



Coronavirus (COVID-19)
April 2, 2020

The Gulf Power team is working quickly to find more ways to help our customers through this coronavirus (COVID-19) crisis. Our goal is to support our customers — families and businesses — in ways that you need it most.

Gulf Power's latest efforts to support Northwest Florida

» **Providing bill relief to customers**

This week we announced our plan to significantly lower bills for customers amid the ongoing COVID-19 pandemic. Subject to Florida Public Service Commission approval, beginning May 1, Gulf Power plans to issue a [one-time decrease](#) of approximately 40% for the typical May residential customer bill as a result of lower fuel costs. Our business customers will also see a significant one-time decrease in May, depending on usage and rate class.

» **Helping local small businesses across Northwest Florida**

Made possible by an initial grant of \$250,000 from Gulf Power through our economic development fund, the Florida Small Business Development Center (SBDC) at the University of West Florida is launching the Northwest Florida [Small Business COVID-19 Recovery Grant Program](#). The grant will provide up to \$5,000 to help offset losses that small businesses across our communities may be experiencing as a result of the ongoing COVID-19 pandemic.

» **Supporting those who need it most**

This week, the Gulf Power Foundation gave [\\$500,000 to United Way](#) organizations across Northwest Florida. The funds will be used to address increased demand for services as a result of the COVID-19 pandemic. We are committed to working with the United Way so they can continue to assist those most vulnerable during this time.

» **Project SHARE program offers way to help others**

For those who want to help others who may need assistance with their energy bill, we encourage you to [make a donation](#) to our Project SHARE program. All contributions are distributed to local offices of The Salvation Army, and customers in need apply for Project SHARE assistance at The Salvation Army office in their county.

We are grateful to be able to help our customers and our Northwest Florida communities in these ways. As a reminder, we will also continue to suspend disconnections and assist with extended payment arrangements for as long as Florida remains under a state of emergency. If you need additional assistance, please [visit our website](#) for more information.

Again, please know that we are with you during this crisis and we will never stop delivering the reliable service that you count on, each and every day. Our team is dedicated to continuing to find innovative ways to support this community as we move through these uncertain and unprecedented times together.

Sincerely,

A handwritten signature in black ink that reads 'Marlene Santos'.

Marlene Santos
President, Gulf Power
