



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

November 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 October 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: [October 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	41,737	16,948
Commercial / Industrial	2,739	901
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	30,295	6,469
Commercial / Industrial	2,594	540

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	\$ 9,170,224	\$ 2,127,337
Commercial / Industrial	\$ 1,511,164	\$ 251,360
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$ 9,041,736	\$ 1,240,177
Commercial / Industrial	\$ 1,449,653	\$ 165,614

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	245,926	1,186,464
Commercial / Industrial	7,946	47,863
Average Duration of Payment Arrangement ⁴	Reporting Month	-----
Residential	38	---
Commercial / Industrial	37	---
Percent of Customers Under a Payment Arrangement ⁵	Reporting Month	-----
Residential ⁶	2.40%	---
Commercial / Industrial ⁷	0.50%	---

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	\$ 1,953,409	\$ 35,561,300

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	772,873	884,074
Commercial / Industrial	77,322	81,698

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

Discontinuance of Service		
Number of Accounts who received a <i>Notice of Discontinuance of Service</i>	Reporting Month	Prior Year Month
Residential	341,058	442,901
Commercial / Industrial	30,105	33,395
Number of Accounts Disconnected from Service	Reporting Month	Prior Year Month
Residential	72,836	89,832
Commercial / Industrial	5,454	5,251
Number of Accounts Reconnected to Service ¹¹	Reporting Month	Prior Year Month
Residential	60,703	84,106
Commercial / Industrial	3,769	4,496

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	49
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.) ¹³	157,315	4,623,570

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 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.
The bill credit initiative was completed on November 1st. Approximately 112,000 customers took advantage of FPL's bill credit initiative (74% of eligible accounts) amounting to \$15.5 million in bill credits and reducing customers' past due amounts.

Florida Power & Light Company (FPL)

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

Samples of New Communications/Media Notices

FPL's Customer Communications



FPL
GENERAL MAIL FACILITY
MIAMI FL 33188-0001

XXXXXXX

Hello XXXXXXXXXXXX,
Here's what you owe for this billing period.

Amount of your last bill	\$98.18
Payments	-\$98.18
New charges due by Nov 16, 2020	\$78.11
Total amount you owe	\$78.11

FPL automatic bill pay - DO NOT PAY

Amount of your last bill	98.18
Payment received - Thank you	-98.18
Balance before new charges	\$0.00

NEW CHARGES

Rate: RS-1 RESIDENTIAL SERVICE	
Customer charge:	\$8.34
Non-fuel: (First 1000 kWh at \$0.066840) (Over 1000 kWh at \$0.077460)	\$42.12
Fuel: (First 1000 kWh at \$0.018840) (Over 1000 kWh at \$0.028840)	\$11.87

Electric service amount	62.33
--------------------------------	--------------

FPL SolarTogether charge	27.04
FPL SolarTogether credit	-21.29
Gross receipts tax	1.75
Franchise charge	4.28
Utility tax	4.00

Taxes and charges	15.78
--------------------------	--------------

Total new charges	\$78.11
--------------------------	----------------

Total amount you owe	\$78.11
-----------------------------	----------------

Oct 26, 2020 Electric Bill

For: Sep 25, 2020 to Oct 26, 2020 (31 days)

Service Address

XXXXXX

Account Number XXXX-XXXX

Questions? [Contact Us](#)

Reliable energy is affordable energy.

Learn how we save you money at fpl.com/savings

Meter Summary

Meter reading - Meter XXXXX Next meter reading Nov 24, 2020

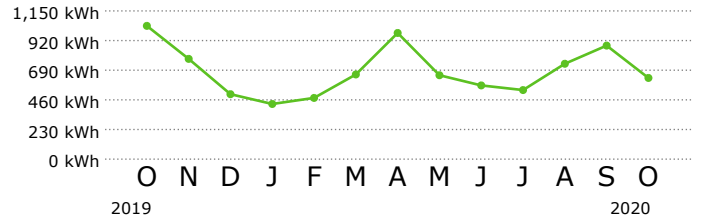
Current reading	77551
Previous reading	-76921

kWh used	630
----------	-----

Energy Usage Comparison

	This Month	Last Month	Last Year
Service to	Oct 26, 2020	Sep 25, 2020	Oct 25, 2019
kWh Used	630	881	1034
Service days	31	30	30
kWh/day	20	29	34
Amount	\$78.11	\$98.18	\$115.49

Energy Usage History



Keep In Mind

- Payments received after November 16, 2020 are considered late; a late payment charge, the greater of \$5.00 or 1.5% of your past due balance will apply. Your account may also be billed a deposit adjustment.
- The amount due on your account will be drafted automatically on or after November 13, 2020. If a partial payment is received before this date, only the remaining balance due on your account will be drafted automatically.
- SolarTogether charges and credits are based on your program participation. Please visit www.FPL.com/SolarTogether to obtain additional information.

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](#)

Easy way to save lives

As you set clocks back Nov. 1 to end daylight saving time, change smoke alarm batteries to save lives.

Useful Links

- [Billing and service details](#)
- [Energy News](#)
- [View back of the bill](#)

Important Numbers

- Customer Service: (561) 697-8000
- Outside Florida: 1-800-226-3545
- To report power outages: 1-800-4OUTAGE (468-8243)
- Hearing/speech impaired: 711 (Relay Service)

FPL's News Releases



FPL Newsroom

[Welcome](#) [News Releases](#) [Featured Stories](#) [FPL Blog](#) [Digital Library](#)

News Releases

FPL proposes Main Street Recovery Credit Program to boost small businesses during COVID-19 pandemic

- Program seeks to provide support for targeted small businesses that are helping rebuild Florida's economy.

- FPL continues to offer a range of relief options for all customers struggling with their electric bills due to COVID-19, including direct credits, payment extensions and waived fees for customers expressing hardship.

Oct 16, 2020



JUNO BEACH, Fla. – Florida Power & Light Company today announced its plans to expand its coronavirus (COVID-19) relief effort by providing new credits for qualifying small businesses, as the company continues its steadfast support of adversely impacted customers during the global pandemic.

If approved by the Florida Public Service Commission (FPSC), the FPL Main Street Recovery Credit Program would be available to three categories:

- New small businesses
- Small businesses that were inactive for at least six months
- Existing small businesses operating in communities under the Opportunity Zones Program designated by the Florida Department of Economic Opportunity

Qualifying small businesses would receive a monthly 10% credit on the energy charge portion of their bill for the duration of the program.

"Despite COVID-19's unpredictability and disruptiveness, one thing remains clear – we are in this together and we are committed to finding solutions for those in need," said FPL President and CEO Eric Silagy. "FPL immediately implemented special COVID-19 policies in mid-March, including offering payment extensions, postponing disconnections and waiving fees. And, we never stop working to find innovative ways to help our customers most in need. Offering new bill credits to small businesses and independent stores that make up the fabric of our communities is one more way FPL is helping to rebuild our economy and move Florida forward."

Pending FPSC approval, the company plans to implement the FPL Main Street Recovery Credit Program for eligible small businesses as soon as possible and offer it through the end of 2021. The company will provide additional information in the coming weeks regarding how eligible small businesses will be able to apply for the new credits.

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 2020 as one of the most trusted U.S. electric utilities by Escalent for the seventh 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 approximately 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 Media Line

Journalists can reach an FPL spokesperson 24 hours a day, 7 days a week

Call: 561-694-4442

Email: Media.Relations@FPL.com

Twitter: [@FPL_Newsroom](https://twitter.com/FPL_Newsroom) (Monitored Monday to Friday, 8 a.m. to 5 p.m.)

Power Tracker Map



Track power outages online by county or address with our [interactive map](#)

Media Storm Central



FPL Resources

- [Storm Center](#)
- [2020 Storm Season Digital Press Kit](#)
- [Twitter](#)
- [Facebook](#)
- [Blog](#)
- [Updated Satellite Coordinates for Interview Opportunities](#)

[Storm Guide for Media](#)

How-to guide for working with FPL during a storm restoration (3.5 MB)

[Subscribe to News Alerts](#)

[A NextEra Energy Company](#) | [Investors](#) | [Terms](#) | [Privacy Policy](#) | [Safety Policy](#) | [FPL Blog](#) | [Newsletter](#) | [RSS](#) | [FPL Advertising](#) | [Email Updates](#)

Copyright ©1996 - 2020, Florida Power & Light Company. All rights reserved.

FPL.com is optimized for the following browsers: IE 8.0 and higher, Firefox 5.0 and higher and Chrome 12.0 and higher.

