

HOW TO SPOT A SCAM

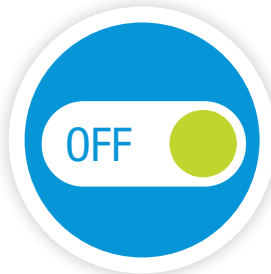
Don't become a victim.

In one of the most common scams, a caller may:



Pretend to be from your utility. (Your caller ID may even display your utility's name.)

Threaten to turn off power, water or natural gas service to your home or business within a few hours.



Demand immediate payment with a prepaid debit card.

Suspect a scammer?

Here's what to do if the call seems suspicious:

- 1 Hang up.
- 2 Call the police.
- 3 Call your utility provider at the phone number on your bill.



DO NOT pay over the phone if immediate payment with a prepaid debit card is demanded to avoid disconnection.



Beat the Heat with Energy-Saving Tips

Summer's here, and for many families that means grilling outside, hopping in and out of the pool and welcoming out-of-town guests to soak up the Florida sunshine. Here are some top tips from Florida Power & Light Company (FPL) that will help you become an energy expert and beat the heat this summer.

Hot tips to keep your bill cool this summer

- » **Fire up the grill:** Using an outdoor grill instead of the oven can help keep your kitchen cool.
- » **Use smart technology:** A smart thermostat can help you save approximately \$50 a year on your bill.
- » **Upgrade your lights:** Switch to LED lights, which use 90 percent less energy than traditional incandescent bulbs and can last up to 10 times longer.
- » **Keep your A/C running smoothly:** Change or clean your filter regularly, usually about once a month. Visit [FPLblog.com/ACTips](https://www.fpl.com/blog/actips) for more A/C tips and rebate information to help you save.
- » **Use fans wisely:** Your ceiling fan keeps you cool, but it doesn't cool your room. When you leave a room, turn off the fan to save about \$7 a month on your bill.
- » **Consider a new pool pump:** Installing a variable speed pool pump is an investment, but the savings can pay off in as little as eight months. Reducing your pump's run time by two hours or more a day can save you up to \$100 annually.
- » **Download the new FPL mobile app:** With the projected bill feature, you can see what your bill may be so you can do something about it. Get the app from the iOS app store or Google Play.
- » **Create your custom energy-savings plan:** Take the free Online Home Energy Survey ([FPL.com/OHES](https://www.fpl.com/ohes)) to create a plan to make your home more energy efficient and save up to \$300.

Become an energy expert with FPL's smart tools

"Summer bills are higher because it's hotter outside, so your A/C runs longer to keep you cool," said FPL Energy Expert Tiffany Spence. "We recommend cooling your house to 78 degrees while you're home and 82 degrees when away. It's really up to you – for every degree you raise your thermostat, you can save five percent on monthly cooling costs. At FPL, we're always working to keep customers' energy bills low and help them find ways to make their bills even lower. With our smart tools and energy-savings tips, customers can become energy experts and keep their bills cool all summer long."

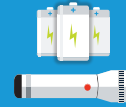


For more tips to beat the heat this summer, save energy and lower your bill, visit: [FPL.com/EasyToSave](https://www.fpl.com/EasyToSave).

CHANGING THE CURRENT.  **FPL**



**We are in the peak
of storm season –
Stay prepared and
stay safe.**



We're prepared for storm season and urge you to prepare as well.

Be ready when a storm hits

- » Pay attention to instructions from public officials and the media.
- » Store your FPL bill – which includes your FPL account number – and other important documents in a waterproof container.
- » Update the phone number and email address on your FPL account, and save your FPL account number to the notes section of your cell phone.
- » Prepare to be self-sufficient for up to 14 days, according to emergency operations officials. Stock up on: non-perishable food, water, extra batteries, medications, baby supplies and pet food.
- » Obtain cash or travelers checks in case banks are closed and ATMs are not working.
- » Fill up your car with gas.
- » Fill propane tanks if you plan to use a grill for cooking.
- » Charge your cell phone and keep it ready by obtaining portable chargers.
- » Set your refrigerator and freezer to their coldest settings ahead of time to keep food fresh longer in the event of a power outage.
- » Secure and prepare your home by storing outside objects inside, fastening doors and windows, and covering valuables and furniture with plastic and moving them away from windows.
- » Determine your backup power source or make arrangements to relocate if a storm warning is issued and someone in your home is dependent on electric-powered, life-sustaining medical equipment.
- » Ensure all trees and vegetation near power lines are trimmed by licensed line-clearing professionals to minimize their potential impact.
- » Have all debris, tree trimmings and clippings picked up prior to a hurricane warning. Trash pick up will be suspended during a warning.

Keep you and your family safe after a storm

- » Watch for downed power lines. Call 911 immediately to report fallen power lines and other hazardous situations.
- » Do not venture out in the dark, as you might not see a downed power line that could be energized and dangerous.
- » Stay away from standing water and debris-laden areas, which could potentially conceal a downed power line.
- » Avoid driving in damaged areas. You might interfere with rescue or restoration efforts, as well as jeopardize your own safety.
- » Turn off your circuit breakers, disconnect all electrical appliances that are still plugged in, and turn off all wall switches immediately if your roof or windows leak. Remember to never stand in water while operating switches or unplugging any electrical device.
- » Be cautious when using a grill, portable stove or other emergency cooking devices.
- » Read and follow all the manufacturer's guidelines when using a generator to avoid dangerous shortcuts and ensure safe operation.
- » Wear dry, rubber-soled shoes and stand on a non-conductive dry surface when resetting circuit breakers.
- » Call a professionally licensed electrician if you have any doubts about your home's electrical system or are unsure of how to proceed.
- » Follow FPL for post-storm progress reports on Facebook at **@FPLconnect** and **@insideFPL** on Twitter.

For more storm and safety tips, visit FPL.com/storm.

CHANGING THE CURRENT.

