



# Reliable power: In the air and underground

We continually look high and low for ways to bring you even more reliable and affordable energy. We mean that quite literally with our current efforts, which include drones visible in the sky and power lines hidden underground.

Our drones are able to get a bird's eye view to inspect equipment and help prevent outages before they can occur. Following severe weather, they are used to assess damage to get your lights back on faster. In fact, the latest addition to our drone fleet "lives" in the field in charging boxes that withstand 150 mph winds. Always at the ready to assess our equipment on a predetermined route, this drone is another tool in our toolkit to proactively maintain our energy grid.

We're also working to improve reliability by finding the most cost-effective ways to replace overhead power lines with more reliable underground lines in residential neighborhoods. Our undergrounding pilot is part of the largest storm hardening program in the nation.

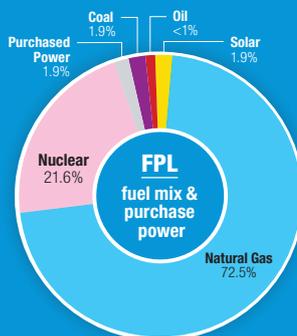
Whether in the air or underground, we are constantly working to bring the best reliability. To find out more, visit: [» FPL.com/reliability](https://www.fpl.com/reliability)



## Where does your energy come from?

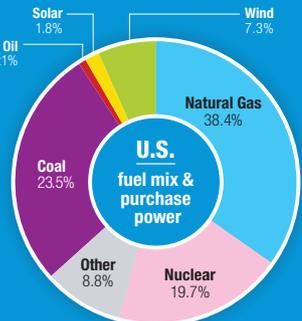
FPL's power comes from a variety of sources, including clean, U.S.-produced natural gas and emissions-free nuclear and solar. Today we're taking steps to substantially increase our investment in cost-effective solar. We've substantially increased our investment in cost-effective solar while significantly reducing our use of coal.

See our latest fuel mix:



Sources of electricity generation for the 12 months that ended December 2019

See how we compare to the rest of the nation:



Major energy sources and percent share of total U.S. electricity in 2019

## Tools to help you save

We offer several programs that can help you save energy and money. Here are just a few of our services:

- » The FPL Energy Analyzer is a free tool that provides an estimated breakdown of how much you're spending on appliances, cooling and heating. You'll also receive expert tips and recommendations to help you save on your bill.

Visit: » [FPL.com/EnergyAnalyzer](https://www.fpl.com/EnergyAnalyzer)

- FPL also offers a free in-home evaluation. Our energy expert will visit your home to identify energy-saving opportunities and rebates available that can help improve your home's energy efficiency. Call 800-DIAL-FPL (800-342-5375)
- » Computer-assisted survey: An in-home evaluation at a cost of \$15. We estimate potential savings, installation costs and the payback period for each recommendation.

A Building Energy Rating System survey is also available. It rates your home according to the current Florida energy-efficiency code requirements for new home construction and may help you qualify for improved mortgage options or increase your home's resale value.

- » New or existing homes can apply for a Class 1 or 2 rating survey, which involves an on-site inspection. The cost for homes up to 2,000 square feet\* is \$480, or \$555 with an air-conditioning duct leakage test, which includes one handler. An incremental \$35 is charged for each additional handler.
- » At a cost of \$75, the Class 3 rating option is for new construction only and is based on site plans and construction documents.

\* For Class 1 and 2 surveys, there is an additional charge of 8 cents per square foot for homes greater than 2,000 square feet, or 3 cents per square foot for a Class 3 survey.

## Stay informed with our Medically Essential Service

If you or someone you know is dependent on electric-powered medical equipment, let us know. Our Medically Essential Service will help keep those with special needs informed by providing extra services, such as special notifications before a hurricane. It's important to note, the program does not guarantee service nor provide an exemption from paying electric bills.

Get help: » [FPL.com/MESP](https://www.fpl.com/MESP)

## Evacuation help for special needs customers

With storm season approaching, it's important to be prepared. If you or anyone you know has special needs and requires assistance in case of evacuation, your local government can help. Contact your county emergency management office to learn about shelters in your community.

Be prepared:

» [FPL.com/evacuation-assistance](https://www.fpl.com/evacuation-assistance)

## Ready for 'spring trimming'?

This spring, we encourage all customers to safely participate in the "spring trimming" of trees and vegetation before they interfere with power lines.

Trees and other vegetation are a leading cause of power outages. In fact, trees were the number one cause of outages during Hurricane Irma in 2017. While FPL keeps power lines clear in public rights-of-way or easements, most damage came from trees beyond the area that FPL maintains.

Property owners are responsible for safely maintaining trees and vegetation on their property and keeping them away from power lines. Never

trim vegetation that has grown near a power line but hire a qualified, specially trained line-clearing professional to do the job.

Stay safe. Always keep yourself and any object you are touching at least 10 feet from main and neighborhood power lines and 30 feet from higher-voltage transmission lines.

Homeowners can help by following FPL's Right Tree/Right Place guidelines to reduce the risk of vegetation causing power interruptions. For more information, and to take our interactive quiz on trimming, visit: » [FPL.com/treequiz](https://www.fpl.com/treequiz)



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