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May 28, 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 April 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: [April 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 <sup>1</sup>		
Number of Accounts 60 -89 days past due	Reporting Month	Prior Year Month <sup>2</sup>
Residential	11,678	90,302
Commercial / Industrial	1,058	9,831
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month <sup>2</sup>
Residential	5,768	28,135
Commercial / Industrial	648	3,180

<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.

Amount in Arrears <sup>3</sup>		
Amount 60 -89 days past due	Reporting Month	Prior Year Month <sup>4</sup>
Residential	\$ 1,434,613	\$ 11,854,824
Commercial / Industrial	\$ 377,354	\$ 3,519,725
Amount 90+ days past due	Reporting Month	Prior Year Month <sup>4</sup>
Residential	\$ 1,944,421	\$ 3,456,807
Commercial / Industrial	\$ 261,104	\$ 800,809

<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.

Payment Arrangements		
Number of Payment Arrangements <sup>5</sup>	Reporting Month	March 2020 through Current (cumulative)
Residential	82,173	1,971,350
Commercial / Industrial	2,318	69,578
Average Duration of Payment Arrangement <sup>6</sup>	Reporting Month	-----
Residential	26	---
Commercial / Industrial	23	---
Percent of Customers Under a Payment Arrangement <sup>7</sup>	Reporting Month	-----
Residential <sup>8</sup>	0.80%	---
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.

<b>Bad Debt<sup>10</sup></b>		
<b>Incremental Bad Debt</b>	<b>Reporting Month</b>	<b>March 2020 through Current (cumulative)</b>
Incremental Bad Debt <sup>11,12</sup>	\$ (853,150)	\$ 27,635,954

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

<sup>12</sup> The April 2021 reporting month variance of (\$0.85MM) 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.

<b>Late Fees<sup>13</sup></b>		
<b>Number of Assessed Late Fees</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	646,030	815,181
Commercial / Industrial	66,710	95,882

<sup>13</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<sup>14</sup></b>
Residential	291,022	0
Commercial / Industrial	25,316	0
<b>Number of Accounts Disconnected from Service</b>	<b>Reporting Month</b>	<b>Prior Year Month<sup>14</sup></b>
Residential	68,393	0
Commercial / Industrial	4,248	0
<b>Number of Accounts Reconnected to Service<sup>15</sup></b>	<b>Reporting Month</b>	<b>Prior Year Month<sup>14</sup></b>
Residential	64,261	0
Commercial / Industrial	3,712	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.

<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>16</sup>	2	68
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.) <sup>17</sup>	1,702	4,673,599

<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)

<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.
No policy updates in May 2021.

# **Florida Power & Light Company (FPL)**

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

Samples of Current Communications

# **FPL's Customer Communications**



Customer Name:  
XXXX

Account Number:  
XXXX

### BILL DETAILS

Amount of your last bill	102.95
Payment received - Thank you	-102.95
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>	\$46.95
Fuel: <small>(First 1000 kWh at \$0.021230) (Over 1000 kWh at \$0.031230)</small>	\$14.88
Electric service amount	70.17
Gross receipts tax	1.80
Utility tax	6.20
Taxes and charges	8.00
Actual electric charges	78.17
<b>Budget billing charges</b>	<b>\$98.53</b>
<b>Total amount you owe</b>	<b>\$98.53</b>

FPL automatic bill pay - DO NOT PAY

### METER SUMMARY

Meter reading - Meter XXXX. Next meter reading May 10, 2021.

<b>Usage Type</b>	<b>Current</b>	-	<b>Previous</b>	=	<b>Usage</b>
kWh used	60008		59307		701

### ENERGY USAGE COMPARISON

	<b>This Month</b>	<b>Last Month</b>	<b>Last Year</b>
Service to	Apr 8, 2021	Mar 9, 2021	Apr 8, 2020
kWh Used	701	713	993
Service days	30	29	30
kWh/day	23	25	33
Amount	\$78.17	\$79.36	\$107.58

### FPL BUDGET BILLING

Deferred Balance \$32.55 CREDIT

### 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 >](#)

### A cleaner energy future

Join the nation's largest community solar program and enjoy the benefits of participating in solar.

[Join FPL SolarTogether™ >](#)

### Help your neighbors

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

[Donate today >](#)

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.

## We're here to help

Committed to helping those experiencing financial hardship during the pandemic, we continue to offer payment extensions, waive late fees and connect customers with available financial support. In addition, we expanded eligibility for our Care To Share® Program to help more families in need. Learn more: [FPL.com/help](https://www.fpl.com/help).

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