



Joel T. Baker
Principal Attorney
Florida Power & Light Company
700 Universe Boulevard
Juno Beach, FL 33408-0420
561-691-7255
561-691-7135 (Facsimile)
Email: Joel.Baker@fpl.com

March 31, 2021

-VIA ELECTRONIC FILING-

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

**Re: Docket No. 20210000 – 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 February 2021.

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: February 2021

*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	11,665	15,605
Commercial / Industrial	918	1,030
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	10,962	4,756
Commercial / Industrial	913	573

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)

Amount in Arrears ²		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$ 1,774,397	\$ 1,274,039
Commercial / Industrial	\$ 436,077	\$ 179,420
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$ 4,143,516	\$ 913,348
Commercial / Industrial	\$ 756,339	\$ 136,068

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	125,411	1,785,681
Commercial / Industrial	3,163	64,490
Average Duration of Payment Arrangement ⁴	Reporting Month	-----
Residential	27	---
Commercial / Industrial	29	---
Percent of Customers Under a Payment Arrangement ⁵	Reporting Month	-----
Residential ⁶	1.10%	---
Commercial / Industrial ⁷	0.20%	---

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 Debt⁸		
Incremental Bad Debt	Reporting Month	March 2020 through Current (cumulative)
Incremental Bad Debt ^{9,10}	\$ (2,035,404)	\$ 32,148,201

⁸ Total Bad Debt for the reporting period less the three-year average 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. For February 2021 reporting month, the historical average excludes February 2018 due to the write-off impact following Hurricane Irma.

¹⁰ The February 2021 reporting month variance of (\$2.0MM) reflects the prior pandemic write-off accrual reversal against the better than expected economic recovery from the COVID-19 pandemic. This trend is anticipated to continue over the upcoming months.

Late Fees¹¹		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	694,987	742,491
Commercial / Industrial	69,738	70,577

¹¹ 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	329,842	331,722
Commercial / Industrial	27,030	25,501
Number of Accounts Disconnected from Service	Reporting Month	Prior Year Month
Residential	69,257	67,357
Commercial / Industrial	4,059	4,001
Number of Accounts Reconnected to Service¹²	Reporting Month	Prior Year Month
Residential	64,670	63,445
Commercial / Industrial	3,400	3,465

¹² 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.) ¹³	3	63
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.) ¹⁴	4,420	4,668,419

¹³ Instances of mass communication to customers resulting from COVID-19 (e.g., social media, news releases, etc.)

¹⁴ Volume of incremental individual customer communication outside of mass communication (e.g., outbound calls, emails, letters)

Customer Communications
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.
No policy updates for March 2021.

Florida Power & Light Company (FPL)

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

Samples of Current Communication/Media Notices

FPL's Customer Communications



BILL DETAILS

Amount of your last bill	56.65
Payment received - Thank you	-56.65
Balance before new charges	\$0.00

New Charges

Rate: RS-1 RESIDENTIAL SERVICE	
Customer charge:	\$8.34
Non-fuel: <small>(First 1000 kWh at \$0.067000) (Over 1000 kWh at \$0.077620)</small>	\$26.60
Fuel: <small>(First 1000 kWh at \$0.021230) (Over 1000 kWh at \$0.031230)</small>	\$8.43
Electric service amount	43.37
FPL SolarTogether charge	27.04
FPL SolarTogether credit	-19.14
Gross receipts tax	1.31
Franchise charge	3.23
Utility tax	3.01
Taxes and charges	15.45
Total new charges	\$58.82
Total amount you owe	\$58.82

FPL automatic bill pay - DO NOT PAY

METER SUMMARY

Meter reading - Meter XXXX Next meter reading Mar 25, 2021.

Usage Type	Current	-	Previous	=	Usage
kWh used	79198		78801		397

ENERGY USAGE COMPARISON

	This Month	Last Month	Last Year
Service to	Feb 24, 2021	Jan 26, 2021	Feb 25, 2020
kWh Used	397	389	475
Service days	29	34	29
kWh/day	14	11	16
Amount	\$58.82	\$56.65	\$55.90

Improved bill design

View or download your new, easier-to-read bill.

[What is new ›](#)

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 ›](#)

When you pay by check, you authorize FPL to process your payment electronically or as a draft. If your payment is processed electronically, your checking account may be debited on the same day we receive the check and your check will not be returned with your checking account statement. FPL does not agree to any restrictions, conditions or endorsements placed on any bill statement or payments such as check, money order or other forms of payment. We will process the payment as if these restrictions or conditions do not exist.

FPL's Social Media



Florida Power & Light @insideFPL · Feb 25



If your business has 20 or fewer employees & you're experiencing COVID-related hardship, the Small Business Administration is offering loans under the Paycheck Protection Program through March 10. Learn more about this & other business assistance programs: [FPL.com/BusinessResour...](https://www.fpl.com/BusinessResources)



Florida Power & Light ✓

Published by Julie Lyons · February 25 at 11:58 AM · 🌐



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During this unpredictable and unprecedented time with COVID-19, we are committed to doing the right thing for our customers and the...

3,216

People Reached

34

Engagements

Boost Unavailable