

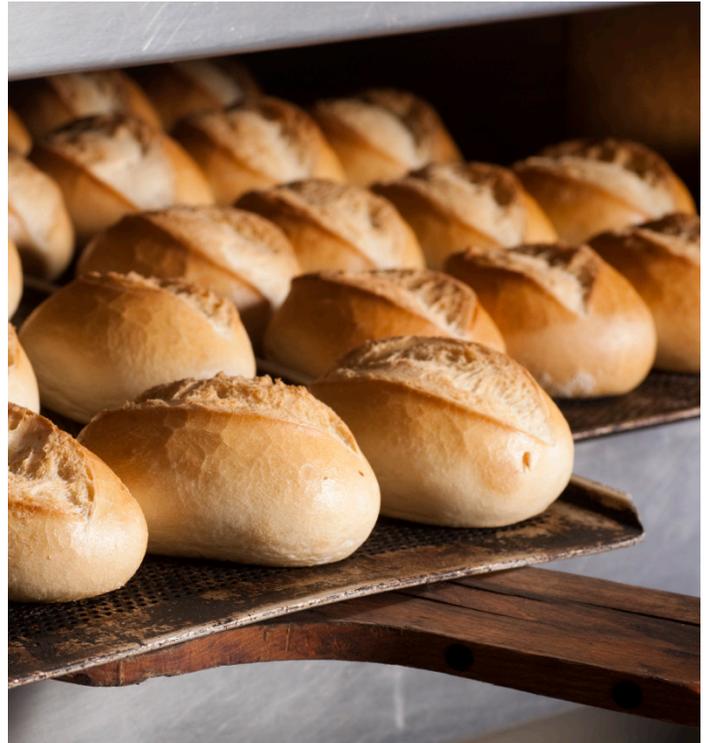
Case Study

Industrial customers mitigate risk with reliable natural gas supplier

We understand that industrial companies like yours require a large volume of natural gas. And you can't afford to have your service interrupted. FPL Energy Services, Inc. (FPLES) has the industry expertise to provide you with a dependable and cost-effective supply, as well as dedicated customer service that's personalized to your company's needs.

Advantages when partnering with us

- » Expert analysis of the market that allows us to provide a highly reliable and low-cost supply of gas
- » Competitive pricing with the flexibility to customize a rate plan that works best for your business
- » Coverage during OFO/mismatch days to mitigate your risk
- » One-on-one customer service, including a free evaluation of your current gas costs
- » A strong track record of 99.9% billing accuracy and no hidden costs



Protano & Sons, Inc.
Customer since 2010

Meet one of our industrial customers

Protano's Bakery, one of South Florida's largest bakeries, has been serving up its mouthwatering delights to customers since 1970. What began as an Italian-American Deli with a couple of small ovens has transformed into 30,000 square feet of plant space with daily deliveries to several cities. A family-owned business, Protano's provides restaurants, hotels, delis, sub shops, and convenience stores with an assortment of fresh baked rolls, breads, and desserts.

Benefits

- » **Outstanding Customer Service:** We're committed to making business with us fast, easy, and hassle-free. We manage the administrative details so you can concentrate on running your business.
- » **Industry Expertise:** As a FPLES customer, you will be assigned an experienced natural gas consultant, many with more than 10 years of industry experience, to personally assist you with all your natural gas needs.
- » **Competitive Pricing:** Competitive prices and pricing plans are customized to meet the specific needs of each customer.
- » **Accurate Billing:** Over 99.9% billing accuracy provides peace of mind and confidence.
- » **Flexible Pricing:** Customized fixed and variable pricing plans are available to help business owners control their natural gas bills.
- » **No Hidden Costs:** No balancing charges and no switch-over fees; FPLES customers know exactly what they're being charged.

FPLES provides competitive prices, accurate billing, flexible payment options, and friendly, reliable customer service.

Focusing on your business

Any company can sell you natural gas from a remote location, but at FPLES, our goal is to get to know your business and support your individual needs. With a strong focus on personal relationships, every member of the FPLES team knows that signing a contract is just the first step towards earning your business and trust. With locations in every major Florida city, your FPLES natural gas consultant will always be available to provide your business with personal attention, outstanding customer service, and customized guidance that makes managing your natural gas convenient and efficient. And, with dedicated customer service professionals on staff to answer your calls, FPLES' personal service is just a phone call away.

Let FPL Energy Services customize your no-cost, no-obligation natural gas price quote today.

A natural gas consultant will be assigned to personally evaluate your current natural gas terms, free of charge, and show you how FPLES can make a visible difference in your natural gas supply services.

FPL Energy Services. Where proven meets possible.

Call us today at 1-877-375-4674
or visit us at www.FPLES.com/naturalgas

