

We're ready for storm season, and urge you to be ready too.

While next week marks the start of the Atlantic hurricane season, we've already had our first named storm of the year and experts are predicting a more active hurricane season than normal, so we urge you to prepare now.

This hurricane season brings another new challenge – preparing for severe storms during a global pandemic. The coronavirus (COVID-19) pandemic has required Gulf Power to think differently about how we will prepare and restore power in the event of a major storm. We will take a number of precautionary measures to ensure our employees and customers stay safe during the restoration process, including incorporating social distancing wherever possible, using appropriate personal protective equipment, temperature screening of all restoration workers and frequently sanitizing hands and vehicles. The bottom line is that we take very seriously our responsibility and our duty to serve customers throughout any crisis that may come our way. Gulf Power has a plan for storm season and we are doing everything we can to make sure we're in the best possible position to restore service safely and as quickly as possible following a storm.

Because of the new circumstances we're facing as a community, it is more important than ever to review your storm plans for your family, home or business. Your hurricane plans from past years may need adjustments that you've never had to consider before the COVID-19 pandemic, and now is the time to think through the changes to ensure you're prepared. And while we certainly hope it won't happen, we ask that you prepare for the possibility of being out of power for an extended period of time should a storm affect us this season during these extraordinary circumstances. Visit our [Storm Ready Center](#) for more information on preparing for storm season, and download our Mobile App on your [Apple](#) or [Android](#) device to manage your account from anywhere and stay connected with us during a storm.

We understand that preparing for severe storms adds yet another layer of complexity to our lives when we are already facing difficult times. As neighbors and fellow Northwest Floridians, we're in this together, and Gulf Power continues to look for ways to help our customers and our communities.

Continuing to support our customers

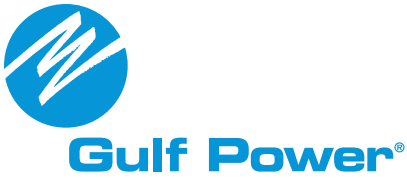
We understand just how disruptive the COVID-19 pandemic has been and we remain committed to doing the right thing for our customers and the communities we serve. We are continuing our crisis policies and suspending electrical disconnections through the end of June.

As we carefully and thoughtfully transition back to our standard policies in July, we want to make sure we're doing everything we can to support you.

Customers are encouraged to pay their electric bill balance each month to avoid building up a large balance. However, if you are having trouble paying your bill, please call us now to make payment extension plans, if needed, and seek financial assistance while it's available. Visit GulfPower.com/help for more information on available resources.

Helping neighbors in need

You may have a friend, neighbor or family member facing financial hardship at this difficult time that you would like to help. Now, you have the opportunity to assist by paying their electric bill. Simply fill out [this form](#), enclose a check and send by mail to pay all or part of someone's bill. You can request whether or not to remain anonymous to the person you have helped.



You can also **contribute** to Gulf Power's Project SHARE program, which provides emergency bill payment assistance to eligible individuals and families who are experiencing temporary financial difficulties. Donations are made through your monthly electric bills, and Project SHARE is administered by The Salvation Army to assist customers across Northwest Florida. Gulf Power recently contributed \$100,000 to Project SHARE to support our customers facing financial hardship, and we have asked our employees to consider contributing as well.

Assisting local small businesses

Gulf Power is sponsoring a \$300,000 grant through our economic development fund for another round of small business grants through the Small Business Development Center (SBDC) at the University of West Florida. This grant process will launch in early June and provide grants of \$5,000 for small businesses that have 10-29 employees.

We realize that these are difficult and unsettling times and we are committed to doing our part to help you navigate the uncertainty while delivering the clean, reliable energy you depend on. Gulf Power will continue to look for opportunities to support our customers and communities and we are prepared for any crisis or storm that comes our way.

Sincerely,

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

Marlene Santos
President, Gulf Power