



Florida Power & Light Company
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FOR IMMEDIATE RELEASE

J.D. Power ranks FPL highest in residential customer satisfaction in the southern U.S.

Announcement marks FPL's highest-ever score and its first top award by prestigious study

JUNO BEACH, FLA. – Florida Power & Light Company (FPL) received the top ranking for residential customer satisfaction among large electric providers in the southern U.S., according to the J.D. Power 2016 Electric Utility Residential Customer Satisfaction StudySM released today. FPL also ranked second-highest in the nation among all large electric providers.

J.D. Power's annual study measures electric utilities based on surveys of their customers. FPL's 2016 score is its highest the company has achieved in the study's 18 years.

"We're honored to serve our customers so we're humbled to know they value the work we do," said Eric Silagy, president and CEO of FPL. "We're proud that our service is cleaner and more reliable than ever before while our typical customer bills are the lowest in Florida and among the lowest in the nation, and we want our customers to know we plan to continue investing in improvements to their service."

The 2016 study marks the first time FPL has achieved the top ranking in its segment, which includes electric utilities in the southern U.S. with more than 500,000 customers. FPL also achieved the highest score among Florida utilities of all sizes.

The study's rankings are based on survey responses from more than 100,000 residential utility customers across the country. The rankings examine six key factors: price; power quality and reliability; billing and payment; communications; corporate citizenship; and customer service.

Notably, customers rated FPL tops in its segment in the category of price.

"It's no accident that FPL's typical 1,000-kWh residential customer bill is about 30 percent lower than the national average," Silagy said. "We work hard to operate efficiently and make long-term cost-saving investments for our customers."

Compared with 10 years ago, FPL's rates have decreased across the board – resulting in savings of about 15 percent for a typical 1,000-kWh/month customer bill. Moreover, FPL's typical bill is projected to remain below 2006 levels through at least 2020.

The J.D. Power study also rated FPL highest in its segment in the categories of billing and payment, communications and corporate citizenship.

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Florida Power & Light Company is the third-largest electric utility in the United States, serving more than 4.8 million customer accounts or more than 10 million people across nearly half of the state of

Florida. FPL's typical 1,000-kWh residential customer bill is approximately 30 percent lower than the latest national average and, in 2015, was the lowest in Florida among reporting utilities for the sixth year in a row. FPL's service reliability is better than 99.98 percent, and its highly fuel-efficient power plant fleet is one of the cleanest among all utilities nationwide. The company received the top ranking in the southern U.S. and second-highest ranking nationwide among large electric providers, according to the J.D. Power 2016 Electric Utility Residential Customer Satisfaction StudySM, and was recognized in 2015 as one of the most trusted U.S. electric utilities by Market Strategies International. A leading Florida employer with approximately 8,800 employees, FPL is a subsidiary of Juno Beach, Fla.-based NextEra Energy, Inc. (NYSE: NEE), a clean energy company widely recognized for its efforts in sustainability, ethics and diversity, and has been ranked No. 1 in the electric and gas utilities industry in Fortune's 2016 list of "World's Most Admired Companies." NextEra Energy is also the parent company of NextEra Energy Resources, LLC, which, together with its affiliated entities, is the world's largest generator of renewable energy from the wind and sun. For more information, visit these websites: www.NextEraEnergy.com, www.FPL.com, www.NextEraEnergyResources.com.

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