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October 29, 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 September 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: [September 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 ²
Residential	12,717	60,838
Commercial / Industrial	768	4,747
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month ²
Residential	5,726	93,573
Commercial / Industrial	599	8,571

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)

² 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.

Amount in Arrears ³		
Amount 60 -89 days past due	Reporting Month	Prior Year Month ⁴
Residential	\$ 1,836,154	\$ 22,862,096
Commercial / Industrial	\$ 282,768	\$ 3,888,295
Amount 90+ days past due	Reporting Month	Prior Year Month ⁴
Residential	\$ 1,242,798	\$ 33,212,412
Commercial / Industrial	\$ 239,296	\$ 5,332,518

³ 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)

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

Payment Arrangements		
Number of Payment Arrangements ⁵	Reporting Month	March 2020 through Current (cumulative)
Residential	148,555	2,618,927
Commercial / Industrial	3,233	84,293
Average Duration of Payment Arrangement ⁶	Reporting Month	-----
Residential	20	---
Commercial / Industrial	17	---
Percent of Customers Under a Payment Arrangement ⁷	Reporting Month	-----
Residential ⁸	1.20%	---
Commercial / Industrial ⁹	0.20%	---

⁵ Total payment arrangements granted through all channels during the reporting month and cumulative

⁶ Average duration in days of total payment arrangements granted through all channels

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

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

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

Bad Debt ¹⁰		
Incremental Bad Debt	Reporting Month	March 2020 through Current (cumulative)
Incremental Bad Debt ¹¹	\$ 1,194,248	\$ 23,952,623

¹⁰ Total Bad Debt for the reporting period less the three-year average for the same time period

¹¹ 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 September 2021 reporting month, the historical average excludes September 2020 due to collection suspension in response to the COVID-19 pandemic beginning mid-March 2020.

Late Fees ¹²		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	759,274	803,860
Commercial / Industrial	71,863	83,590

¹² 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 ¹³
Residential	448,639	86,695
Commercial / Industrial	29,043	7,602
Number of Accounts Disconnected from Service	Reporting Month	Prior Year Month ¹⁴
Residential	99,103	0
Commercial / Industrial	5,337	0
Number of Accounts Reconnected to Service ¹⁵	Reporting Month	Prior Year Month ¹⁴
Residential	92,471	0
Commercial / Industrial	4,532	0

¹³ Prior year month reflects the slow resumption of final notices mid-month following the COVID-19 pandemic.

¹⁴ Prior year month reflects the suspension of disconnects in response to the COVID-19 pandemic.

¹⁵ 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.) ¹⁶	0	73
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.) ¹⁷	1,517	5,497,947

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

¹⁷ 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 October 2021. However, customer communications remain on FPL's website regarding available resources for customers who are experiencing hardship as a result of COVID-19. Please see the following link: https://www.fpl.com/coronavirus.html .
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 October 2021.