

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

**FPL is committed to supporting our communities in good times and bad, including during the COVID-19 global pandemic. To date, we've provided more than \$75 million in support to customers through numerous relief programs and initiatives.**



- » **COVID-19 policies:** FPL remains committed to supporting customers during the COVID-19 global pandemic. Since mid-March 2020, FPL has offered customers experiencing hardship payment extensions, waived late fees and helped connect customers with available financial assistance. We also suspended disconnections for nonpayment for six months.
- » **Financial Assistance:** Through FPL's third-party partners, customers can apply for financial assistance to help pay their electric bill.
  - **Federal assistance:** Federal financial assistance has increased due to COVID-19. For example, the CARES Act increased funding by nearly 60% to Florida's Low-Income Home Energy Assistance Program (LIHEAP) in 2020.
  - **Care to Share:** This FPL program provides bill payment assistance to customers and has been recently expanded due to the pandemic
- » **COVID-19 policies:** FPL remains committed to supporting customers during the COVID-19 global pandemic. Since mid-March 2020, FPL has offered customers experiencing hardship payment extensions, waived late fees and helped connect customers with available financial assistance. We also suspended disconnections for nonpayment for six months.
- » **Direct bill relief:** FPL provided direct bill relief to customers, including those significantly behind on their bills with up to a \$200 credit. In total, more than 112,000 customers secured bill credits (74% of eligible customers) and FPL distributed more than \$15 million in bill credits.
- » **Accelerated deposit refunds:** After receiving unanimous approval from the PSC, FPL also issued accelerated deposit refunds to customers who paid on time and in full for the last 12 months. The company also issued accelerated deposit refunds to eligible small businesses customers.

## FPL's unwavering commitment (Continued)

- » **Small business support and Main Street Recovery Credit Program:** FPL's Main Street Recovery Credit Program offers eligible small businesses a monthly 10% credit on the energy charge portion of their bill. Eligible businesses include small businesses that were inactive for at least six consecutive months after March 2020, new small businesses and existing small businesses operating in federally designated Opportunity Zones. In addition to the credit program, FPL has led energy efficiency webinars for businesses, worked to raise awareness about FPL's Business Energy Manager tool that helps businesses track and take control of their energy use, and worked with small businesses to make sure they understand available CARES Act resources.
- » **Low-Income Discount Program (LIHEAP/EHEAP):** Shareholders from FPL's parent company, NextEra Energy, have committed \$15 million to fund a new low-income discount program. Eligible residential customers who receive federal assistance through the Low Income Home Energy Assistance Program (LIHEAP) or the Emergency Home Energy Assistance for the Elderly Program (EHEAP) automatically received

a \$20 credit on their monthly bill starting in December 2020 that will extend through December 2021. The program will initially include an estimated 55,000 FPL customers who receive LIHEAP or EHEAP assistance.

- » **Accelerated bill credit (fuel savings):** Following unanimous PSC approval, FPL fast-tracked annual fuel savings into customers' May 2020 bills, resulting in an approximately 25% bill decrease for the typical residential customer bill. Normally, annual fuel savings are spread out over the course of a year. However, due to the global pandemic, FPL thought it was important to quickly pass savings onto customers.
- » **Corporate donations:** FPL, its sister NextEra Energy companies and employees have committed nearly \$5 million in emergency assistance funds. In Florida, funds are helping partner organizations working on the frontlines of the crisis to provide critical support to the most vulnerable members of our communities. This includes assistance for basic needs like housing, food and healthcare, hunger relief efforts for food insecure populations, and storm preparation for homebound individuals.



### Education Support

FPL is committed to supporting education programs that prepare students for exciting, well-paying jobs and help break down barriers for traditionally underserved children.

- » In December 2020, FPL donated \$1 million to buy more than 1,600 laptops for students to use in rapid credentialing programs to obtain the skills they need to get back to work amid the COVID-19 pandemic.

- » In November 2020, FPL donated 1,000 utility poles to Palm Beach County to help the school district ensure that more than 25,000 students and their families have access to the internet during this time of distance learning amid the COVID-19 pandemic.
- » We've redesigned our programs to best meet the needs of students during COVID-19 and beyond.
- » In 2020, FPL's Manatee Lagoon offered virtual programming and a fully online summer camp to thousands of students across the state.
- » FPL also introduced a virtual curriculum for grades 4, 5 and 6 that covers energy standards in science, English, language arts and math.
  - The free, open-source online curriculum is designed to ensure that students have a deeper understanding about the importance of energy, with virtual and in-person instruction options to help maintain a healthy and safe learning environment.
- » Throughout the pandemic, we have also looked for opportunities to donate devices, including laptops and computer headsets, to underserved students for remote learning.