



EnergyNews

FOR YOUR HOME & FAMILY



We're always here for you

In 2016, we all faced some challenges – like weathering a hurricane that reached Category 4 strength as it approached the coast of Florida. Yet, through it all, our special source of energy helped us get your lives back to normal as quickly as possible.

In this year-end edition, we'd like to thank that special source of energy – our people – for all they do to keep your lights on. For years, our people have been committed to finding new ways to use advanced technology to make your service more reliable.

Remember, we are your neighbors and we're customers, too. So, we have a vested interest in doing what's right for Florida – whether it's turning the sun's rays into clean energy, delivering reliable service while keeping your bills low, or even making it easier for you to communicate with us. We're always here for you when you need us.

At the end of the day, we're committed to providing you with energy that's affordable, reliable and clean – and, we're not stopping there. We invite you to learn more from the people who make it all possible and will help us set the pace for an even better 2017.

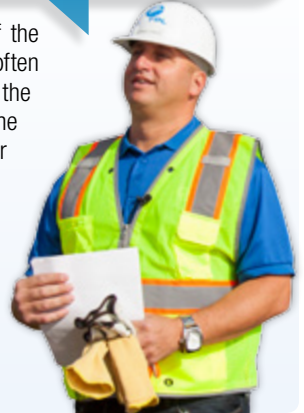
In Their Own Words

I'm helping move Florida forward with solar energy.

Leading the construction of three new solar plants in 2016 has been one of the greatest highlights of my career. With nearly 20 years of experience, I have often seen land development projects be challenged and opposed, but that wasn't the case with these solar projects. I've never seen so many diverse members of the affected communities unify and rally behind a common goal – tripling FPL's solar generating capacity.

As we embark on 2017, we're always seeking out technology improvements that will bring you smarter, more efficient clean energy. Both as a third generation Floridian and a father of young children, I feel honored to be a part of a team that keeps working to bring low-cost, clean solar energy solutions to the Sunshine State.

– **Johnny Lynch**, Senior Project Manager, Solar



I'm delivering reliable service with new technology.

Every day, I get to do what I love – keeping your lights on. As a line specialist, I work in the field installing new technology designed to detect and prevent outages. What better feeling than to solve issues before they become problems for you? During Hurricane Matthew, this smart grid technology helped us prevent approximately 118,000 customer outages. And, we promise we're not stopping there.

In the year ahead, I'm excited to be part of a team that's always looking to use innovative tools to deliver energy you can count on in good weather and bad.

– **Andy Pursell**, Line Specialist



I'm continuously working to improve our service to you.

This year, we implemented the Next Generation Contact Center, a communication system that makes it easier for us to deliver exceptional service during the 21 million calls we receive from customers each year. We're always working to provide customer service you can count on, and, on behalf of our team, thank you for the role you played in J.D. Power's recent recognition of FPL as having the "Highest in Customer Satisfaction among Large Utilities in the South."

We know your time is valuable and we want to make your call experience even better by adding speech recognition and proactive call routing – tools that help you find what you need faster. With this technology, our team is committed to making your experience with us as effortless as possible in 2017.

– **Maria Gomez**, Senior Director, Customer Care



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