

## Assist Agency Portal User Acknowledgment

As a authorized Assist Agency Portal User, you are indicating that you agree to these terms and conditions, and that you desire to have access to the Florida Power & Light Company (herein referred to as "FPL") Assist Agency Portal (herein referred to as "Portal") in order to originate and post commitments (payment pledges) and view limited customer billing information needed to assess and qualify for said commitments. Access to any of this information by you is contingent on your consent to the following:

- You will not disclose any FPL-owned information or customer information to a third party without first having obtained the written authorization of FPL. You will utilize the information you receive under this Portal in a secure manner.
- Upon your enrollment, you will be given a unique Portal Representative Number that you will use to register for Portal access. You are solely responsible for the confidentiality and use of your ID and password, and for the transactions accomplished by the use of your password. Sharing your password is strictly prohibited.
- You shall be responsible for accurately entering both Agency and customer information on the Portal. FPL reserves the right to terminate your access to any information made available via this Portal if FPL discovers, and in its sole judgment determines, that you have failed to meet FPL's requirements contained in these terms or have violated any applicable law or regulation or any of FPL's cyber-security or confidentiality procedures.
- By entering the Portal, you are indicating that you agree that access to customer information shall only be for the sole purposes of determining whether or not a FPL customer, being assisted by the Agency, is eligible for utility funding assistance, and for the purpose of committing such assistance if customer is deemed by Agency to be eligible for the assistance. Customer information shall not be used for any other purposes not specifically authorized under this Section.
- By accessing the Portal, you understand and acknowledge that prior written consent and permission by FPL's customer of record, an authorized party listed on his or her account, or his/her legal representative must be granted before you are authorized to access the Portal to view the customer's data.
- FPL policy strictly prohibits Agency representatives who have access to the Portal from using it to perform payment assistance transactions on their own FPL electric account(s) or any other customer account outside the Agency representative's payment assistance process. Such transactions are considered "unauthorized transactions." Any Agency Representative seeking payment assistance for their FPL account should contact his/her Agency supervisor, who may contact the FPL area manager for direction and information.
- Your participation and use of the Program does not convey any rights or license to you except as specifically set forth in these terms, and you agree to use and access the information solely for the purposes set forth in these terms.
- FPL will store and protect your online identifying information in the same manner other personal customer information is stored and protected. Disclosure of this information shall only be made when FPL is required to disclose it by law.
- By participating in the Assist Program governed by this Agreement, you agree to be bound by this Agreement based on your signature below.

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Agency Portal User Signature / Date

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Agency Principal / Date

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Agency Portal User Printed Name

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Agency Principal Printed Name