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October 30, 2020

-VIA ELECTRONIC FILING-

Mr. Adam Teitzman
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0850

Re: Docket No. 20200000 – Florida Power & Light Company’s COVID-19 Customer Impact Data Report

Dear Mr. Teitzman:

Attached for electronic filing is Florida Power & Light Company’s COVID-19 Customer Impact Data Report for the month of September 2020.

If there are any questions regarding this filing, please contact me at 561-691-7255.

Sincerely,

/s/ Joel T. Baker

Joel T. Baker
Fla. Bar No. 0108202

Attachment

cc: Florida Public Service Commission
Shaw Stiller, Office of General Counsel

Florida Power & Light Company

700 Universe Boulevard, Juno Beach, FL 33408

Customer Impact Data Related to COVID-19

Utility: [Florida Power & Light Company](#)

Reporting Month: [September 2020](#)

*The report should include data as of the last day of reporting month
and is due by the last day of the following month*

Delinquent Accounts ¹		
Number of Accounts 60 -89 days past due	Reporting Month	Prior Year Month
Residential	60,838	28,476
Commercial / Industrial	4,747	1,674
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	93,573	6,178
Commercial / Industrial	8,571	579

¹ Unique active accounts with age categorization by age of the account's oldest arrears balance (e.g., if an account has a 30, 60, and 90+ arrears balance, the account will show only once and in the 90+ category)

Accounts in Arrears ²		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$ 22,862,096	\$ 3,400,922
Commercial / Industrial	\$ 3,888,295	\$ 429,751
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$ 33,212,412	\$ 1,073,050
Commercial / Industrial	\$ 5,332,518	\$ 143,011

² Total active arrear balances are based on the aging of the arrears (e.g., a 90+ account in the "delinquent account" section can have balances showing in both the 60-89 aging category and the 90+ aging category)

Payment Arrangements		
Number of Payment Arrangements ³	Reporting Month	March 2020 through Current (cumulative)
Residential	138,010	940,538
Commercial / Industrial	4,174	39,917
Average Duration of Payment Arrangement ⁴	Reporting Month	-----
Residential	30	---
Commercial / Industrial	31	---
Percent of Customers Under a Payment Arrangement ⁵	Reporting Month	-----
Residential ⁶	2.20%	---
Commercial / Industrial ⁷	0.60%	---

³ Total payment arrangements granted through all channels during the reporting month and cumulative

⁴ Average duration in days of total payment arrangements granted through all channels

⁵ All active payment arrangements as of the final day of the reporting month divided by the number of active accounts

⁶ Number of residential customers under a payment arrangement/total number of residential customers.

⁷ Number of commercial-industrial customers under a payment arrangement/total number of commercial-industrial customers.

Bad Debt ⁸		
Incremental Bad Debt	Reporting Month	March 2020 through Current (cumulative)
Incremental Bad Debt ⁹	\$ 10,466,383	\$ 33,607,890

⁸ Total Bad Debt in 2020 for the reporting period less the three-year average (2017-2019) for the same time period

⁹ Difference between reporting month and the average of the same month for the prior three years; excluding any prior months that were impacted by named hurricanes. If a prior month is excluded, provide an explanation.

Late Fees ¹⁰		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	803,680	839,682
Commercial / Industrial	83,910	77,952

¹⁰ Late fees billed net of late fee cancellations resulting from customers self-reporting hardship

Discontinuance of Service		
Number of Accounts who received a Notice of Discontinuance of Service	Reporting Month	Prior Year Month
Residential	86,695	454,592
Commercial / Industrial	7,602	34,330
Number of Accounts Disconnected from Service	Reporting Month	Prior Year Month
Residential	0	83,236
Commercial / Industrial	0	4,927
Number of Accounts Reconnected to Service ¹¹	Reporting Month	Prior Year Month
Residential	0	77,603
Commercial / Industrial	0	4,223

¹¹ Data reflects the number of accounts that had been disconnected during the Current Month but were reconnected. Accounts not reconnected are either closed at the customer request or the account is closed by FPL if no action is taken by the customer within eight billing cycles (~10 calendar days) following a disconnection.

Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.) ¹²	2	47
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.) ¹³	433,436	4,172,957

¹² Instances of mass communication to customers resulting from COVID-19 (e.g., social media, news releases, etc.)

¹³ Volume of incremental individual customer communication outside of mass communication (e.g., outbound calls, emails, letters)

Customer Communications
Please provide the following two responses starting in October 2020, and all subsequent filings
Please provide samples of any new communication/media notices provided to customers concerning the utility's past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection policies issued within the last 30-days.
Please see attached.
In the past 30-days, has the utility made changes to, or implemented new, policies related to past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection? If so, please explain.
As of October 30, 2020:
(1) A total of 110.6 thousand customers have taken advantage of FPL's bill credit initiative (this represents 73% of eligible accounts) amounting to \$15.2 million in bill credits and reducing customers' past due amounts
(2) Resumed disconnects for non-payment on October 1st for accounts with overdue final notices beginning with the accounts with the oldest arrears and largest past due balances

Florida Power & Light Company (FPL)

Undocketed – Financial impacts on utility customers as a
result of the COVID-19 pandemic

Samples of Current Communications/Media Notices

FPL's Customer Communications

FPL EMAIL BILL

----- Forwarded message -----

From: **FPL Email Bill** <FPL_Email_Bill@billing.fpl.com>

Date: Sat, Sep 26, 2020 at 7:20 AM

Subject: FPL Account: Your bill is ready to be viewed online

To: >

Take the guesswork out of your bill
Enroll in FPL Budget Billing®
Enjoy predictable energy bills all year-round.
[Learn more](#)

 [CLICK TO ENROLL](#)



[LOG IN](#)

[PAY BILL](#)

XXX
Account #:
[Update Email](#)

Thank you for using FPL Automatic Bill Pay®
to process payment. Your new bill is \$XXX
due by Oct 16, 2020

The amount due on your account will be drafted automatically from your bank account ending in _____ on or after Oct 13, 2020. If a partial payment is received before this date, only the remaining balance on your account will be drafted automatically.

 [VIEW BILL](#)

[Download Bill](#)

FPL EMAIL BILL

As Floridians, we've seen tough times before, and we've always come through stronger and more prepared to face the challenges of the future. As COVID-19 impacts our daily lives, we remain committed to helping you during this trying time.

That's why we offer programs like FPL Budget Billing. It's a free program that keeps your bills predictable by evening out your energy costs throughout the year so you pay about the same amount each month. This will help you avoid bill spikes as the temperature continues to rise and you spend more time at home. In fact, because your Budget Billing bill amount is based on your last 12 months of energy usage, you end up paying less on the program during the summer months when your demand for energy is at its peak.

FPL Budget Billing is free, and it's available to all eligible customers. Enroll and see the benefits in time for summer.

We're here to help

If you're experiencing hardship as a result of the coronavirus (COVID-19) and need help with your bill, there are resources available.

[Learn more >](#)

Help your neighbors

Contribute to Care to Share and help a neighbor in need during this challenging time.

[Donate today >](#)

Worry-free solar

No upfront cost, contracts, installation, maintenance, and, no worries with FPL SolarTogether.

[Sign up >](#)

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FPL EMAIL BILL

By selecting Click to Enroll you authorize FPL to **immediately** enroll this account on the Budget Billing program, without providing further credentials or authorization. Your monthly Budget Billing amount will be based on the average of available actual bills during the last 12 months. We continue to read your meter each month. Your monthly bill shows exactly how much energy you use, the actual bill amount, and any deferred balance on your account. Each month 1/12 of your deferred balance will be added (or subtracted if a credit) to your average bill amount and becomes your current bill – so your bills will vary slightly from month to month. There is no annual "true-up" period with FPL Budget Billing unless you close your account, you discontinue the program, or FPL Budget Billing is discontinued because of a past-due bill. After discontinuing from Budget Billing, you will not be able to rejoin the program for 12 months.

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E001 - d352bf57a9e59c7b5418240a16e6ff69

Re: FPL Account Number:
Service Address:

Dear

This is a reminder that your account has a past due balance of ~~\$XXXXX~~ It's important that you contact us immediately to make a payment, set up a payment arrangement or to seek financial assistance for which you may now be eligible.

We understand just how disruptive the pandemic continues to be and we remain committed to helping you. Visit [FPL.com/Help](https://www.fpl.com/Help) or contact us directly at **866-263-9184** so we can work with your personal situation and come up with a solution to ensure that you can fulfill your personal responsibility for your FPL balance. Our business hours are 7:30 a.m. to 7:30 p.m. Monday to Friday, 8 a.m. to 5 p.m. Saturday.

While we never want to turn the lights off for nonpayment - especially during these difficult times - we remain mindful that unpaid electric bills are ultimately paid for by all FPL customers. We will continue to assess our COVID-19 policies to ensure we're supporting customers experiencing hardship while also balancing the needs of all customers.

You can view bill details, pay your bill and learn more about how to manage your account 24/7 on [FPL.com](https://www.fpl.com). Remember, we offer many convenient and secure payment options.

Ways to pay:

- Pay Online: Use a bank account for free 24/7 at [FPL.com](https://www.fpl.com)
- Pay by Phone: Use a bank account for free by calling **800-226-3545**; Or use a debit/credit card with Speedpay® by calling 800-979-3967
- More ways to pay: View all available payment options at [FPL.com/WaysToPay](https://www.fpl.com/WaysToPay)

If you have already made a payment - thank you - please disregard this reminder.

Sincerely,

FPL Customer Care Team



USEFUL TELEPHONE NUMBERS

Customer Service: (305)442-8770
Outside Florida: 1-800-226-3545
Power Outages: 1-800-4OUTAGE (468-8243)
Hearing/Speech Impaired: 711 (Relay Service)
Visit FPL's Web Site at <http://www.fpl.com>

FPL's News Releases and Media Coverage

News Releases

FPL to offer direct relief to customers including those significantly behind on bills due to COVID-19

- FPL is planning to accelerate deposit refunds to eligible residential and small business customers who have paid their bill in full and on time for the last 12 months**
- Direct relief to be available for most adversely impacted residential and small business customers**
- FPL continues unprecedented customer outreach to generate awareness of available assistance, including tens of millions of dollars in federal funding for Floridians needing help with utility bills**
- FPL is continuing to offer payment extensions, waive late, reconnection and collection fees, and help connect customers with financial assistance**

Sep 11, 2020



JUNO BEACH, Fla. – Florida Power & Light Company today announced it plans to begin offering direct relief to customers significantly behind on their FPL bills due to the coronavirus (COVID-19) pandemic and to those customers who have diligently paid their bills but still have a deposit with the company.

Residential and small business customers may be eligible for a bill credit of up to \$200 based on the status of their account and how long the account has been past due. To receive the direct relief, eligible customers will need to pay their total outstanding balance, net of the bill credit. For example, an eligible customer who has a total outstanding balance of \$600 would need to pay \$400 to qualify for the maximum one-time credit of \$200. FPL will communicate directly with eligible customers to explain the steps required to obtain the bill relief.

“We’re all in this together and FPL remains committed to doing everything we can to support customers experiencing hardship as a result of COVID-19,” said FPL President and CEO Eric Silagy. “The Florida Public Service Commission has been very supportive of our efforts to provide assistance to customers during this difficult time. Accelerating the return of deposit money to customers who have been able to pay their bills and offering direct relief to customers significantly behind on their bills is another example of FPL’s continued commitment to finding ways to help support customers experiencing hardship and ensuring we’re meeting the needs of all of our more than 5.1 million customers.”

In addition to direct bill relief, significant federal funding remains available to help customers pay utility bills. Federal funding for Florida’s Low Income Home Energy Assistance Program (LIHEAP) has increased nearly 60% due to the pandemic. FPL estimates more than \$30 million in LIHEAP funding is still available to its customers. Customers can also apply for available CARES Act money that’s been distributed to communities across the state. Additionally, FPL’s Care to Share Program, which provides bill payment assistance to customers, has been expanded due to the pandemic to support customers. FPL is working to enhance the program, offering customers who pay electronically opportunities to contribute set monthly amounts, one-time donations or the option to round up their bill to the nearest dollar as a voluntary contribution.

Returning deposits early for residential customers requires approval from the Florida Public Service Commission (PSC). Accordingly, FPL has filed for permission to do so and has requested an expedited ruling for this request. FPL is also planning to accelerate deposit refunds for eligible small business customers, depending on rate class.

"Some customers struggling during these challenging times have continued to fulfill their personal responsibility for their FPL bill," Silagy said. "Given these unique circumstances, we believe returning deposits now is the right thing to do, a good way to get more money back in their pockets faster and a great benefit to Florida's economy."

Refining COVID-19 policies

In mid-March, FPL immediately began offering payment extensions and waiving late fees for customers experiencing hardship due to the pandemic, policies that remain in effect. During that time, the company also suspended disconnections for nonpayment and has continued doing so for nearly six months. Through a measured approach, FPL will resume issuing final notices this month beginning with customer accounts that have been past due since before COVID-19 became widespread in March; however, FPL is temporarily extending the time for a customer to arrange payment for past-due balances by an additional week following the issuance of a final notice. For customer accounts that receive a final notice but do not pay their past-due balance or contact FPL to make payment arrangements, disconnections are planned to begin in October.

"Disconnection is always a last resort. We are working to find every possible way to help our customers avoid disconnection for nonpayment. There is funding available from numerous sources, and our customer care team is helping walk customers through the process of accessing this funding," said FPL Vice President of Customer Service Christopher Chapel. "The vast majority of customers behind on their bill have not contacted us for help, despite our widespread outreach efforts. Our message to customers in need is simple: 'Call us. We're here to help'."

Customers can learn about available resources at [FPL.com/Help](https://www.fpl.com/Help) and they can call FPL directly and toll-free at 800-226-3545.

FPL's COVID-19 response

FPL has had a pandemic plan in place for many years and regularly trains and drills for unplanned events and crises. The company understands the critical role electricity plays in the economy and daily lives of Floridians, and regardless of the circumstances FPL remains steadfastly committed to continuously delivering the reliable and affordable electricity that everyone relies on.

FPL gained unanimous approval from the PSC to fast-track annual fuel savings to customers on their May bills, resulting in a one-time bill decrease of approximately 25% for the typical 1,000-kWh monthly residential customer bill. Additionally, FPL, its fellow NextEra Energy companies and employees have so far committed nearly \$5 million in COVID-19 emergency assistance funds that are being distributed directly to those in need and to partner organizations working on the frontlines of the crisis to provide critical support to the most vulnerable members of the community.

Florida Power & Light Company

Florida Power & Light Company is the largest energy company in the United States as measured by retail electricity produced and sold, serving more than 5.1 million customer accounts or an estimated 10 million+ people across the state of Florida. FPL's typical 1,000-kWh residential customer bill is approximately 30% lower than the latest national average and among the lowest in the U.S. FPL's service reliability is better than 99.98%, and its highly fuel-efficient power plant fleet is one of the cleanest among all electric companies nationwide. The company was recognized in 2019 as one of the most trusted U.S. electric utilities by Escalent for the sixth consecutive year. A leading Florida employer with

approximately 8,900 employees, FPL is a subsidiary of Juno Beach, Florida-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 2020 list of "World's Most Admired Companies." NextEra Energy is also the parent company of Gulf Power Company, which serves more than 470,000 customers in eight counties throughout northwest Florida, and NextEra Energy Resources, LLC, which, together with its affiliated entities, is the world's largest generator of renewable energy from the wind and sun and a world leader in battery storage. For more information about NextEra Energy companies, visit these websites: www.NextEraEnergy.com, www.FPL.com, www.GulfPower.com, www.NextEraEnergyResources.com.

FPL offers aid as disconnections loom

by **News Service of Florida**

Posted 9/13/2020

Updated 1 month ago

Florida Power & Light said Friday it will offer aid to customers who are behind on their electric bills, as the company prepares to begin disconnections that have been put on hold during the coronavirus pandemic.

FPL said, in part, it will provide bill credits of up to \$200 to some residential and small-business customers. To qualify, customers would have to pay outstanding balance amounts minus the bill credits. For example, a customer who owed \$600 would have to pay \$400, with a \$200 bill credit making up the remainder, according to FPL.

The utility plans to write off the credit amounts as bad debt. Separately, FPL plans to speed up refunds of customer deposits.

The moves come as FPL plans to resume disconnections of some customers in October. It will begin issuing final notices to customers this month and said it is extending a period for customers to arrange payments of past-due amounts.

Christopher Chapel, the utility's vice president of customer service, said disconnection is a "last resort" and that the utility will work with customers to avoid it.

"The vast majority of customers behind on their bill have not contacted us for help, despite our widespread outreach efforts," Chapel said. "Our message to customers in need is simple: 'Call us. We're here to help.'"

[Florida Trend](#)