

AUTO \*\*CO 3408  
1 015800THE BERNSTEIN FAMILY REALTY  
LLC  
2753 NW 34TH ST  
BOCA RATON FL 33434-3459

Re: FPL Account Number: 53111-50311  
Service Address: 2753 NW 34TH ST  
BOCA RATON, FL 33434

Dear The Bernstein Family Realty Llc:

Enclosed is your final notice before disconnection of service. It's important that you make your payment immediately to avoid further action.

You're already receiving your bills, including past due notifications, electronically. As an FPL eBill customer, you will no longer receive past due notifications via U.S. Mail. It's easier than ever to stay in control of your payments -- with additional reminder options via text messages and the FPL Mobile App, you're sure to never miss a payment.

**Helpful tips:**

- Your bills are being sent to **MRSFLORIDA02@HOTMAIL.COM**. You can update your contact information on **FPL.com/UpdateEmail**
- Add **FPL\_Email\_Bill@billing.fpl.com** to your address book to ensure bill delivery
- Update your phone number and **opt-in to text messages** for important reminders from FPL regarding your bill by visiting **FPL.com/Preferences** or text **JOIN** to MyFPL (69375)
- Download the **FPL Mobile App** by visiting your app store or text **APP** to MyFPL (69375), and make sure you enable notifications from FPL on your smartphone

If you prefer to continue receiving final notices via U.S. Mail, you can always update your preferences on **FPL.com** at any time.



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**USEFUL TELEPHONE NUMBERS**

Customer Service: (561)994-8227  
Outside Florida: 1-800-226-3545  
Power Outages: 1-800-4OUTAGE (468-8243)  
Hearing/Speech Impaired: 711 (Relay Service)  
Visit FPL's Web Site at <http://www.fpl.com>

To change your account information, please visit [www.FPL.com/account](http://www.FPL.com/account) or complete the form below using black or blue ink and fill in bubbles completely.  **Sample**

|  |  |
|--|--|
| FPL ACCOUNT NUMBER: 00000000000000000000   |  |
| Service Address: 1234 Main Street<br>Apt 100, Suite 100<br>City, State, Zip: 12345, CA 90001   | Energy Account:<br>Metering Address:                               |
| Account Name: Mr. John Doe<br>Apartment 100, Suite 100   |  |
| Billing Information: Please print name and address of the person to whom bills should be sent.<br>Billing Name: Mr. John Doe<br>Billing Address: 1234 Main Street, Apt 100, Suite 100, City, State, Zip: 12345, CA 90001 |  |
| Service Address: 1234 Main Street<br>Apt 100, Suite 100<br>City, State, Zip: 12345, CA 90001   | NAME:<br>Home Phone: ( ) -<br>Work Phone: ( ) -<br>Cellular: ( ) - |

Please have your bill available.

**TO CONNECT ELECTRIC SERVICE OR ASK QUESTIONS ABOUT YOUR BILL**  
Please visit [www.FPL.com](http://www.FPL.com) or call the customer service number in the lower right hand corner of the front of this bill.

**REPORTING A POWER OUTAGE    1-800-4OUTAGE (1-800-468-8243)**  
The fastest and easiest way, day or night, to report power outages and downed power lines.

- Help With Managing Your Bill**
- **Online Home Energy Survey:** A free analysis to identify energy savings in your home. Log on to [www.FPL.com/OHES](http://www.FPL.com/OHES).
  - **Businesses can get a free Energy Evaluation** to identify savings. Call 1-800-FPL-5566.
  - **FPL E-Mail Bill:** Receive, review and pay your bill through e-mail.
  - **FPL Automatic Bill Pay:** Your bill is always paid, and always on time.
  - **FPL Pay Online:** Make payments at [www.FPL.com](http://www.FPL.com) whenever you choose.
  - **FPL Friendly Reminder:** A free program that provides customers with a duplicate notice before power is shut off for non-payment. The duplicate notice can be sent to their designated third party or to their service address when they use a different mailing address. Enroll at [www.FPL.com/remind](http://www.FPL.com/remind).

| Statement Information  |   |
|--|---|
| <b>kWh:</b> Kilowatt-hour. A measure of electrical energy. One kWh is the equivalent of using 1,000 watts for one hour. For example, if you use a 100 watt light bulb for 720 hours (i.e., for 30 days straight), you used 72 kWh.   | <b>Electric Service Amount:</b> Total of the customer charge, fuel and non-fuel charges, and demand charge, if applicable.  |
| <b>Customer Charge:</b> A fixed amount to cover the administrative costs to maintain your account, even if no electricity is used.   | <b>Taxes (Utility/Florida Sales/Discretionary Sales Surtax/Gross Receipts):</b> Taxes on the sale of electricity levied by and paid to the State of Florida or local governments.   |
| <b>Non-Fuel Energy Charge:</b> The non-fuel costs to produce and deliver electricity, environmental compliance programs, and for non-demand customers only, the costs of conservation programs.                                      | <b>Storm Charge:</b> A bond repayment charge approved in a financing order by the Florida Public Service Commission to help finance hurricane and storm-related expenses. The funds are collected on behalf of a separate legal entity for which FPL serves as the collection agent. The storm charge is adjusted periodically to align with actual bond repayment costs. |
| <b>Fuel Charge:</b> A direct pass-through of the fuel costs to produce and deliver your electricity.   | <b>Franchise Charge:</b> A fee to local governments that we have an agreement with in order to provide electricity in their area.   |
| <b>Demand Charge:</b> The cost to supply the maximum amount of energy used on the account within a 30-minute interval during the billing period. For demand customers, this charge also includes the costs of conservation programs. | <b>FPL Care to Share Energy Fund:</b> Contributions collected by FPL and administered by non-profit agencies to benefit those in need.  |
| For full details of the charges used to calculate your bill, visit <a href="http://www.FPL.com/rates">www.FPL.com/rates</a> .  |   |

- Information on Paying by Mail**
- Include the top portion of your electric bill with your payment.
  - Use the enclosed return envelope.
  - Make your check or money order payable to FPL in U.S. funds.
  - Write your FPL account number on the check or money order.
  - Do not send cash.
  - Do not include paper clips or staples.
  - Avoid folding your check.

Give yourself enough time for post office delivery or you can pay immediately by using FPL Online at [www.FPL.com](http://www.FPL.com) or FPL Pay by Phone using the phone number in the front of the bill.

When you pay by check, you authorize FPL to process your payment electronically or as a draft. If your payment is processed electronically, your checking account may be debited on the same day we receive the check and your check will not be returned with your checking account statement.

FPL does not agree to any restrictions, conditions or endorsements placed on any bill statement or payments such as check, money order, or other forms of payment. We will process the payment as if these restrictions or conditions do not exist.

**Visit [www.FPL.com](http://www.FPL.com) for more information.**