of the charges used to calculate your bill, visit [www.FPL.com/rates](http://www.FPL.com/rates).

## Information on Paying by Mail

- Include the top portion of your electric bill with your payment
- Use the enclosed return envelope
- Make your check payable to FPL in U.S. funds
- Write your FPL account number on the check
- Do not send cash
- Do not include paper clips or staples
- Avoid folding your check

Give yourself enough time for post office delivery or you can pay immediately by using FPL Online at [www.FPL.com](http://www.FPL.com) or FPL Pay by Phone using the phone number in the front of the bill.

When you pay by check, you authorize FPL to process your payment electronically or as a draft. If your payment is processed electronically, your checking account may be debited on the same day we receive the check and your check will not be returned with your checking account statement.

FPL does not agree to any restrictions, conditions or endorsements placed on any bill statement or payments such as check, money order, or other forms of payment. We will process the payment as if these restrictions or conditions do not exist.

Visit [www.FPL.com](http://www.FPL.com) for more information.