



**Coronavirus (COVID-19)**

April 28, 2020

Today, the Florida Public Service Commission approved our plan to issue a significant bill reduction next month. Beginning May 1, Gulf Power will provide a one-time decrease of approximately 40% for the typical residential customer bill\* as a result of lower fuel costs. Our business customers will also see a substantial one-time decrease in May of approximately 40-55%, depending on usage and rate class.

As I mentioned in my email earlier this month, we're focused on identifying resources that can help you during this challenging time while continuing to provide you with the safe, reliable service that you count on, each and every day.

**We've created new tools to help save energy and money**

We recently added new tools within your Gulf Power online account so you now have access to your monthly projected bill amount and a breakdown of your daily energy usage. I encourage you to get the Gulf Power mobile app on your [Apple](#) or [Android](#) device so you can easily take control of your energy usage. We've also pulled together additional [energy-saving tips](#) that can be implemented with no additional cost or equipment. And as always, our free online [Energy Checkup tool](#) will provide you with a customized report based on your home's actual energy use.

**We're finding ways to help you pay your bill**

We know that this is a difficult time for many across Northwest Florida, and we are committed to supporting you. Customers are encouraged to pay their electric bill balance each month to avoid building up a large balance. We will work with you to come up with a solution to ensure that you can fulfill your personal responsibility for your Gulf Power balance.

If you're having difficulty paying your monthly bill, view available community agency resources online at [GulfPower.com/help](#). Many community agencies traditionally require a disconnect notice to provide assistance; however, because we have suspended disconnections while Florida is under a state of emergency, in most cases you can just show your past due bill.

**We continue to support our communities**

Community support organizations continue to see an increase in demand for services as a result of the COVID-19 pandemic. As I mentioned earlier this month, the Gulf Power Foundation gave \$500,000 to United Way organizations across Northwest Florida to assist those most vulnerable during this time, which is helping to support food, housing and other needs throughout our region. In addition, we made a \$10,000 donation to Feeding the Gulf Coast and are launching an employee donation campaign to provide food for our neighbors in need.

**Our commitment to reliable, safe service continues**

While many things are different in our lives right now, please know that our commitment to providing you with safe, reliable service will never change. Our team continues to work around the clock, during good weather and bad, so that our hospitals, grocery stores and other businesses have the power that they need to support our communities, and you have the power that you need to support your family at home. Together, we will emerge from these extraordinary times even stronger.

Sincerely,

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

Marlene Santos  
President, Gulf Power

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\*For Budget Billing customers, the monthly Budget Billing amount is based on the average of actual bills over the last 12 months, which evens out energy bills. Customers will receive the one-time fuel credit through their Budget Billing calculation over the next 12 months. Fixed Rate customers enjoy the assurance that no matter how their energy needs have changed as they stay home more, their energy bill will stay the same throughout their annual agreement.