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## FPL Earns Third Certification as a BenchmarkPortal Center of Excellence

March 10, 2016 - FPL customer contact center has been certified for the third time as a Center of Excellence by BenchmarkPortal, a leading contact center research and consulting organization. "Only the top 10 percent of those benchmarked annually achieve this distinction," said BenchmarkPortal CEO Bruce Belfiore. "Achieving Center of Excellence certification is an acknowledgement of strong management and leadership in the call center industry."

To achieve certification as a Center of Excellence, a company must undergo a rigorous benchmarking process, which compares the organization's operational metrics to those of its peers, using the world's largest database of contact center metrics. During this process, BenchmarkPortal experts audit and verify key data from the contact center applying for certification.

Factors (called key performance indicators) such as first call resolution, cost per call, call waiting time, customer satisfaction, agent satisfaction and utilization of human resources are taken into account. BenchmarkPortal is able to scientifically gauge how the contact center being studied compares to other centers in the same industry, and if the performance of the contact center is superior. Customer satisfaction, which relates to customer loyalty and business growth, is the goal, balanced by financial metrics which show that the center is being operated efficiently.

"Contact centers that achieve certification are remarkable in their ability to balance a commitment to service excellence, It is an achievement of distinction," added Belfiore. "We have validated its metrics and have certified that Contact Center is, indeed, among the best in its industry. I congratulate FPL on a job well done."

### About Florida Power & Light Company

Florida Power & Light Company is the third-largest electric utility in the United States, serving more than 4.8 million customer accounts or more than 10 million people across nearly half of the state of Florida. FPL's typical 1,000-kWh residential customer bill is approximately 30 percent lower than the latest national average and, in 2015, was the lowest in Florida among reporting utilities for the sixth year in a row. FPL's service reliability is better than 99.98 percent, and its highly fuel-efficient power plant fleet is one of the cleanest among all utilities nationwide. The company was recognized in 2015 as one of the most trusted U.S. electric utilities by Market Strategies International. A leading Florida employer with approximately 8,800 employees, FPL is a subsidiary of Juno Beach, Fla.-based NextEra Energy, Inc. (NYSE: NEE), a clean energy company widely recognized for its efforts in sustainability, ethics and diversity, and has been ranked No. 1 in the electric and gas utilities industry in Fortune's 2016 list of "World's Most Admired Companies." NextEra Energy is also the parent company of NextEra Energy Resources, LLC, which, together with its affiliated entities, is the world's largest generator of renewable energy from the wind and sun. For more information, visit these websites: [www.NextEraEnergy.com](http://www.NextEraEnergy.com), [www.FPL.com](http://www.FPL.com), [www.NextEraEnergyResources.com](http://www.NextEraEnergyResources.com).

### About BenchmarkPortal

Founded in 1995, BenchmarkPortal is a global leader in the contact center industry, providing benchmarking, certification, training, consulting, research and industry reports. The BenchmarkPortal team of professionals has gained international recognition for its innovative approach to best practices for the contact center industry. The organization hosts the world's largest database of contact center metrics. Its mission is to provide contact center managers with the tools and information to help optimize efficiency and effectiveness in customer communications. For more information about BenchmarkPortal, please call 800-214-8929 or visit [www.benchmarkportal.com](http://www.benchmarkportal.com)

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*"Becoming a Call Center of Excellence can be a game changer for businesses. Fighting to keep customers in today's economy is paramount to most companies and the Center of Excellence distinction has helped drive us to that end result. Going through this process yearly continues to challenge us to improve processes and service levels. The detailed process that BenchmarkPortal provides in comparing our data with a large peer group is unparalleled. At the end, you have a clear roadmap of what is working well and what needs focus and attention for improvement. Because of this, we have been able to develop plans each year to drive better results and better customer experiences. This, coupled with a knowledgeable staff, helps us to close the gaps and continue to achieve excellence in every area. Every call center out there should be doing this benchmarking process; we are proof that it works."*

**ARAG GROUP**

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