

**On Call®**

Change the current way you use energy and make your bill even lower.



## The easiest way to save – **On Call®**

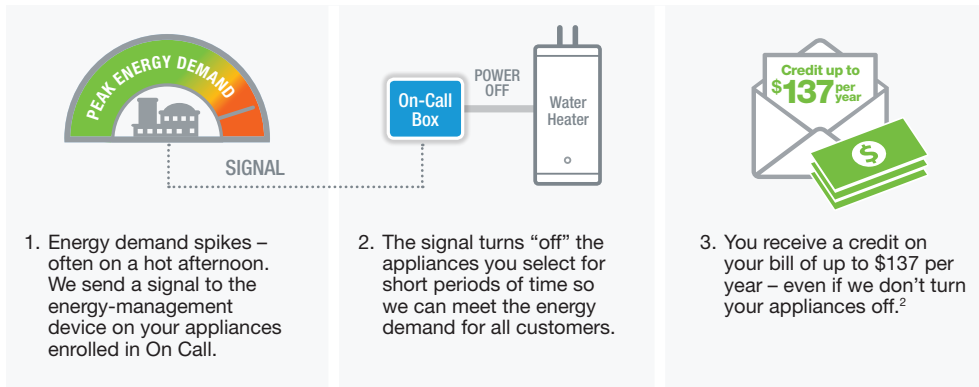
Save up to \$137 per year when you sign up for On Call

Helping our customers save while meeting the energy demands of tomorrow is important to us, and our On Call program does both. When you volunteer to enroll in On Call, you help us meet the energy needs of all customers when demand for energy is highest. In exchange for your participation, we'll give you money back on your electric bill.



## How On Call works

When you volunteer to enroll in On Call®, you give us the option to temporarily turn off appliances you select — and only when absolutely necessary — so we can meet the energy needs of all customers.<sup>1</sup> In exchange for your participation, you'll receive a credit on your electric bill.



## WAYS TO SAVE

### Selecting the option that works for you

When you enroll, you choose the appliances and options that work for you.<sup>3</sup>

#### Cycle Option: Central A/C and Central Heater Only

When you enroll your central air conditioner (A/C) and/or central heater in the Cycle Option we can turn off the equipment for up to 17.5 minutes per thirty-minute period within a six hour window.

Appliances you can enroll <sup>4</sup>	Seasons of enrollment	Annual savings
Central A/C	April through October	\$21
Central heater <sup>5</sup>	November through March	\$10

**Your savings: up to \$31 per year**

#### Extended Option: All appliances listed below

When you enroll your central A/C and central heater in the Extended Option, you can save even more. You can also enroll your water heater or pool pump in the Extended Option. This option turns off the equipment for up to four consecutive hours (or three consecutive hours for your A/C and heater) during a 24-hour period.

Appliances you can enroll <sup>4</sup>	Seasons of enrollment	Annual savings
Central A/C	April through October	\$63
Central heater <sup>5</sup>	November through March	\$20
Water heater	All year	\$18
Pool pump	All year	\$36

**Your savings: up to \$137 per year**

### With the Extended On Call Option, your annual savings add up!

- ❄️ \$63 central A/C
- 🔥 \$20 central heater
- 🔋 \$18 water heater
- 💧 \$36 pool pump

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## \$137 per year

## How to enroll

Visit [FPL.com/OnCall](http://FPL.com/OnCall) and enter your billing address to determine if your home is eligible. We'll call you to determine if you qualify for enrollment. Once enrolled, you can cancel at any time.<sup>6</sup>

## On Call FAQs

### Can I enroll my A/C in the Cycle Option and my water heater or pool pump in the Extended Option at the same time?

Yes. The only exception is central heating. Your central heater must be enrolled in the same program option as your A/C if you choose to enroll both your central heater and A/C.

### May I enroll just one appliance, or must I enroll all of the appliances listed under each option?

You can enroll just one or all of the equipment listed under the Extended Option or the Cycle Option. The only exception is central heating. If you enroll your central heater, you must enroll at least one other piece of qualifying equipment.

### I have two central A/C units. Do I need to enroll both?

When you enroll your A/C in On Call, you are required to enroll all of your home's central A/C units to participate. Similarly, if you have two or more water heaters, we ask that you enroll each of them to qualify.

### When is the program most often activated?

This program is most often activated in early to late afternoons during the summer, while most people are working.

<sup>1</sup> This program is subject to modification or cancellation at any time without notice.  
<sup>2</sup> Savings may vary depending on the options you choose.  
<sup>3</sup> During system emergencies (e.g. extreme weather conditions and capacity shortages as determined by FPL), On Call may be activated for extended periods of time, which may exceed your enrollment agreement.  
<sup>4</sup> When you enroll certain equipment, all equipment of its kind must be enrolled. For example, if you have more than one central A/C unit or more than one water

heater, an energy-management device will be installed on both/all of those types of equipment at your home.  
<sup>5</sup> Central electric space heating units must accompany another qualifying appliance.  
<sup>6</sup> If for any reason, you are not satisfied with the program, you may cancel at any time by just giving us a call. Customers that discontinue participating in the program must wait one year to re-enroll.