



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

April 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 March 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: [March 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	9,366	37,751
Commercial / Industrial	788	3,134
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	7,667	6,486
Commercial / Industrial	640	760

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 (March 2020) reflects the COVID-19 impact to delinquent accounts resulting from financial hardship coupled with the mid-month 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	\$ 1,372,708	\$ 3,473,497
Commercial / Industrial	\$ 190,592	\$ 809,572
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$ 2,928,277	\$ 1,222,754
Commercial / Industrial	\$ 358,115	\$ 150,581

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 (March 2020) reflects the COVID-19 impact to receivables resulting from financial hardship coupled with the mid-month suspension of collections in response to the pandemic.

Payment Arrangements		
Number of Payment Arrangements ⁵	Reporting Month	March 2020 through Current (cumulative)
Residential	103,384	1,889,065
Commercial / Industrial	2,767	67,257
Average Duration of Payment Arrangement ⁶	Reporting Month	-----
Residential	28	---
Commercial / Industrial	21	---
Percent of Customers Under a Payment Arrangement ⁷	Reporting Month	-----
Residential ⁸	0.80%	---
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 Debt¹⁰		
Incremental Bad Debt	Reporting Month	March 2020 through Current (cumulative)
Incremental Bad Debt ^{11,12}	\$ (3,659,097)	\$ 28,489,104

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

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

¹² The March 2021 reporting month variance of (\$3.7MM) 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 Fees¹³		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	723,363	759,935
Commercial / Industrial	75,933	73,446

¹³ 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 Month¹⁴
Residential	324,025	166,811
Commercial / Industrial	27,127	12,976
Number of Accounts Disconnected from Service	Reporting Month	Prior Year Month¹⁴
Residential	71,318	31,694
Commercial / Industrial	4,199	2,117
Number of Accounts Reconnected to Service¹⁵	Reporting Month	Prior Year Month¹⁴
Residential	66,687	29,827
Commercial / Industrial	3,649	1,816

¹⁴ Prior year month (March 2020) reflects the mid-month suspension of collections 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	3	66
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.) ¹⁷	3,478	4,671,897

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.
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.
Extended the waiver of reconnect and field collection service charges from December 2020 to the end of March 2021. These charges have now resumed.

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	59.40
Payment received - Thank you	-59.40
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>	\$23.66
Fuel: <small>(First 1000 kWh at \$0.021230) (Over 1000 kWh at \$0.031230)</small>	\$7.49
Electric service amount	39.49
Gross receipts tax	1.01
Franchise charge	1.87
Taxes and charges	2.88
Total new charges	\$42.37
Total amount you owe	\$42.37

METER SUMMARY

Meter reading - Meter XXXX Next meter reading Apr 23, 2021.

Usage Type	Current	-	Previous	=	Usage
kWh used	38531		38178		353

ENERGY USAGE COMPARISON

	This Month	Last Month	Last Year
Service to	Mar 24, 2021	Feb 23, 2021	Mar 24, 2020
kWh Used	353	533	9
Service days	29	29	29
kWh/day	12	18	0
Amount	\$42.37	\$59.40	\$9.70

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.

[FPL.com/GetHelp](https://www.fpl.com/GetHelp)

Help your neighbors

Contribute to Care to Share and help a neighbor in need during this challenging time.

[FPL.com/Care](https://www.fpl.com/Care)

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 ✓

Published by Julie Lyons · March 24 at 4:15 PM · 🌐



If you are experiencing hardship as a result of the pandemic, we're here for you. Learn more about resources available to help pay your bill: [FPL.com/Help](https://www.fpl.com/Help).



FPL.

FPL.COM

FPL | Responding to Coronavirus

FPL remains committed to helping support customers experiencing hardship during the coronavirus (COVID-19) global pandemic. As we...

4,196

People Reached

94

Engagements

Boost Unavailable



22

15 Comments 8 Shares



Florida Power & Light @insideFPL · Mar 24



If you are experiencing hardship as a result of COVID-19, we're here for you. Learn more about resources available to help pay your bill: [FPL.com/Help](https://www.fpl.com/Help).



2



2



11

