



## Efficiency experts finding new ways to keep bills low

Marcos Mora is on a mission - find ways to cut costs to help keep your bill 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:  
[» FPL.com/efficiencyexperts](http://FPL.com/efficiencyexperts)

## Protecting our natural treasures

Our commitment to you 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.

See more: [» VisitManateeLagoon.com](http://VisitManateeLagoon.com)

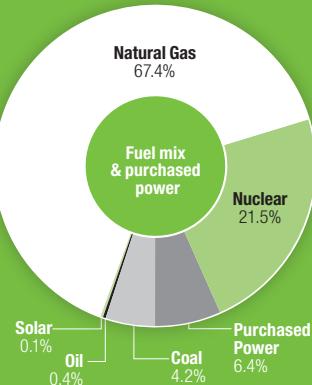


## Did you know?

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 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 home.



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

## Free tax help available

Filing taxes can be confusing and costly. Low- to moderate-income Floridians may qualify for free tax assistance through the IRS Volunteer Income Tax Assistance or Tax Counseling for the Elderly programs. Be sure to ask about the Earned Income Tax Credit as well. Call 1-800-829-1040 or visit: [» IRS.gov/vita](http://IRS.gov/vita)



## 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:  
[» FPL.com/protect](http://FPL.com/protect)

## Ask the Energy Expert



**Q** Can a smart thermostat save me money?  
- Sara C., Palm Beach Gardens, Fla.

**A** Yes, we recently evaluated smart thermostats and found they can help you control your energy usage, and ultimately save money. Read more: [» FPLblog.com/smartthermostat](http://FPLblog.com/smartthermostat)

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