



Florida Power & Light Company
9250 W. Flagler Street
Miami, FL 33174

April 10th, 2010

To: FPL ASSIST Agencies and Clients

RE: FPL's Medically Essential Service Program (MESP) Overview

Often times, many of our partners would like to know if FPL indeed offers any type of program (aside from financial assistance) which assists those individuals with special medical needs in our community. Below please find a brief explanation of our MESP program which identifies these customers and assists them in meeting their electric needs.

FPL's Medically Essential Service Program (MESP) was designed in order to identify special medical needs in our customers' home and helps ensure that their account is handled with the care and concern it deserves. Eligibility for the program includes the medical dependence on electric-powered equipment that must be operated continuously or as circumstances require as specified by a physician. The program provides special notification in the event of a scheduled disconnection of service as well as a limited payment extension, if needed.

- Any MESP applicant must require **electric-powered life sustaining equipment** and the application must be authorized by the patients physician in order to be placed on this program.
- The customer is responsible for re-certifying on a yearly basis with their physician in order to remain on this program.
- The patient must be a permanent resident of the Service Address listed on FPL's records.
- The customer is **responsible for paying the amount due on their regular monthly bill** on the referenced account
- Should the customer fail to pay the regular monthly bill, the electric service is **subject to disconnection** as provided in FPL's Tariff with the Florida Public Service Commission.
- FPL does not guarantee uninterrupted electric service or assign priority status to the account for service restorations during an outage.
- The patient must ensure that they are prepared with backup medical equipment and/or power and a planned course of action in the event of prolonged outages.

For more information regarding the MESP program, agencies may contact 1-866-639-5930. Customers who would like to either sign up on the program or have additional questions may call FPL at the phone number listed on their FPL bill statement.

Thank you.

FPL's MESP Department