



March 2, 2021

Gulf Power – We are here for you!

At Gulf Power being prepared for today and the future **is critical to serving our customers**. Living in Florida, we all know how to prepare for storm season and hot weather, but **frigidly cold temperatures** may not be something we think about as often. Thankfully, our recent freezing temperatures were not as extreme as the snowstorms experienced in other parts of our country.

But that cold weather likely meant your heater was running longer than usual to keep you and your family warm. Because of that you **may receive a bill that is higher than expected this month, which might stretch your budget**. We know that there is not a one-size-fits-all solution to getting through times of need; however, we are here for you.

If you need assistance, Gulf Power is offering help through **payment extensions, payment arrangements** and connecting customers to financial assistance. Additionally, if you want to avoid a bill spike during extreme weather months, our **budget billing payment option** that **delivers more levelized bills** over a 12-month period might be the right payment program for you. We also encourage you to use our **online energy management tools to find ways to save on your bill**, including **Energy Checkup** for home and business and **daily usage chart** for customers on our residential rate to see how much energy you used yesterday to avoid bill surprises.

Much of the assistance mentioned above can be found online at [GulfPower.com/help](https://www.gulfpower.com/help) and [GulfPower.com/waystosave](https://www.gulfpower.com/waystosave). If you need to speak to a representative, you can **call us at 1-800-225-5797**. As we work individually with customers, you may experience a longer than convenient wait time, so we are giving you an option to request a call back as we realize your time is extremely valuable.

On behalf of the Gulf Power team, we want you to know we care and are working hard every day to deliver clean, reliable and affordable service you can count on. Our team remains **committed to continuously improving** your customer experience.

It is our honor and privilege to serve you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Mike Spoor'.

Mike Spoor,
Vice President, Gulf Power Company
and the entire Gulf Power team