



Gulf Power: Investing in the energy future of Northwest Florida to bring greater value to our customers



As part of Florida Power & Light Company, we're adopting the company's proven practices and track record of success to move Northwest Florida toward an even brighter energy future. Our energy sources are getting cleaner,

our grid is getting stronger and more reliable and we're driving costs down for you – working to lower your bills over time.

Next Step: Aligning rates

In October, the Florida Public Service Commission approved our four-year settlement agreement that will align Gulf Power and FPL rates and phase in four adjustments from 2022 to 2025. The agreement includes a transition rider, or surcharge, that will equitably address the initial cost to serve differences between the existing Gulf Power and FPL service areas, which will decline to zero over a five-year period. **Importantly, after an initial increase in 2022, rates will decline and at the end of 2025, typical 1,000-kWh residential customer bills in Northwest Florida will be lower than they are today.**

To calculate proposed changes to your bill, visit [GulfPower.com/answers](https://www.gulfpower.com/answers).

It is more important than ever for us to continue making long-term investments that will allow us to continue to improve on the value that we deliver to you – cleaner, more reliable energy while also working hard to lower your bills over time.

Delivering cleaner energy: Gulf Power is generating more clean energy than ever before

» **More solar:** Gulf Power is putting more **emissions-free solar energy** on the grid as we develop and operate more solar energy centers throughout Northwest Florida.

- Each solar energy center generates 74.5 MW of energy, **enough to power 15,000 homes annually** and the **equivalent of taking 14,000 cars off the road** every year.
- Blue Indigo Solar Energy Center, in Jackson County, went into operation April 1, 2020.
- **Cotton Creek Solar Energy Center (Escambia County)** and Blue Springs Solar Energy Center (Jackson County) will be in operation by the beginning of 2022.
- Eleven new solar sites under development in Northwest Florida are part of the Florida Power & Light “30-by-30” commitment to put 30 million solar panels in operation by 2030.

Learn more at [GulfPower.com/solar](https://www.gulfpower.com/solar).

» **Retirement of coal:** Gulf Power has converted the former Plant Crist to run 100% on U.S.-produced natural gas and permanently retired the coal generating operations at the plant at the end of 2020, **ending Gulf Power's use of coal as an energy source in Northwest Florida. In recognition of this historic shift to cleaner energy, the plant has now been renamed Gulf Clean Energy Center.**

Learn more at [GulfPower.com/cleanerenergy](https://www.gulfpower.com/cleanerenergy).

Delivering more reliable and resilient energy: Gulf Power is more reliable than ever before

» **Improving service reliability for customers:** Gulf Power has **improved service reliability** for customers **by 50%** since becoming part of the FPL family.

» **Recognized for reliability improvements:** Gulf Power **received the 2020 ReliabilityOne® Award** for Outstanding Suburban and Rural Service Area Utility.

» **Undergrounding:** Gulf Power is replacing neighborhood overhead power lines with underground lines through the Storm Secure Underground Pilot Program, which finds cost-effective ways to put lines underground to improve day-to-day reliability and speed restoration after severe weather events.

» City of Pensacola:

- Downtown Pensacola \$86 million underground network upgrade. [GulfPower.com/downtownupgrades](https://www.gulfpower.com/downtownupgrades).
- In the last 3 years since joining the FPL family, we have spent more than \$60 million in Pensacola and Escambia County on infrastructure upgrades.
- Numerous undergrounding projects across Northwest Florida in the works, including three planned for City of Pensacola in the next few years.

» **Hardening our energy grid:** Gulf Power is investing up to \$200 million between 2020-2021 to make the energy grid stronger, more resilient and more reliable than ever before. **These investments are reducing outage times when they occur and lowering restoration costs for major weather events.**

- Replacing more than 4,800 transmission wooden structures with concrete or steel.
- Hardening main lines to extreme wind-loading criteria.

» **Making the energy grid smarter:** Gulf Power is installing equipment that is able to isolate and avoid some outages and restore power remotely with self-healing networks. This includes installing 5,000+ automated lateral switches by 2021.

Delivering greater value by keeping costs low: Gulf Power is operating with greater overall efficiency than ever before

- » **Adopting FPL proven practices to deliver greater customer value:** FPL customers enjoy some of the lowest rates in the state and the country because FPL has been investing in clean energy, creating the strongest energy grid in the nation and improved operational efficiencies that have driven the costs and customer bills down over time.
 - Gulf Power is using these same proven practices to **deliver our customers these benefits over time** through strategic investments that bring our customers **cleaner energy, greater reliability and lower operational costs**. This proposition only gets stronger as we combine the two companies.
 - In the last two years, Gulf Power has **reduced operating costs** by almost 30% while improving service and reliability.

Delivering enhanced customer experience: Gulf Power employees keep the customer at the center of everything we do, and we strive to continually improve to make our customer experience better every day

Storm response: Backed by the strength of the FPL team, Gulf Power team responded to multiple severe weather events and hurricanes in 2020 to get the **lights back on safely and quickly** for our customers here at home.

» **Hurricane Sally – Sept. 16, 2020**

- Gulf Power secured and deployed around 6,000 outside resources from 24 states to assist with restoration efforts. FPL sent 1,800 to help, with many more employees assisting from south Florida.
- Our logistics team set up 12 staging areas to house and feed the outside resources.
- Essentially all customers who could safely receive power had their service back within five days of Hurricane Sally leaving the area.

- » **New customer online experience:** As we become FPL, parts of your online experience will change, including:
 - A new mobile app – information you need right at your fingertips.
 - A new web experience – to easily manage your account online.
- » You will also continue to enjoy:
 - Easy to understand bill – to better understand your energy usage and trends.
 - Self-service options, including new enhancements like bill predictor, schedule your online payment date, pay your bill over the phone, etc.
 - More than 200 convenient walk-in payment locations including Walmart, Walgreens and Publix.

And we are always listening to our customers to make continual improvements.

Strengthening the communities we serve: Gulf Power employees actively work and volunteer to build stronger communities through partnering with others to create opportunities where all citizens can prosper

- » **Gulf Power COVID-19 response:** Gulf Power immediately introduced COVID policies to assist customers during the pandemic. Including:
 - **Suspension of disconnects** for more than eight months.
 - **Payment extensions** and helping customers **connect to financial assistance** where needed.
 - **Bill relief program** to give customers seriously past due an up to \$200 bill credit to get current.
 - **Contributed more than \$1 million** to area organizations that were addressing critical needs, including United Way, Project SHARE, Boys & Girls Club and grants for small businesses.
- » **Providing leadership and partnership in economic development:** Gulf Power brings regional and state leaders together each year through our economic symposium, works with our local economic development offices to pursue and secure new businesses to the area while helping current businesses grow, and sponsors the Florida First Sites program to certify sites that are shovel-ready for business relocation or growth.
- » Gulf Power annually remits approximately \$8.4 million in franchise fees and municipal taxes to the City of Pensacola, plus more than \$500,000 in 2020 property taxes.
- » **Gulf Power Foundation is active in providing organizations with needed funds to make a lasting impact on the communities we serve:** Distributing more than \$1 million in shareholder dollars to almost 40 organizations in 2020, the Gulf Power Foundation has focus areas of prosperity through opportunity, conservation and preservation and promoting the well-being of others.
- » Since 2019, Gulf Power and its Foundation have given more than \$3 million to organizations in Pensacola/ Escambia County.
- » **Gulf Power employees continue to serve in our communities every day. It is our privilege and duty to help others in their time of need and give back to this beautiful place we call home.**
 - In 2020, Gulf Power employees donated more than 2,000 volunteer hours throughout the COVID-19 pandemic and donated more than \$240,000.

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Visit [GulfPower.com/answers](https://www.gulfpower.com/answers) and
[GulfPower.com/Together](https://www.gulfpower.com/Together)



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