



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

January 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 December 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: December 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 <sup>1</sup>		
Number of Accounts 60 -89 days past due	Reporting Month	Prior Year Month
Residential	22,321	25,311
Commercial / Industrial	1,557	1,378
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	19,537	7,412
Commercial / Industrial	1,489	631

<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)

Amount in Arrears <sup>2</sup>		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$ 4,904,920	\$ 3,162,068
Commercial / Industrial	\$ 1,136,418	\$ 397,805
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$ 8,132,861	\$ 1,388,151
Commercial / Industrial	\$ 1,273,968	\$ 245,863

<sup>2</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)

Payment Arrangements		
Number of Payment Arrangements <sup>3</sup>	Reporting Month	March 2020 through Current (cumulative)
Residential	173,554	1,538,724
Commercial / Industrial	4,760	57,481
Average Duration of Payment Arrangement <sup>4</sup>	Reporting Month	-----
Residential	33	---
Commercial / Industrial	29	---
Percent of Customers Under a Payment Arrangement <sup>5</sup>	Reporting Month	-----
Residential <sup>6</sup>	1.50%	---
Commercial / Industrial <sup>7</sup>	0.30%	---

<sup>3</sup> Total payment arrangements granted through all channels during the reporting month and cumulative

<sup>4</sup> Average duration in days of total payment arrangements granted through all channels

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

<sup>6</sup> Number of residential customers under a payment arrangement/total number of residential customers

<sup>7</sup> Number of commercial-industrial customers under a payment arrangement/total number of commercial-industrial customers

<b>Bad Debt<sup>8</sup></b>		
<b>Incremental Bad Debt</b>	<b>Reporting Month</b>	<b>March 2020 through Current (cumulative)</b>
Incremental Bad Debt <sup>9</sup>	\$ 2,121,074	\$ 38,640,980

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

<sup>9</sup> 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.

<b>Late Fees<sup>10</sup></b>		
<b>Number of Assessed Late Fees</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	943,642	900,117
Commercial / Industrial	89,580	87,713

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

<b>Discontinuance of Service</b>		
<b>Number of Accounts who received a Notice of Discontinuance of Service</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	465,147	450,200
Commercial / Industrial	37,521	38,187
<b>Number of Accounts Disconnected from Service</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	104,199	94,756
Commercial / Industrial	5,893	5,877
<b>Number of Accounts Reconnected to Service<sup>11</sup></b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	97,382	89,243
Commercial / Industrial	5,141	5,141

<sup>11</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.

<b>Customer Communications</b>		
<b>Communications</b>	<b>Reporting Month</b>	<b>March 2020 through Current (cumulative)</b>
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.) <sup>12</sup>	4	57
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.) <sup>13</sup>	2,556	4,661,119

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

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

<b>Customer Communications</b>
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.
1) On December 1st, residential low income customers started receiving a \$20 monthly credit on their bill
2) As of January 19th, qualifying General Service customers can apply to participate in FPL's Main Street Recovery Program that provides a 10% discount on monthly energy charges

# **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**



FPL  
GENERAL MAIL FACILITY  
MIAMI FL 33188-0001

For: Nov 24, 2020 to Dec 23, 2020 (29 days)  
Service Address

Account Number xxxx-xxxx

Questions? [Contact Us](#)  
Reliable energy is affordable energy.  
Learn how we save you money at [fpl.com/savings](http://fpl.com/savings)

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

Amount of your last bill	\$68.18
Payments	-\$68.18
New charges due by Jan 13, 2021	\$53.28
<b>Total amount you owe</b>	<b>\$53.28</b>

FPL automatic bill pay - DO NOT PAY

Amount of your last bill	68.18
Payment received - Thank you	-68.18
Balance before new charges	\$0.00
<b>NEW CHARGES</b>	
Rate: RS-1 RESIDENTIAL SERVICE	
Customer charge:	\$8.34
Non-fuel: (First 1000 kWh at \$0.066840) (Over 1000 kWh at \$0.077460)	\$22.79
Fuel: (First 1000 kWh at \$0.018840) (Over 1000 kWh at \$0.028840)	\$6.42
Electric service amount	37.55
FPL SolarTogether charge	27.04
FPL SolarTogether credit	-18.21
Gross receipts tax	1.19
Franchise charge	2.92
Utility tax	2.79
Taxes and charges	15.73
<b>Total new charges</b>	<b>\$53.28</b>
<b>Total amount you owe</b>	<b>\$53.28</b>

**Meter Summary**

Meter reading - Meter xxxx Next meter reading Jan 26, 2021

Current reading	78412
Previous reading	-78071

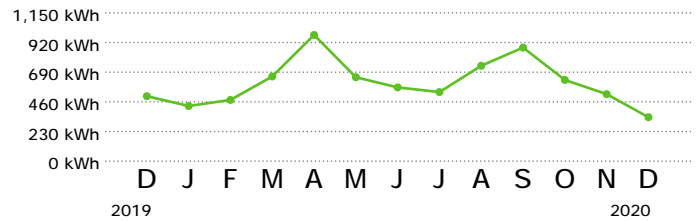
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kWh used	341
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**Energy Usage Comparison**

	This Month Dec 23, 2020	Last Month Nov 24, 2020	Last Year Dec 26, 2019
Service to			
kWh Used	341	520	504
Service days	29	29	31
kWh/day	12	18	16
Amount	\$53.28	\$68.18	\$60.80

**Energy Usage History**



**Keep In Mind**

- Payments received after January 13, 2021 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 January 10, 2021. 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](http://www.FPL.com/SolarTogether) to obtain additional information.
- The number of days included in your bill can vary month to month. So even if you use the same amount of energy per day, your bill may be higher next month due to greater number of service days. Visit [www.FPL.com](http://www.FPL.com) for more information.
- The Florida Public Service Commission has approved annual adjustments to the fuel and non-fuel components of your bill that will take effect in January. To learn more about your energy bill, visit [FPL.com/rates](http://FPL.com/rates).

**Updates to your bill**

Annual adjustments to the fuel and non-fuel components of your bill will take effect in January.  
[Learn more](#)

**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](#)

**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**



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### News Releases

## FPL accepting applications for small business bill credits through its Main Street Recovery Credit Program starting Jan. 4

●FPL expands its COVID-19 relief efforts for qualifying small businesses in 2021  
●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. ●Governmental assistance funding remains available for Floridians who need help paying their utility bills.

Dec 31, 2020



JUNO BEACH, Fla. – On Jan. 4, Florida Power & Light Company will begin accepting applications for its new Main Street Recovery Credit Program, offering credits to qualifying small businesses that have been impacted by the coronavirus (COVID-19) pandemic. FPL’s Main Street Recovery Credit Program is the latest of several

initiatives, the total of which are valued at more than \$75 million, that the company implemented to show its steadfast support of adversely impacted customers during the global pandemic.

Establishments in FPL’s service area that are eligible to apply for the program include:

- New small businesses
- Small businesses that were inactive for at least six consecutive months after March 2020
- Existing small businesses operating in **federally designated Opportunity Zones** in FPL’s service area

Qualifying small businesses would receive a monthly 10% credit based on the previous month’s energy charge portion of their electric bill for the duration of the program. The company will implement the FPL Main Street Recovery Credit Program for qualifying small businesses in January and offer bill credits through the end of 2021.

Recent studies show the pandemic’s toll on the state’s 2.7 million small businesses. Florida ranks fourth in the nation for business closures with 5,300 permanent closures and 3,300 temporary closures, according to a Yelp economic report. A recent survey of more than 4,800 Florida small businesses conducted by the Florida Chamber Foundation found that:

- More than half of businesses either voluntarily closed or were forced to close
- More than 30% suspended operations during the survey
- More than 45% expressed concern about their ability to operate in the future

“We know that COVID-19’s unpredictability and disruptiveness has made life very difficult for all Floridians, so we are continuing to work hard to find innovative ways to help our customers get through this challenging time,” said FPL President and CEO Eric Silagy. “This new initiative will help alleviate some of the financial pressure facing our small businesses and independent stores that make up the fabric of our communities. We’re committed to helping Florida get back up on her feet and this program is one more way FPL is helping to rebuild our economy and move the state forward.”

Interested businesses can visit [FPL.com/MainStreetRecovery](http://FPL.com/MainStreetRecovery) to fill out an application to determine if they qualify for the program.

### Unwavering commitment to supporting customers

FPL’s plan to assist small businesses is another example of direct relief that the company is

[Facebook](#)

[Twitter](#)

[YouTube](#)

### 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](mailto: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)



Last month, FPL donated \$15 million to help approximately 55,000 residential customers who receive federal assistance through the Low Income Home Energy Assistance Program (LIHEAP) or the Emergency Home Energy Assistance for the Elderly Program (EHEAP). These customers will receive credits on their monthly electric bill through December 2021.

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 continued doing so for more than six months. Through a careful and measured approach, FPL resumed issuing final notices in September. To date, approximately 75% of customers who have received a final notice and passed their due date for payment have worked with FPL to make a payment arrangement and avoid disconnection for nonpayment. For those customers who were disconnected, more than 80% were reconnected within 24 hours following payment of their past due balance.

In addition, FPL issued more than \$15 million in bill credits to more than 112,000 residential and small business customers based on the status of their account and how long the account has been past due. The FPSC unanimously approved FPL's plan to accelerate deposit refunds to eligible residential customers who have paid on time and in full for the last 12 months.

FPL's Care to Share Program, a donation-based effort which also provides bill payment assistance to customers, recently reached approximately \$5 million in contributions, including more than \$3 million from shareholders of NextEra Energy, FPL's parent company. 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.

### 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](http://www.NextEraEnergy.com), [www.FPL.com](http://www.FPL.com), [www.GulfPower.com](http://www.GulfPower.com), [www.NextEraEnergyResources.com](http://www.NextEraEnergyResources.com).

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# **FPL's Social Media**



**Florida Power & Light** ✓

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We continue to assist customers in need who are affected by the pandemic. Starting today, small business customers can apply for bill credits through the FPL Main Street Recovery Credit Program. Visit [FPL.com/MainStreetRecovery](https://www.fpl.com/MainStreetRecovery) for more information and to fill out an application.

