

State of Florida



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08 NOV 17 AM 9:00

Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

COMMISSION
CLERK

-M-E-M-O-R-A-N-D-U-M-

DATE: November 14, 2008
TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk
FROM: Timothy J. Devlin, Director, Division of Economic Regulation *TJD*
RE: Docket No. 070626-EI, FPL Sunshine Energy Program (Program): Disposition of monies collected after July 29, 2008.

Pursuant to Order No. PSC-08-0600-PAA-EI, issued September 16, 2008, in this docket, Florida Power & Light Company was ordered to escrow all voluntary contributions collected after July 29, 2008. FPL was also required to provide a report indicating the monthly and total amount of money subject to refund as of the preceding month and the status of the escrow account. On October 31, 2008, FPL provided staff its report.

Staff has reviewed FPL's process for handling monies collected after July 29, 2008 (date of the termination of the Program) from Program participants (see attachment). All monies collected after July 29, 2008 but billed before that date would be subject to the FPL/Green Mountain Energy contract. All monies billed and collected after July 29, 2008, should be refunded or credited to Program participants.

According to FPL, all credits due participants have been settled. As of November 12, 2008, the Commission has not received any complaints relating to the disposition of these credits. Therefore, staff believes that FPL's process for crediting or re-billing Program participants is reasonable and should be considered complete.

C: Katherine Fleming
Rhonda Hicks

DOCUMENT NUMBER-DATE

10660 NOV 17 08

FPSC-COMMISSION CLERK

Sunshine Energy

PSC Questions

Re: Cash Collections Post
Termination

DOCUMENT NUMBER-DATE

10660 NOV 17 88

FPSC-COMMISSION CLERK

Customers Billed After July 29th

- Since billing for the Sunshine Energy charge could not immediately stop on July 29th, bills went out to 20,406 customers containing the Sunshine Energy charge from July 30th to August 14th.
- FPL had to cancel customer's bills and rebill customers without the Sunshine Energy charge. This is known as the Cancel/Replace process.
- The Cancel/Replace process is used to cancel previous billing(s) and replace with a new corrected bill. The "mass" Cancel/Replace allows us to Cancel/Replace a large number of accounts by programmatically using an account input file.
- A "mass" cancellation and rebilling took place on Aug 16th for all customer billed from July 30th to Aug 14th.
- The Cancel/Replace bill (which shows on the statement as "Corrected Bill") show the following detail:
 - The cancellation of the total amount of your electric bill for the month.
 - The corrected re-bill amount excluding the Sunshine Energy charge.
 - If the customer made a payment prior to the Cancel/Replace bill, the payment will be reflected in the Cancel/Replace Bill (or the "corrected bill").
- All payments or credits due to customers have been settled. No payments are currently pending.



Florida Power & Light Company
 PO Box 025576
 Miami, FL 33102
 FPL 3 500117 / 27

Please request changes on the back.
 Notes on the front will not be detected.

The amount enclosed includes the following donation:
 FPL Care To Share \$ _____

A W 8 7107 5

2732 NE 35TH DR

Make check payable to FPL in U.S. funds
 and mail along with this coupon to:



FPL
 GENERAL MAIL FACILITY
 MIAMI FL 33188-0001

Account number	Amount you owe	New charges due by	Amount
[REDACTED]	\$433.86	Jul 31 2008	\$

Your electric statement

For: Jun 10 2008 to Jul 10 2008 (30 days)
 Customer name: [REDACTED]
 Service address: 2732 NE 35TH DR

Account number [REDACTED]

Statement date: Jul 10 2008
 Next meter reading: Aug 08 2008

Amount of your last bill	Payments (-)	Additional activity (+ or -)	Balance before new charges (=)	New charges (+)	Total amount due	New charges due by
459.31	459.31 CR	0.00	0.00	433.86	\$433.86	Jul 31 2008

Meter reading - Meter [REDACTED]

Current reading 2851
 Previous reading - 8623
 kWh used 3328

Energy usage

	Last Year	This Year
kWh this month	3519	3328
Service days	30	30
kWh per day	117	111

**The electric service amount includes the following charges:

Customer charge: \$5.34
 Fuel: \$197.23
 (First 1000 kWh at \$0.052270)
 (Over 1000 kWh at \$0.062270)
 Non-fuel: \$161.61
 (First 1000 kWh at \$0.041340)
 (Over 1000 kWh at \$0.051660)

Amount of your last bill 459.31
 Payments received - Thank you 459.31 CR
 Balance before new charges \$0.00

New charges (Rate: RS-1 RESIDENTIAL SERVICE)

Electric service amount	364.18**
Sunshine energy amount	9.75
Storm charge	3.70
Gross receipts tax	9.68
Franchise charge	23.20
Utility tax	23.35
Total new charges	\$433.86

Total amount you owe \$433.86

- A late payment charge of 1.50% will apply if not paid by July 31, 2008, and your account may be subject to being billed an additional deposit



Florida Power & Light Company
 PO Box 025576
 Miami, FL 33102

REPLACEMENT BILL*
 Print date: Oct 30, 2008

Please have your account number ready when contacting FPL
 Customer service: (854) 797-5000
 Outside Florida: 1-800-226-3545
 To report power outages: 1-800-4OUTAGE (468-8245)
 Hearing/speech impaired: 711 (Relay Service)
 Online at: www.FPL.com



Florida Power & Light Company
PO Box 025576
Miami, FL 33102

FPL

2 500121

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Please request changes on the back
Notes on the front will not be detected.

The amount enclosed includes the following donation:

FPL Care To Share \$ _____

A W 8

7107 8

2732 NE 35TH DR

Make check payable to FPL in U.S. funds
and mail along with this coupon to:

FPL
GENERAL MAIL FACILITY
MIAMI FL 33188-0001



Account number	Do not pay	New Charges due by	Amount enclosed
[REDACTED]	\$11.66 CR		\$

Your electric statement

For: Jul 10 2008 to Aug 08 2008 (28 days)

Customer name: [REDACTED]

Service address: 2732 NE 35TH DR

Account number: [REDACTED]

Statement date: Aug 25 2008

Next meter reading: Sep 09 2008

Amount of your last bill	Payments (-)	Additional activity (+ or -)	Balance before new charges (=)	New charges (+)	Credit amount (DO NOT PAY)	New charges due by
442.07	442.07 CR	442.07 CR	442.07 CR	430.41	\$11.66 CR	

Meter reading - Mtd. [REDACTED]

Current reading	6132
Previous reading	- 2851
kWh used	3181
Energy usage	
	Last Year This Year
kWh this month	3539 3181
Service days	29 29
kWh per day	122 110

The electric service amount includes the following charges:

Customer charge:	\$5.34
Fuel:	\$213.34
<i>(First 1000 kWh at \$0.080210)</i>	
<i>(Over 1000 kWh at \$0.070210)</i>	
Non-fuel:	\$154.01
<i>(First 1000 kWh at \$0.041340)</i>	
<i>(Over 1000 kWh at \$0.051880)</i>	

Amount of your last bill	442.07
Payments received - Thank you	442.07 CR
Additional activity:	
Credit	442.07 CR
Balance before new charges	\$442.07 CR
New charges (Rate: RS-1 RESIDENTIAL SERVICE)	
Electric service amount	372.69**
Storm charge	3.53
Gross receipts tax	9.65
Franchise charge	23.11
Utility tax	21.43
Total new charges	\$430.41

Total amount you owe \$11.66CR

Credit amount - DO NOT PAY

- As a result of the discontinuation of the Sunshine Energy program, your previous bill has been revised. This statement reflects the corrected billing amount excluding the Sunshine Energy program charge.



Florida Power & Light Company
PO Box 025576
Miami, FL 33102

REPLACEMENT BILL*
Print date: Oct 17, 2008

Please have your account number ready when contacting FPL
Customer service: (954) 797-5000
Outside Florida: 1-800-228-3545
To report power outages: 1-800-4OUTAGE (468-8243)
Hearing/speech impaired: 711 (Relay Service)
Online at: www.FPL.com

Bill Statement



Customer Name: [REDACTED]
 Service Address: 1781 PEBBLE BEACH DR APT 201
 FPL Account Number: [REDACTED]
 Service Dates: 06/16/2008 to 07/16/2008
 Statement Date: 07/16/2008
 Next Scheduled Read Date: 08/14/2008

[View Back of the Bill](#) [View Bill Insert](#) [Previous Bills](#)

Understanding Your Bill

[Access Another Account](#)

The e-mail address we have for this account is [REDACTED].
 Access e-mail update to make changes.

Amount of your last bill	Payments (-)	Additional activity (+ or -)	Balance before new charges (=)	New charges (+)	Do not pay (=)	New charges due by
83.73	83.73CR	0.00	0.00	59.69	\$59.69	Aug 06 2008

[Pay Online](#)

Amount of your last bill 83.73
 Payment received - Thank you 83.73CR
 Balance before new charges \$0.00

New charges (Rate: RS-1 RESIDENTIAL SERVICE)
 Electric service amount 46.24**
 Sunshine energy amount 9.75
 Storm charge 0.48
 Gross receipts tax 1.45
 Franchise charge 1.77
 Total new charges \$59.69
 Total amount you owe \$59.69

FPL Automatic Bill Pay - DO NOT PAY

- A late payment charge of 1.50% will apply if not paid by August 06, 2008, and your account may be subject to being billed an additional deposit.
- The amount due on your account will be drafted automatically on or after August 01, 2008. If a partial payment is received before this date, only the remaining balance due on your account will be drafted automatically.

Bill Statement



Customer Name: [REDACTED]
 Service Address: 1781 PEBBLE BEACH DR APT 201
 FPL Account Number: [REDACTED]
 Service Dates: 07/16/2008 to 08/14/2008
 Statement Date: 08/25/2008
 Next Scheduled Read Date: 09/15/2008

[View Back of the Bill](#) [View Bill Insert](#) [Previous Bills](#) [Access Another Account](#)

Understanding Your Bill
 The e-mail address we have for this account is [REDACTED].
 Access e-mail update to make changes.

Amount of your last bill	Payments (-)	Additional activity (+ or -)	Balance before new charges (=)	New charges (+)	Do not pay (-)	New charges due by
65.77	0.00	65.77CR	0.00	55.47	\$55.47	Sep 15 2008

[Pay Online](#)

CORRECTED BILL

Amount of your last bill	65.77
Additional activity:	
Credit	65.77CR
Balance before new charges	\$0.00
New charges (Rate: RS-1 RESIDENTIAL SERVICE)	
Electric service amount	51.96**
Storm charge	0.51
Gross receipts tax	1.35
Franchise charge	1.65
Total new charges	\$55.47
Total amount you owe	\$55.47

FPL Automatic Bill Pay - DO NOT PAY

-As a result of the discontinuation of the Sunshine Energy program, your previous bill has been revised. This statement reflects the corrected billing amount excluding the Sunshine Energy program charge.
 -A late payment charge of 1.50% will apply if not paid by September 15, 2008, and your account may be subject to being billed an additional deposit.
 -The amount due on your account will be drafted automatically on or after September 10, 2008. If a partial payment is received before this date, only the remaining balance due on your account will be drafted automatically.

Customer Collections

Billed up to July 29th & Collected After July 29, 2008

All collections will be used for the purpose of fulfilling program and tariff obligations.

	Residential	Customer pmts*	Commercial	Customer pmts*
Cash Collections 7/30/2008	\$14,009.75	1,503	\$473.80	12
Cash Collections 8/1/2008 - 8/28/08	\$181,839.22	20,554	\$3,858.77	162
Cash Collections 8/29/2008 - 9/29/08	\$19,024.15	2,684	\$175.50	15
	<hr/>			
Total Cash Collections	\$214,873.12	24,741	\$ 4,508.07	189
	<hr/>			

* Customer payments reflect number of payments received from customers during this time period.

A customer could make more than one payment during this time or one payment covering multiple months billed.

Notes:

- Commercial collections for the period 8/29/2008 to 9/29/2008 were updated from \$147.00.
- Average collection per customer does not equal \$9.75 due to partial payments.