



## EnergyNotes

FOR YOUR BUSINESS



# Efficiency experts finding new ways to keep bills low

Marcos Mora is on a mission - find ways to cut costs to help keep your bills low. He leads teams of efficiency experts at FPL who are dedicated to analyzing data and finding new ways to operate more efficiently. Helping to keep customer bills low matters to him. After all, he's a customer, too.

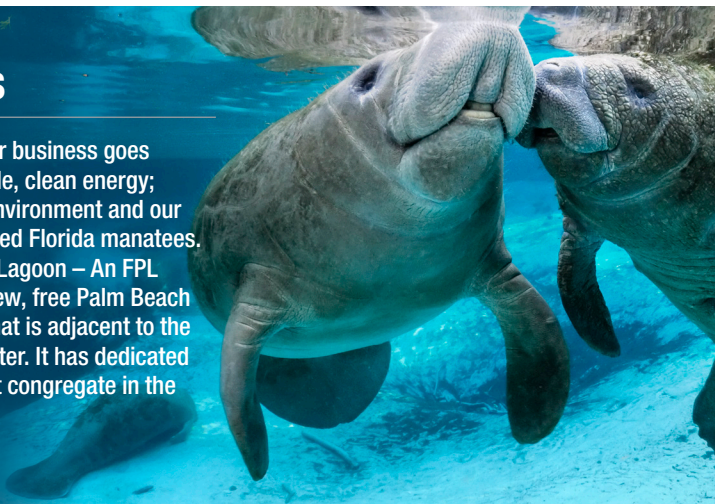
More than 1,000 FPL employees have been trained as efficiency experts. Their task is to find ways, both big and small, to reduce or eliminate waste in how we operate. They use Lean Six Sigma process improvement techniques and participate in a rigorous training and certification program. In 2015 alone, their projects produced savings of more than \$100 million.

See how our efficiency experts are working every day to improve your service while keeping bills low for your business: [» FPL.com/efficiencyexperts](http://FPL.com/efficiencyexperts)

## Protecting our natural treasures

Our commitment to you and your business goes way beyond producing affordable, clean energy; it also includes protecting the environment and our natural treasures, like endangered Florida manatees. Opening this month is Manatee Lagoon – An FPL Eco-Discovery Center™. It's a new, free Palm Beach County educational attraction that is adjacent to the Riviera Beach Clean Energy Center. It has dedicated areas for viewing manatees that congregate in the winter months.

Share with your employees:  
[» VisitManateeLagoon.com](http://VisitManateeLagoon.com)



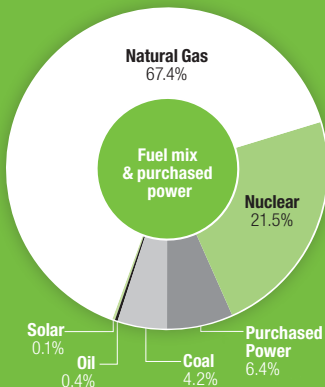


## Did you know?

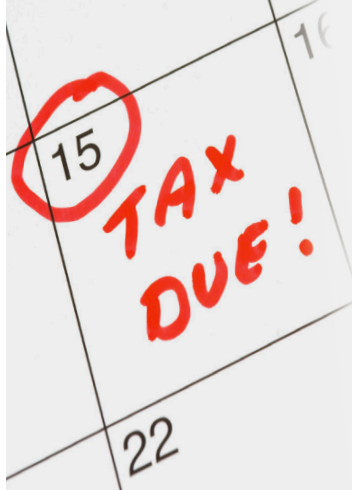
While our customers enjoy overall service reliability levels among the best in the country, we're never satisfied. We are always working to make your business' electric service even more reliable, in good weather and bad. That's why we are investing in new technology to build a stronger, smarter electric grid. Learn about our ongoing programs at: [» FPL.com/reliability](http://FPL.com/reliability)

## Moving toward energy independence

We use mostly American-produced clean fuel sources to generate the electricity you use to power your business.



Sources of electricity generation for the 12 months that ended on Nov. 30, 2015.



## FPL Email Bill® can help this tax season

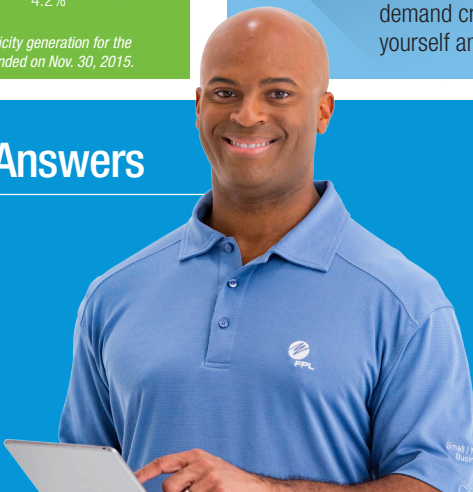
Claiming office deductions or reviewing finances from 2015? FPL Email Bill helps you get easy online access to 24 months of detailed bill and payment history. Make the switch today: [» FPL.com/paperless](http://FPL.com/paperless)



## Be on alert for phone scams

Phone scammers use several schemes to target FPL customers, such as threats to shut off power unless immediate payment is made. We will never call and demand credit card information as payment. Protect yourself and your business: [» FPL.com/protect](http://FPL.com/protect)

## Energy Answers



**Q** What are some simple changes my business can make to save money?

- Rick P., Miami

**A** Your business can achieve energy efficiency savings by making a few low-cost improvements. See five tips to start saving today:

[» FPL.com/bizanswers](http://FPL.com/bizanswers)

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