



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

September 30, 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 August 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: [August 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*

<b>Delinquent Accounts <sup>1</sup></b>		
<b>Number of Accounts 60 -89 days past due</b>	<b>Reporting Month</b>	<b>Prior Year Month <sup>2</sup></b>
Residential	13,023	60,752
Commercial / Industrial	980	5,010
<b>Number of Accounts 90+ days past due</b>	<b>Reporting Month</b>	<b>Prior Year Month <sup>2</sup></b>
Residential	4,948	94,130
Commercial / Industrial	685	8,972

<sup>1</sup> 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)

<sup>2</sup> Prior year month reflects the COVID-19 impact to delinquent accounts resulting from financial hardship coupled with suspension of collections in response to the pandemic.

<b>Amount in Arrears <sup>3</sup></b>		
<b>Amount 60 -89 days past due</b>	<b>Reporting Month</b>	<b>Prior Year Month <sup>4</sup></b>
Residential	\$ 1,711,408	\$ 22,847,849
Commercial / Industrial	\$ 521,691	\$ 4,426,349
<b>Amount 90+ days past due</b>	<b>Reporting Month</b>	<b>Prior Year Month <sup>4</sup></b>
Residential	\$ 1,066,731	\$ 27,914,017
Commercial / Industrial	\$ 384,392	\$ 4,926,439

<sup>3</sup> 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)

<sup>4</sup> Prior year month reflects the COVID-19 impact to receivables resulting from financial hardship coupled with suspension of collections in response to the pandemic.

<b>Payment Arrangements</b>		
<b>Number of Payment Arrangements <sup>5</sup></b>	<b>Reporting Month</b>	<b>March 2020 through Current (cumulative)</b>
Residential	145,774	2,470,372
Commercial / Industrial	3,324	81,060
<b>Average Duration of Payment Arrangement <sup>6</sup></b>	<b>Reporting Month</b>	<b>-----</b>
Residential	21	---
Commercial / Industrial	17	---
<b>Percent of Customers Under a Payment Arrangement <sup>7</sup></b>	<b>Reporting Month</b>	<b>-----</b>
Residential <sup>8</sup>	1.20%	---
Commercial / Industrial <sup>9</sup>	0.20%	---

<sup>5</sup> Total payment arrangements granted through all channels during the reporting month and cumulative

<sup>6</sup> Average duration in days of total payment arrangements granted through all channels

<sup>7</sup> All active payment arrangements as of the final day of the reporting month divided by the number of active accounts

<sup>8</sup> Number of residential customers under a payment arrangement/total number of residential customers.

<sup>9</sup> Number of commercial-industrial customers under a payment arrangement/total number of commercial-industrial customers.

Bad Debt <sup>10</sup>		
Incremental Bad Debt	Reporting Month	March 2020 through Current (cumulative)
Incremental Bad Debt <sup>11,12</sup>	\$ (949,886)	\$ 22,758,375

<sup>10</sup> Total Bad Debt for the reporting period less the three-year average for the same time period

<sup>11</sup> Difference between the 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 August 2021 reporting month, the historical average excludes August 2020 due to collection suspension in response to the COVID-19 pandemic beginning mid-March 2020.

<sup>12</sup> The August 2021 reporting month variance of (\$0.9MM) 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 Fees <sup>13</sup>		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	738,775	769,323
Commercial / Industrial	68,971	81,342

<sup>13</sup> 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 <sup>14</sup>
Residential	369,630	0
Commercial / Industrial	28,381	0
Number of Accounts Disconnected from Service	Reporting Month	Prior Year Month <sup>14</sup>
Residential	86,868	0
Commercial / Industrial	5,226	0
Number of Accounts Reconnected to Service <sup>15</sup>	Reporting Month	Prior Year Month <sup>14</sup>
Residential	80,981	0
Commercial / Industrial	4,507	0

<sup>14</sup> Prior year month reflects the suspension of collections in response to the COVID-19 pandemic.

<sup>15</sup> 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.) <sup>16</sup>	0	73
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.) <sup>17</sup>	2,073	5,496,430

<sup>16</sup> Instances of mass communication to customers resulting from COVID-19 (e.g., social media, news releases, etc.)

<sup>17</sup> 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.
There were no new communications/media notices as described above in September 2021.
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 in September 2021.