

Florida Council on Aging Workshop

Energy Affordability for Florida Seniors

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Florida Power & Light

5.8+
million

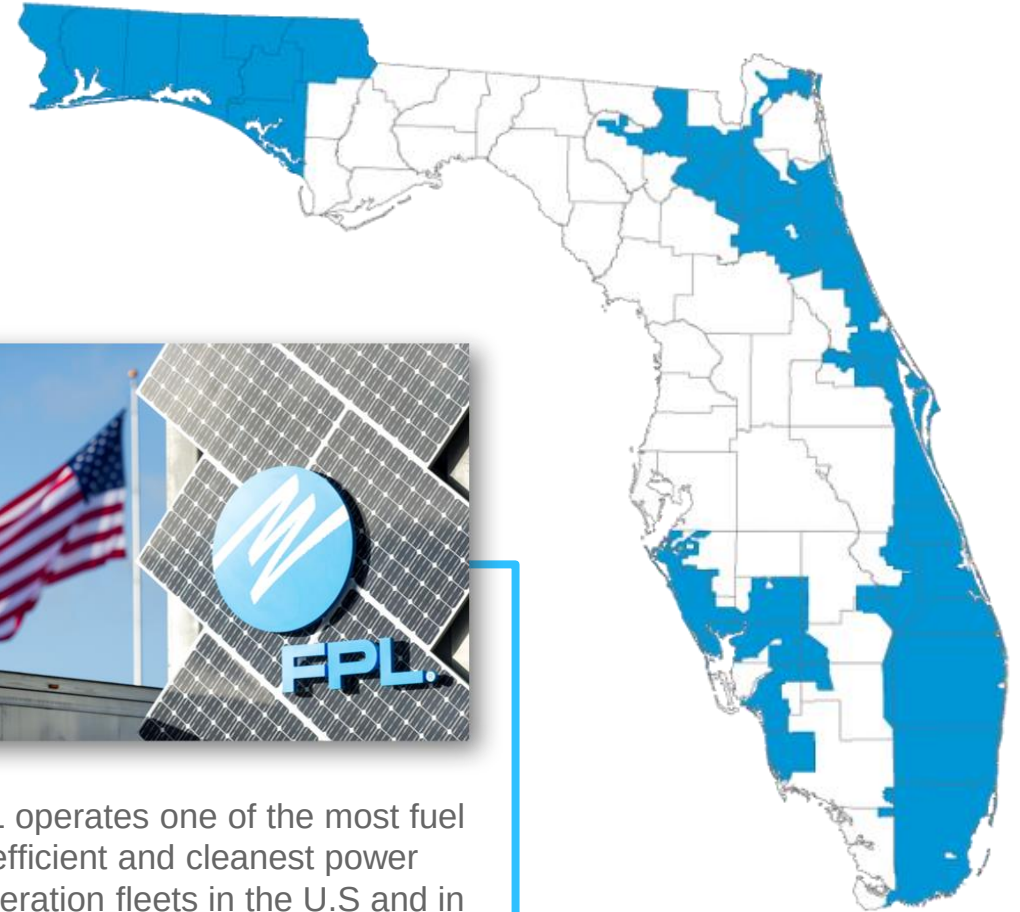
customer accounts

Serving
customers from
**Miami to
Pensacola**

43
counties



FPL operates one of the most fuel efficient and cleanest power generation fleets in the U.S and in 2022 won the ReliabilityOne® National Reliability Award for the seventh time in the last eight years.



Duke Energy Florida

Serving Florida since 1899

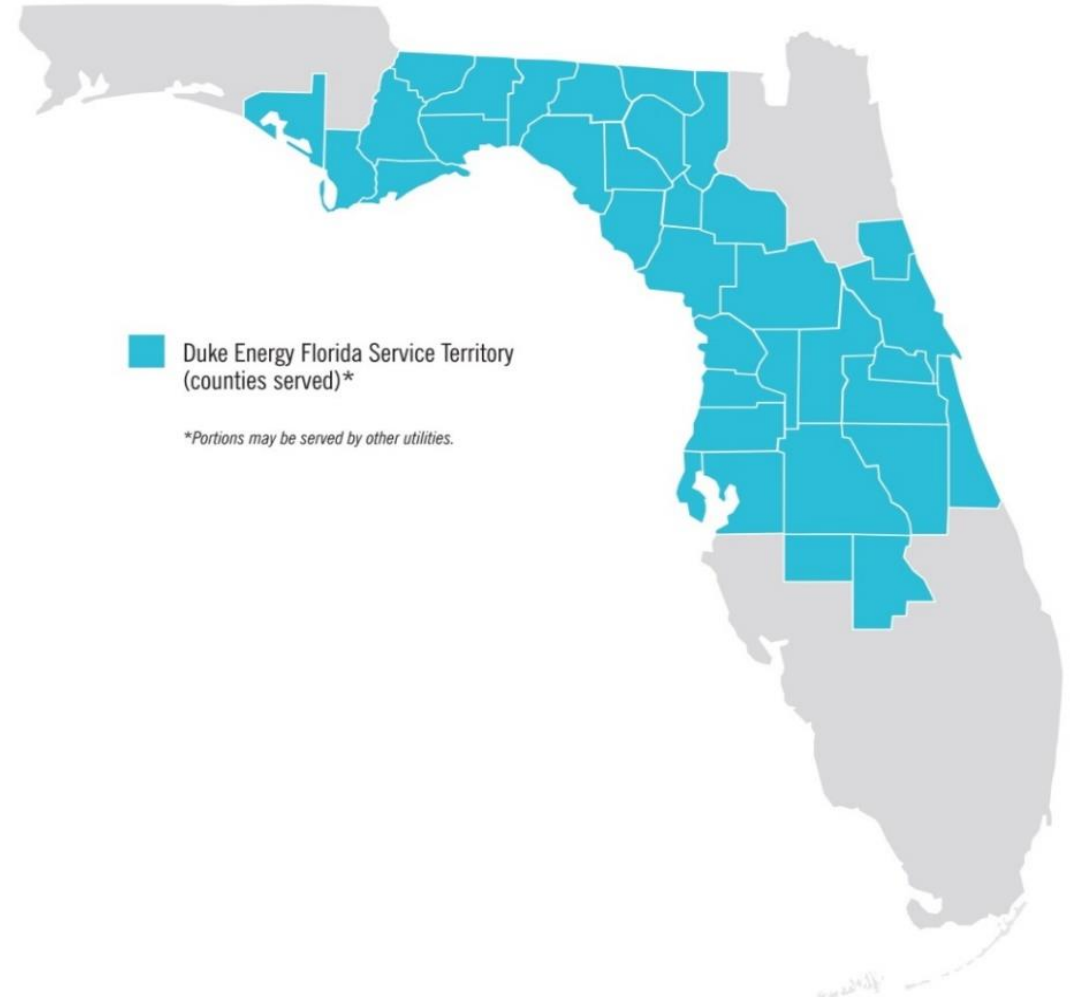
1.9 million customers within 35 counties

13,000 square miles of service territory

**30 power generation sites capable of
producing ~11,000 megawatts of electricity**

3,700 employees | 3,800 retirees

\$145 million in property taxes



Billing and Payment Options

Flexible Billing & Payment Options choose from a variety of payment methods designed to make paying your bill simple, secure and convenient.

You've got options. It is important to us that your bill is clear and makes sense to you.

The screenshot shows the Duke Energy website's "Billing & Payment Options" page. The header includes the Duke Energy logo, "For Your Home", and navigation links for "Español", "Florida", "Search", and "Sign in / Register". Below the header is a navigation bar with links for "My Account", "Billing & Payments", "Products & Services", "Start, Stop & Move", "Outages", and "Customer Service". The main content area is titled "Billing & Payment Options" and features a sub-header: "Choose from a variety of payment methods designed to make paying your bill simple, secure and convenient." There are eight payment options displayed in a grid, each with an icon and a brief description:

- Need help paying your bill? >** If you need assistance, or know someone who does, Duke Energy has programs to help.
- Pay online >** Pay using your credit card, debit card or bank account without any fees.
- Pay using our app >** View and pay your bill from anywhere, anytime. Also see your billing history and personalized offers.
- Pay in person >** Make a payment in person at one of our preferred locations.
- Pay with Auto Pay >** Make an automatic payment by drafting funds from your bank.
- Pay by phone >** Make a one-time, same-day payment using Speedpay. This is a third-party service.
- Pay by mail** Mail a check or money order to: Duke Energy.

Billing Resources

It's important to us that your bill is clear and makes sense to you. Here are some resources to help you understand and manage your bill.



Payment Confirmations >

Get notifications by text or email when your payment has been applied to your account.



Reading Your Bill >

View an interactive sample bill to help you better understand your energy usage.



Usage Alerts >

Get notifications about your energy use to help stay on budget and in control.



Bill Inserts >

We share important information with our customers through monthly bill inserts. View those inserts here whenever you wish.



Rates >

Many factors play a role in determining the price you pay for energy. Learn more about how your rate is calculated.



Lower My Bill >

Find out how you can save money by making small changes in your household routine.



Reading Your Meter >

Learn how to read your meter and monitor your usage.



Energy Saving Solutions & Rewards

As a Duke Energy customer, you have access to an array of exclusive products and services that can help you save energy, protect your budget and make better energy decisions every day.



Enroll in EnergyWise Home® >

Get up to \$141 in annual bill credits for helping reduce energy use.



Home Energy Check >

Get a free energy efficiency evaluation and starter kit for your home. Plus, qualify for eligible rebates.



Single Family Home Energy Improvement >

Lower your bills and get cash back for making energy-saving improvements to your home.



Multifamily Home Energy Improvement >

Multifamily residents as well as renters can take advantage of our energy-saving rebates.



Manufactured Home Energy Improvement >

Our HVAC rebates for manufactured homes can help you live more comfortably.



Income Qualified Services >

This program is designed to help income-qualified customers save energy and reduce expenses through the installation of energy conservation measures in their homes.



Weatherization >

We're helping customers save energy and reduce expenses through the installation of energy efficient measures in their homes.



Neighborhood Energy Saver Program >

We're offering FREE home energy assessments and energy-saving products in select neighborhoods.



Income Qualified Clean Energy Connection >

We're making solar energy accessible. Income-qualified customers earn bill credits that are greater than the fee to subscribe, so your savings from solar start from day one of your subscription.



Ways to Manage Your Bill & Usage



FPL Friendly Reminder®

A free, easy program that provides customers with a duplicate notice before power is shut off for non-payment.



62Plus

Gives residential customers on fixed incomes a month to make a payment after the bill is issued.



FPL Budget Billing®

FPL Budget Billing evens out your energy costs so you pay about the same amount each month.

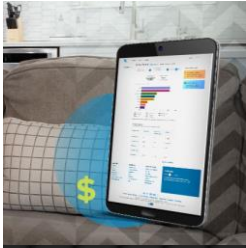
Energy experts at your service

Taking a free Home Energy Survey is a great way to find out the energy efficiency of your home. An FPL Energy Expert will:

- Inspect your home's energy usage.
- Provide valuable tips on how to maximize your home's energy efficiency.
- Provide energy solutions specific to your household needs.
- Review FPL programs and incentives that may be available to you.



Energy Saving Programs & Resources



Energy Manager

FPL's free Energy Manager tool shows you when, where and how your home uses energy.

www.FPL.com/WaystoSave



On Call

Receive a monthly credit on your bill by giving FPL the option to temporarily switch off appliances you enroll.



Rebate Programs

Purchase a new energy-efficient **A/C unit** and save up to \$2,150.



Upgrade your **ceiling insulation** for up to \$1,420 in savings.

Home Weatherization*

Program supplies kits to Weatherization Assistance Providers that provide over 11 thousand kits to homes per year.**



Solar Together

Customers pay a fixed monthly subscription charge and receive monthly bill credits that increase every year for their share of the solar energy generated. It is estimated that over time, credits will increase, lowering your monthly energy bill.

The FPL SolarTogether SunAssist program, a component of FPL SolarTogether, was created to provide low income customers an opportunity to participate and share in the benefits of Florida-generated solar energy.



*Administered by WAP agency and government entities
** Numbers based on year 2022-2023

Medical Essential Service Programs



FPL Medical Essential Program

Any FPL residential customer whose electric service is medically essential is eligible to join if that medical condition has been certified by a physician licensed to practice in Florida. When appropriate, Medically Essential Service can help with:

- **Special notices** before and after a hurricane
- **Special notices** before electrical service is disconnected for non-payment
- **Referrals to social-service agencies** that provide financial assistance.

Duke Energy Medical Essential Program

- Duke Energy's Medically Essential Program **identifies residential customers who are dependent on continuously electric-powered medical equipment**. Participation in the program **does not guarantee uninterrupted electric service**.
- The benefits/guidelines of the Medically Essential Program are to offer you **advance notifications of when your service could be interrupted**.
- To qualify for the Medically Essential Program:
 - The patient must reside at the customer of record address
 - Qualify annually and complete forms supplied by the public utility by a Florida-licensed physician and be dependent on continuously electric-powered medical equipment to prevent the loss of life or immediate hospitalization.
- In the event of loss of power, it is the **customer's responsibility to have a power backup system** for their medical equipment, as well as an action plan for proceeding to the nearest medical facility.

Partnerships and Support

Foundation Support

In 2022, more than **\$3.7 million** in sponsorships & impact initiatives & more than **\$4.5 million** in grants



United Way Partnership

Since 2013, more than **\$5.86 million** for **Share the Light** helping more than **23,400** households.



LIHEAP/EHEAP Action Day

Shared importance of **LIHEAP & EHEAP** with members of Congress.



Partnerships and Advocacy

Vulnerable Households Served by LIHEAP in 2021

73.56%

of LIHEAP recipients in Florida have at least one vulnerable member:



elderly over 60
42.99%



disabled
34.51%



child under 6
18.20%

Low-Income Home Energy Assistance Program (LIHEAP)

Federally funded program that helps income-qualified families with home cooling costs.

Emergency Home Energy Assistance for the Elderly Program (EHEAP)

Federally-funded home energy assistance program for elders.

FPL's Care To Share Program

- Since 1994 - Care To Share has raised \$27,613,00 million and helped 103,000 families.
- Over 45 partner organizations distribute funds.



LIHEAP Action Day in Washington D.C.
Sponsored a community action or non-profit to attend.

Active member of boards and councils.



Working together with +900 assist partners



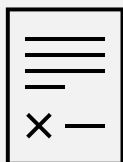
Navigating Senior Programs: Access and Outreach Challenges



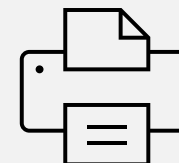
Varied efforts due to limited resources



Transportation to intake sites



Documentation assistance



Application support



211 Helpline or Elder Helpline

Seniors should go through 211 or **Elder Helpline 1-800-963-5537**, for support when they have difficulties that prevent them from accessing these programs.

Supporting Customers in Need

Duke Energy Florida connected customers to agency assistance
\$26 million in 2021 & \$32 million in 2022

Need Help?

Connect with Community Resources

The COVID-19 pandemic has caused extraordinary financial and emotional hardships for many in the community. If you or someone you know needs assistance, these resources may be able to help.



211.ORG



SENIOR RESOURCE ALLIANCE

Learnings helped guide and sharpen our ability to connect customers to community assistance funds.

- ❑ Text and email messages connecting customers to agencies with funding
- ❑ We provided agency guarantee assistance to customers who had their power interrupted due to nonpayment

- ❑ Dedicated internal team to support agency needs including Specialists to assist with calls, faxes, and emails
- ❑ Added the ability for agencies to make payments online on behalf of customers
- ❑ Worked directly with agency personnel, in many cases to provide extra time to make payments
- ❑ Surveyed agencies on how we could help them through the Covid-19 crisis and beyond



Encuentre información
sobre ayuda financiera >



Energizing Seniors: Collaborative Outreach Initiatives

Distribution of informational brochures

Sharing brochures with Senior Friendship Centers and partner organizations to amplify awareness.

Meals with a Message

FPL partnered with FCOA to deliver hurricane meal kits for seniors throughout our territory. This year we have donated \$245,000, which provided Hurricane meal kits to 5,017 seniors.



FPL shares savings tips for summer energy bills



Direct Energy Support

Organizing a phone bank, enabling viewers to directly connect with energy experts for valuable information and assistance.



Additional Assistance in 2023

Expanded Care To Share



1. Care To Share changed qualifications to be based on ALICE criteria.
2. System enhancements to accept recurrent customer Care To Share donations.
3. Electric Repairs
 - Some customers are eligible to receive up to \$2,000 of financial assistance to perform electrical work at their homes through the FPL Care To Share program. Covered repairs include electrical repairs to damaged meter cans and weather heads and excludes repairs to electric panels or home interior equipment/electric repairs.

Enhanced Proactive Support

Sent proactive communications to qualified customers about EHEAP, LIHEAP, and other available assistance or energy conservation programs.

Additional Efforts in 2023



Increasing outreach to more eligible customers unaware of assistance through **direct digital campaigns**.



Evolving tools for call center staff so agents can refer customers to open local agencies with greater precision.



Expanding **participation in Energy Efficiency, Clean Energy** and other program and services to mitigate high bills.



Increasing **external community engagement**.



Investing in **technology enhancements** to support the need to continue increasing customer assistance.



My Energy Bill+ Subscription program with special terms for low-income customers.



Shared Solar and Clean Energy Connection (CEC) Community solar-type program that offers preferential terms to low-income customers. Already active in Florida and South Carolina.

Hurricane Season - Be Prepared!

We prepare for storms throughout the year and encourage you to do the same.

- ❑ Create an emergency plan
- ❑ Know local evacuation routes & safe shelters
- ❑ Prepare an emergency-first aid kit
- ❑ Plan for pets, children, and elderly
- ❑ Ensure cars are prepared with full tank of gas
- ❑ Gather supplies, have plenty of drinking water & non-perishable food
- ❑ Keep important documents + emergency numbers in a waterproof bag
- ❑ Store medications and extra eyeglasses (*if worn) in your emergency kit
- ❑ Keep cell phones charged and flashlight/radio batteries on hand
- ❑ Stay connected – sign up for emergency alerts from local government + FEMA

Important Links:

www.FEMA.gov
www.NOAA.gov

www.RedCross.org
www.Ready.gov/Hurricanes
[Storm Center - Duke Energy \(duke-energy.com\)](http://StormCenter-DukeEnergy.duke-energy.com)



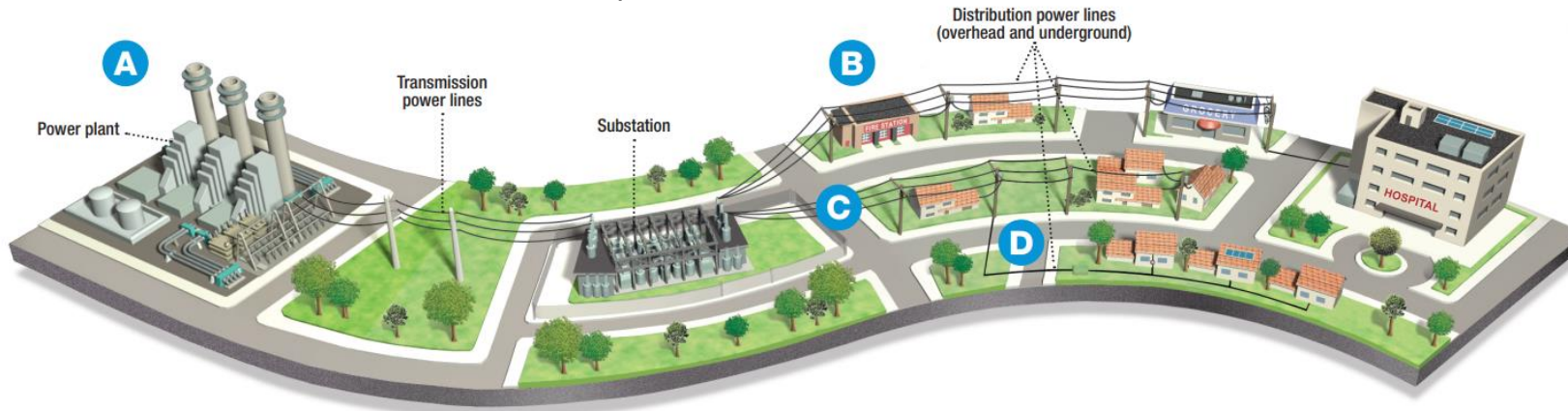
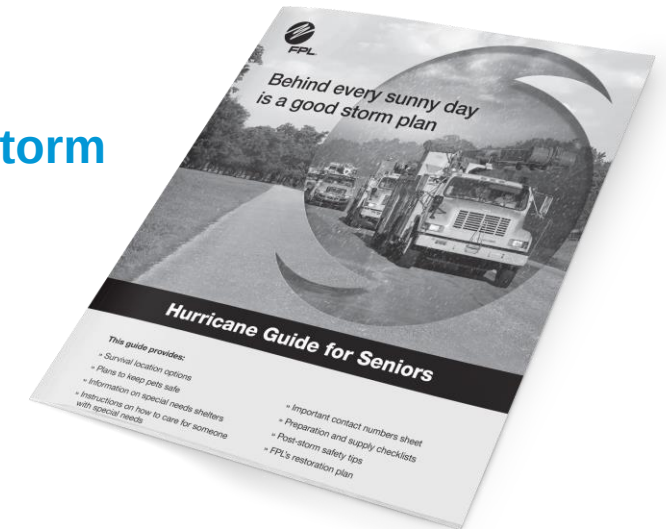
Hurricane Preparedness

Make Safety a Top Priority

Hurricane Guide for Seniors provides:

- » Survival location options
- » Plans to keep pets safe
- » Information on special needs shelters
- » Instructions on how to care for someone with special needs
- » Important contact numbers sheet
- » Preparation and supply checklists
- » Post-storm safety tips
- » FPL's restoration plan

[FPL.com/Storm](https://www.fpl.com/storm)



Development of this brochure was supported by:

- » Alliance for Aging, Inc., for Miami-Dade and Monroe Counties
allianceforaging.org
- » Alzheimer's Association, Southeast Florida Chapter
alz.org/seflorida
- » Alzheimer's Community Care, Inc.
alzcare.org
- » American Red Cross, South Florida Region
RedCross.org/SouthFlorida
- » Area Agency on Aging of Palm Beach/Treasure Coast, Inc.
YourADRC.org
- » Palm Beach County Division of Emergency Management
pbcgov.com/pubsafety/EOC
- » Palm Beach County Division of Senior Services
co.palm-beach.fl.us/communityservices/programs/seniorservices

Pay attention to instructions from public officials and the media.

Q&A