

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

RECEIVED - FPSC

11 AUG 19 PM 4:27

COMMISSION
CLERK

-M-E-M-O-R-A-N-D-U-M-

DATE: August 19, 2011
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Lisa C. Bennett, Senior Attorney, Office of the General Counsel *LCB*
RE: Docket No. 100077 – Investigation of the appropriateness of the affiliate product offerings to Florida Power & Light customers.

Please place the attached Responses from Florida Power & Light Company to Staff's First Request for Production of Documents (No. 1) in the docket file.

LCB:csc
Attachments

DOCUMENT NUMBER-DATE

05949 AUG 19 =


FPSC-COMMISSION CLERK

Florida Power & Light Company
Docket No. 100077
Staff's First Request for Production of Documents
Request No. 1
Page 1 of 1

- Q.** Provide a copy of all scripts that FPL customer service representatives use when a residential/business customer contacts them to establish electric service (see interrogatory request 2).
- A.** Documents responsive to this request are provided as bates numbers FPL 000001 - 000044.


DOCUMENT NUMBER-DATE
05949 AUG 19 =
FPSC-COMMISSION CLERK

Questions UAR/FBL balance when using reopen feature


Information 

- Write down account number to retrieve
13022-28000

Account Balance Trained Reps:
Now that I've completed your order, I will research the prior balance for you. One moment please while I access the account.

 **Non Account Balance Trained Reps:**
Now that I've completed your order, allow me to transfer you to a representative to research the balance on your account.

- Retrieve prior account
- Transfer call to Specialist





Alternative ID Required (Service OFF)

- Complete order
- Advise Deposit & Service Charge
- Do not provide Final Script
- Advise customer



Mr./Ms. ___, we will not be able to place the account in your name and connect the electric service until we receive the required document. Please include the address you're moving into and a contact phone number. Please call us back at 1-800-883-7030 after you have faxed your document.

AFTER HOURS & WEEKENDS, WHEN POSID IS NOT AVAILABLE

Mr./Ms. ___, we will not be able to place the account in your name and connect the electric service until we receive the required document. Please include the address you're moving into and a contact phone number. Please call us back at 1-800-883-7030 after you have faxed your document the next business day.



Warning



<12441 SW 194TH ST>

Premise Risk Investigation Pending

**DO NOT TAKE CONNECT ORDER - Transfer to
Premise Risk.**



- After hours and weekends when Premise Risk is not available, have customer call the next business day:
- Monday - Thursdays between 7am - 6:30pm.
- Fridays between 7am - 5pm



Warning



Premise Risk Condition:

- Complete order information
(This call will be transferred to Premise Risk)
M-Thur 7AM TO 6:30PM Friday 7AM TO 5PM



- After hours & weekends, when Premise Risk is not available
- Complete order information
- If power is ON
 - Enter appropriate Effective Date
- If power is OFF
 - Enter NEXT business day (or after) for Effective Date



Warning



Premise Risk Condition:

- Bill Deposit (do not discuss with customer)
- Validate order
- Do not provide Final Script
- Advise customer

Mr./Ms. ____, at this time I will need to transfer you to the representative assigned to this account to complete your order. One moment please...

- Transfer call to Premise Risk
- M-Thur 7AM to 6:30PM Friday 7AM TO 5PM



After hours & weekends, when Premise Risk is not available

- Bill Deposit (do not discuss with customer)
- Validate Order
- Do not provide Final Script
- Advise Customer

Mr./Ms. ____, the representative that will complete your order is not available at this time, they will contact you the next business day to complete your order.

- Issue RITS request - Connect with Premise Risk After Hour Condition



Warning ✕

Verify ID

- Verify Identification entered
- If SSN/SIN entered correctly - request DLN.
- If DLN entered correctly - select Alternative ID.
- If information entered incorrectly - re-enter.
- Press Enter

Alternative ID Required ✕

Alternative ID Required (Service ON)

- Complete Order
- Advise Deposit & Service Charge
- Do not provide Final Script
- Advise customer

i Mr./Ms. ____, in order to prevent the service from being disconnected, we need to receive the required document within 24 hours. Please include the address you're moving into and a contact phone number. If we receive your FAX before 2:00p.m., we will contact you the same business day to confirm receipt. If we receive your FAX after 2:00p.m., we will contact you the next business day to confirm receipt.

**Verify ID**

- If incorrect re-enter
- If correct advise customer

Mr./Ms. _____, since you were unable to provide us with a verifiable Social Security Number or US Driver's License/State ID Number, it will be necessary for you to FAX us another form of non-expired identification.

We can accept one of the following:




- US Driver's License or State ID (if available)
- Passport (info & picture page)
- Allen Registration Card (Green Card) or Work Permit
- Visa (Permit To be in Country)
- US Birth Certificate with your Social Security Card
- US Military picture ID

Please address your FAX to: FPL-ID Verification, and our toll free FAX # is 1-866-523-1383

- Complete Order




Notify 


<1911 CLEMATIS ST>


Meter Needs to be Set:

- Advise customer

 Our records indicate that your new home/apt requires a meter to be installed. We normally can install the meter within 1-3 working days, providing your builder, electrician and FPL have completed all the necessary work. Please make sure the meter area is accessible and all circuit breakers are turned to the off position so we can safely install your meter.


- Complete order




Notify 

<3218 NE 7TH PL APT 2 APT R>

- Complete Order and Advise Customer

 Our records indicate an inspection is required for your new home/business. This inspection is provided by the municipality or county that your new home/business is located in. Once we receive confirmation that the inspection has been issued, we can normally connect service within 1-3 working days providing your builder, electrician and FPL have completed all the necessary work.




Warning




STOP!


**Must call CIC to cancel pending Disconnect
before continuing with order.**



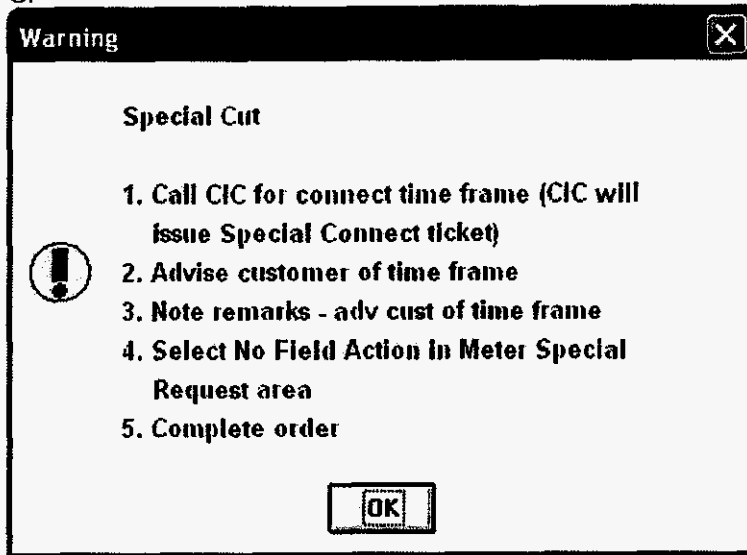
Notify 

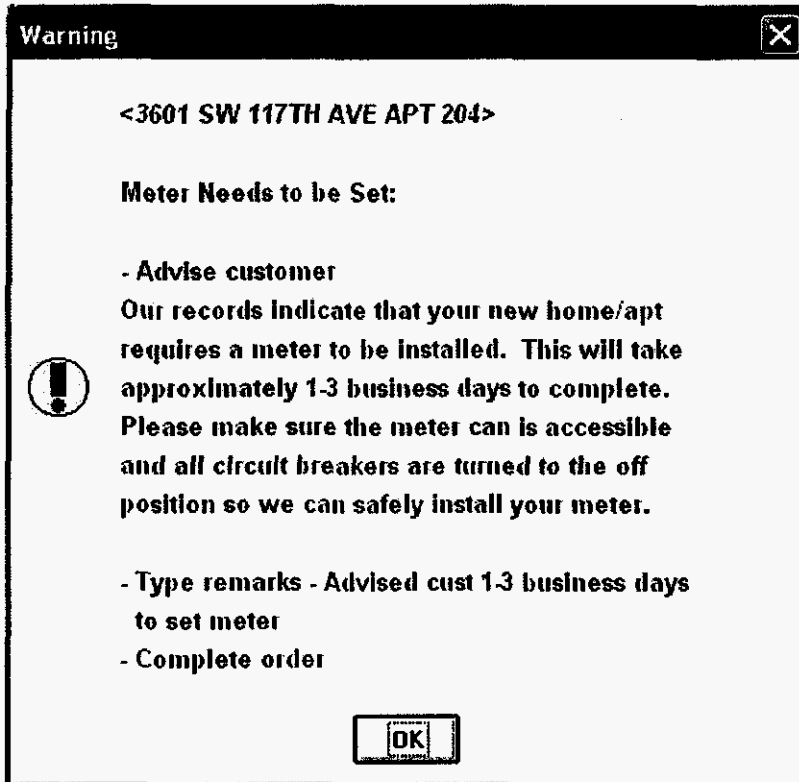
<516 NW 114TH AVE APT 103>

 **Our records indicate that our revenue protection department must handle orders on this account. You may call them to complete your order at 1-800-528-6621 option 8. They are available Monday through Friday from 9 am to 5 pm. I am sorry I was not able to complete your request today, thank you for calling.**




CP






Disagree with UAR address


Advise 

**After completing your application for service, I will transfer you to someone that can investigate why there is an account in your name with a balance.
Mon - Friday 8AM TO 5PM**

 **After hours & weekends, when Premise Research not available**

- Complete order information
- Remove delay for documentation
- Advise customer

After completing your order I will provide you with a phone number of a specialist that can investigate why there is an account in your name with a balance.





>Advise customer of deposit

>Submit order

>Provide Final Script>

Advise customer

At this time I will transfer you to a representative to discuss the prior balance we show in your name. It is important that you remain on the line to speak to this representative to ensure this balance is not transferred to your new account if you are not responsible. One moment please...

>Transfer to Premise Research

Mon - Friday 8AM TO 5PM



After hours & weekends, when Premise Research not available

> Do not transfer to Premise Research

> Advise customer of deposit

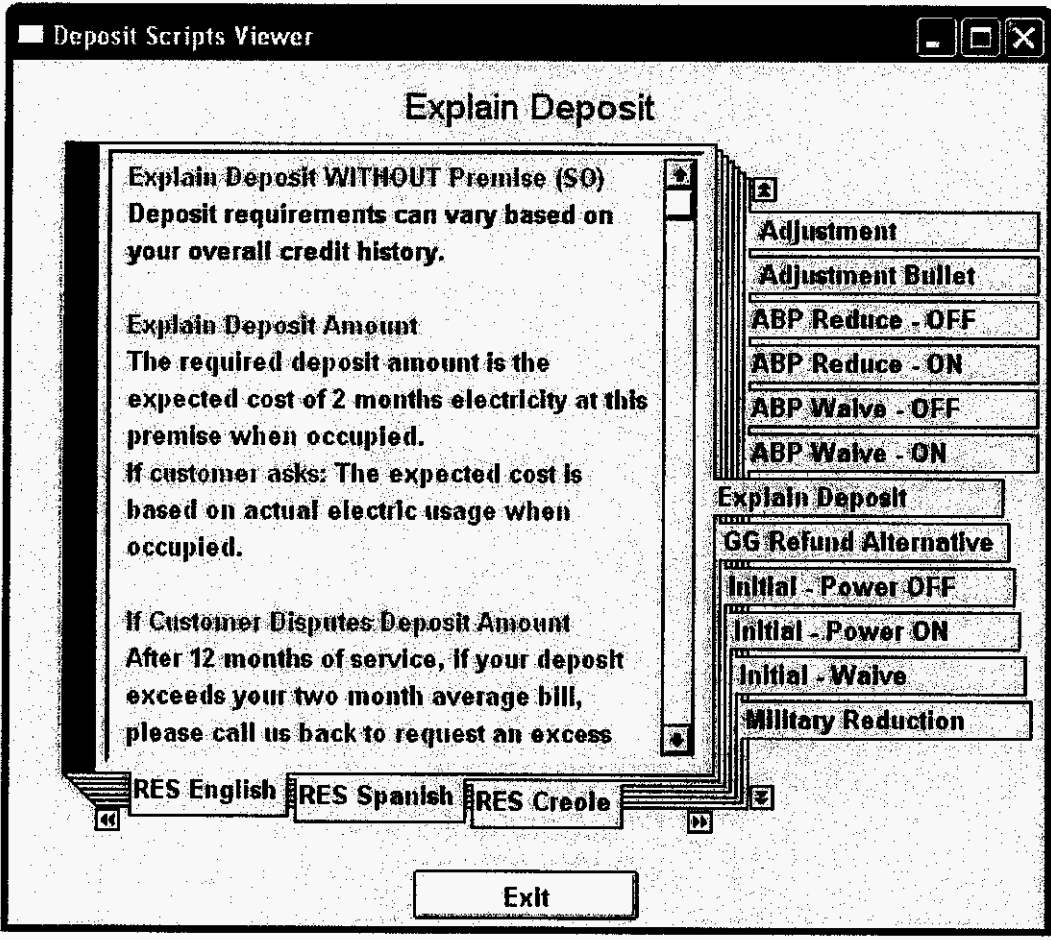
> Submit order

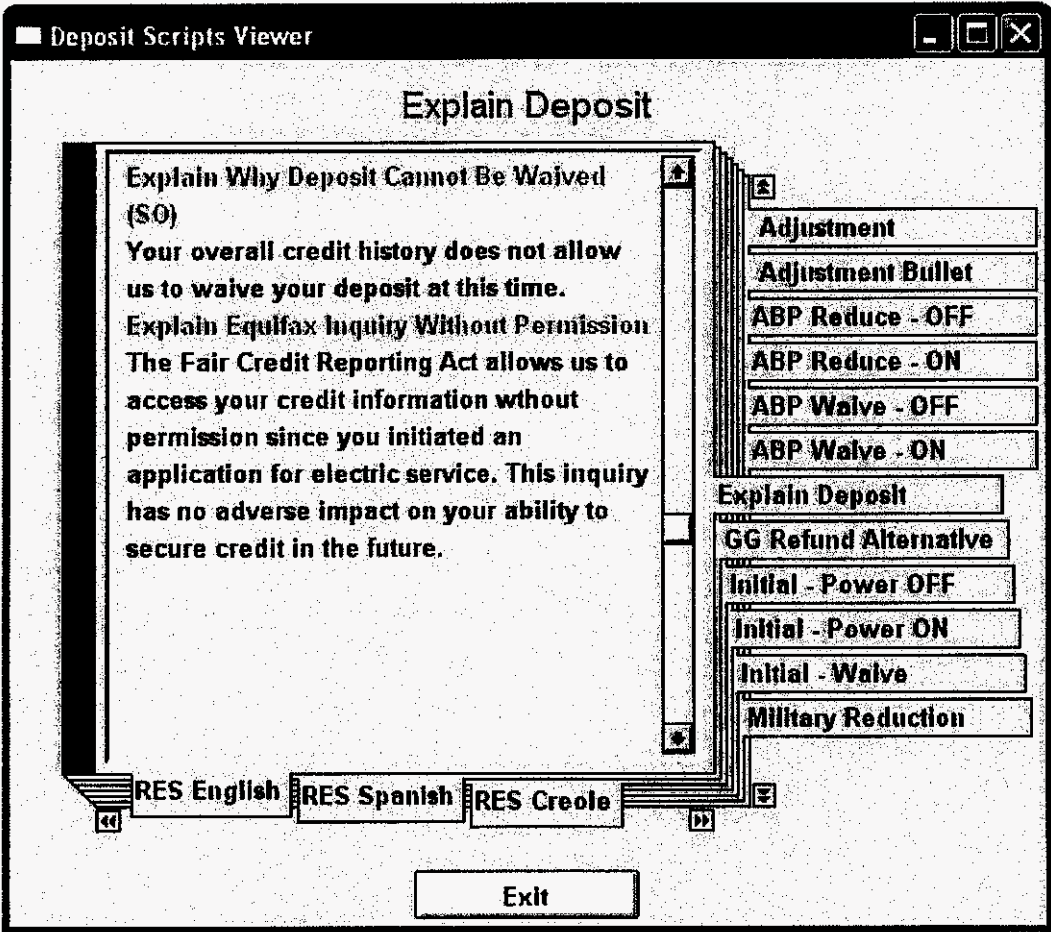
> Advise customer

Our records show there is a prior balance in your name. It is important that you call 1-888-486-4849 the next business day to speak to a representative to ensure this balance is not transferred to your new account if you are not responsible.

> Provide Final Script







Deposit Scripts Viewer

Initial - Power ON

Advise Initial Deposit & Power On (\$0)
 The deposit required for this address is \$ ____ . The deposit statement will be mailed upon connection of service and the deposit will become past due 10 days after the account is established.

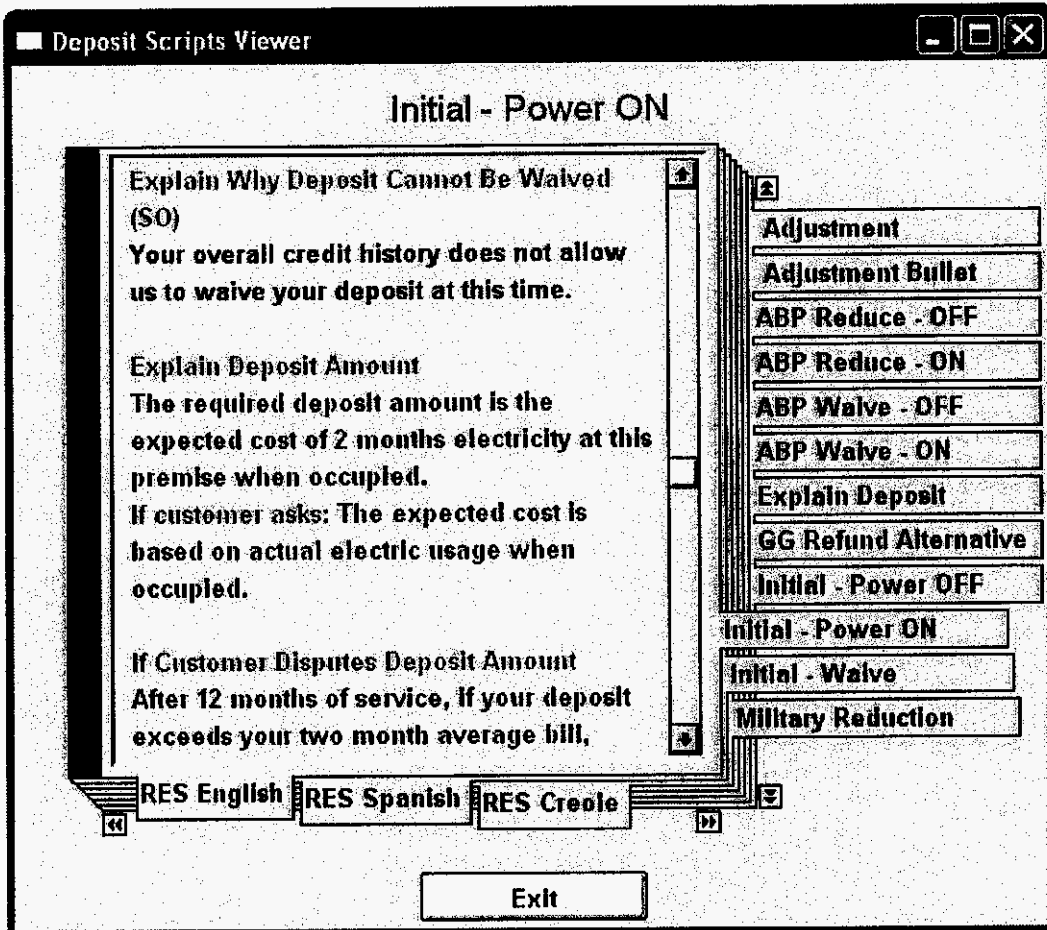
We know paying a deposit can be a burden. I would like to point out that your paid deposit will earn 6% interest after 6 months of continuous service and the interest will be credited to your account annually.

In addition, we will credit the deposit to your account after 23 months of prompt payment or if you close the account prior

- Adjustment
- Adjustment Bullet
- ABP Reduce - OFF
- ABP Reduce - ON
- ABP Waive - OFF
- ABP Waive - ON
- Explain Deposit
- GG Refund Alternative
- Initial - Power OFF
- Initial - Power ON
- Initial - Waive
- Military Reduction

RES English RES Spanish RES Creole

Exit



Deposit Scripts Viewer [] [] [X]

Initial - Power OFF

Advise Initial Deposit & Power OFF (SO)
 A deposit in the amount of \$ ____ will need to be paid prior to the connection of your service.

May I provide you with options for making the deposit payment?
Examples:
 FPL Pay By Phone
 FPL Pay Online
 Pay Agent (Remember to advise customer of convenience fee if applicable)

We know paying a deposit can be a burden. I would like to point out that your paid deposit will earn 6% interest after 6

Adjustment

Adjustment Bullet

ABP Reduce - OFF

ABP Reduce - ON

ABP Waive - OFF

ABP Waive - ON

Explain Deposit

GG Refund Alternative

Initial - Power OFF

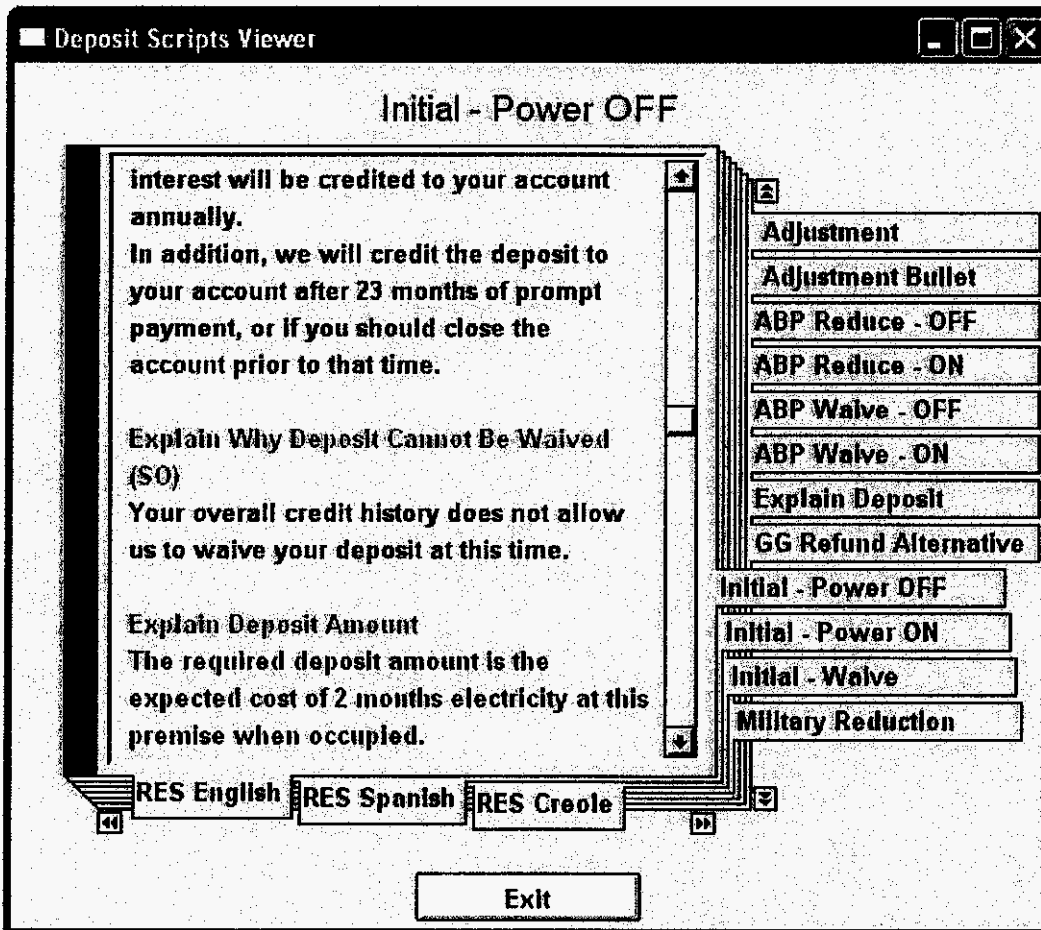
Initial - Power ON

Initial - Waive

Military Reduction

RES English RES Spanish RES Creole

Exit



Deposit Scripts Viewer

Initial - Power OFF

Explain Deposit Amount
The required deposit amount is the expected cost of 2 months electricity at this premise when occupied.
If customer asks: The expected cost is based on actual electric usage when occupied.

If Customer Disputes Deposit Amount
After 12 months of service, if your deposit exceeds your two month average bill, please call us back to request an excess deposit refund.

- Adjustment
- Adjustment Bullet
- ABP Reduce - OFF
- ABP Reduce - ON
- ABP Waive - OFF
- ABP Waive - ON
- Explain Deposit
- GG Refund Alternative
- Initial - Power OFF
- Initial - Power ON
- Initial - Waive
- Military Reduction

RES English RES Spanish RES Creole

Exit

Deposit Scripts Viewer

ABP Reduce - OFF

A deposit in the amount of \$ ____ will need to be paid prior to the connection of your electric service.

However, you qualify for our special FPL Automatic Bill Pay Reduced Deposit option. We will send an application with your deposit bill. If you choose to enroll, FPL can reduce your deposit to \$ ____ after your enrollment is processed.

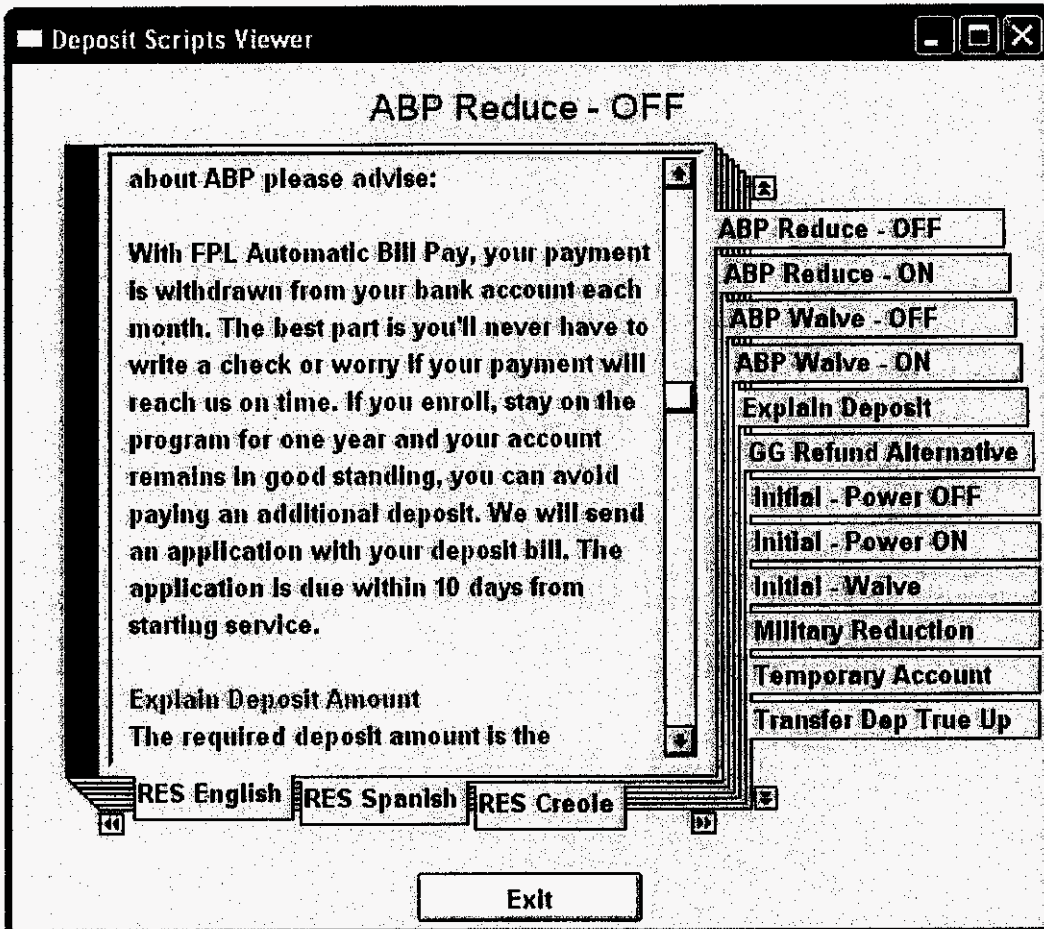
(Enrolling for ABP on FPL.com is an option, but the deposit will still need to be paid prior to the connection of service)

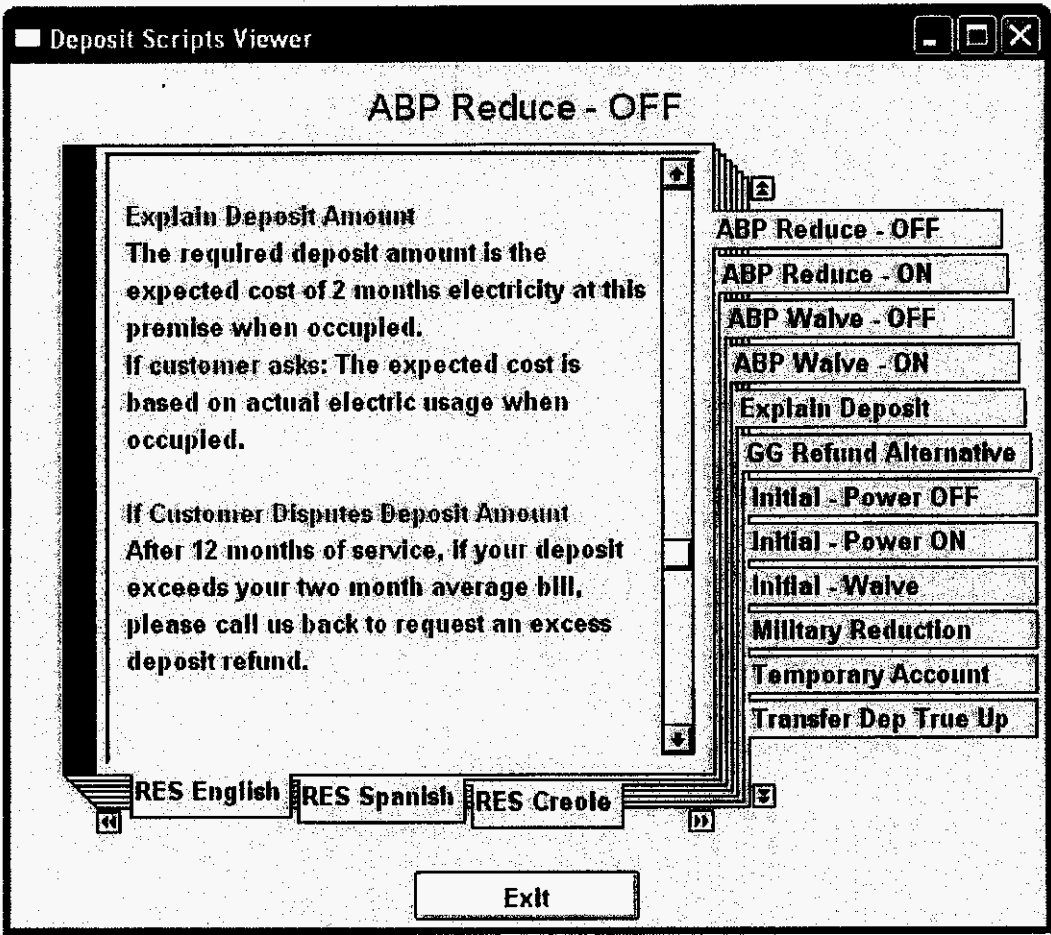
*If customer requests more information

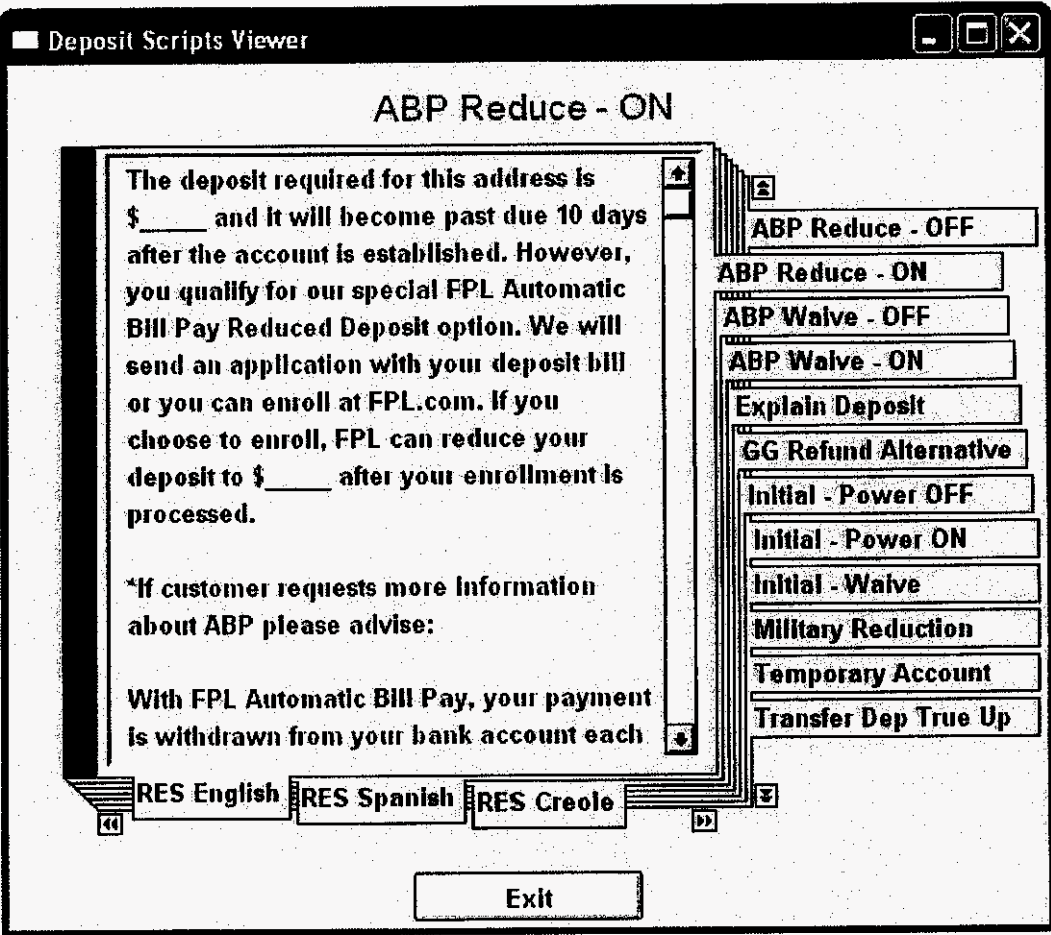
- ABP Reduce - OFF
- ABP Reduce - ON
- ABP Waive - OFF
- ABP Waive - ON
- Explain Deposit
- GG Refund Alternative
- Initial - Power OFF
- Initial - Power ON
- Initial - Waive
- Military Reduction
- Temporary Account
- Transfer Dep True Up

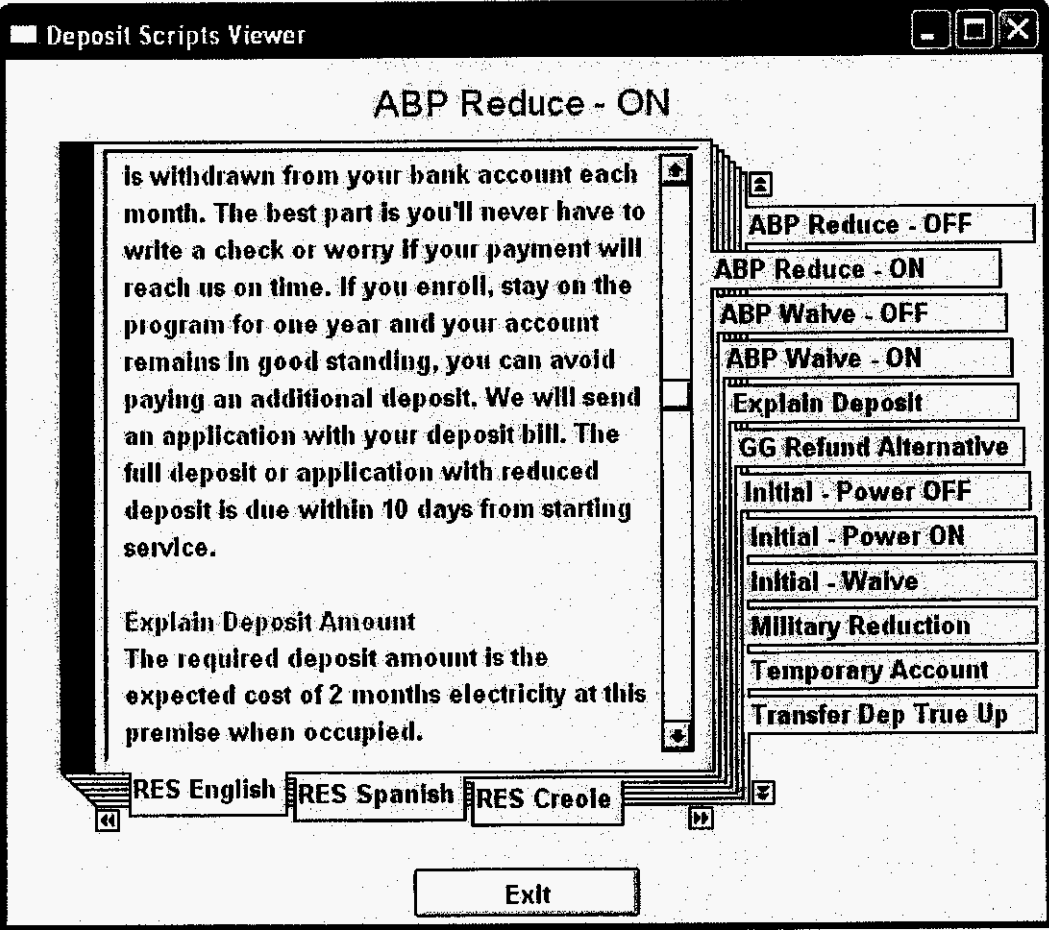
RES English RES Spanish RES Creole

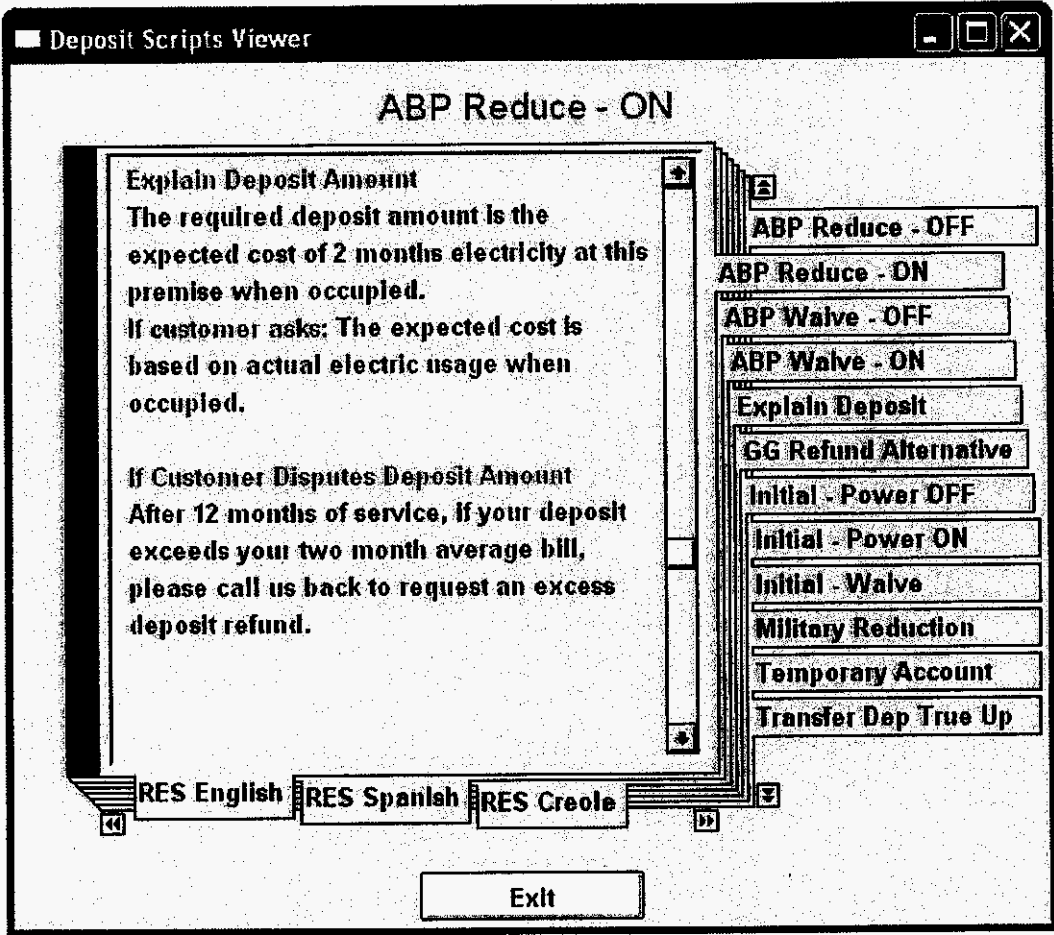
Exit

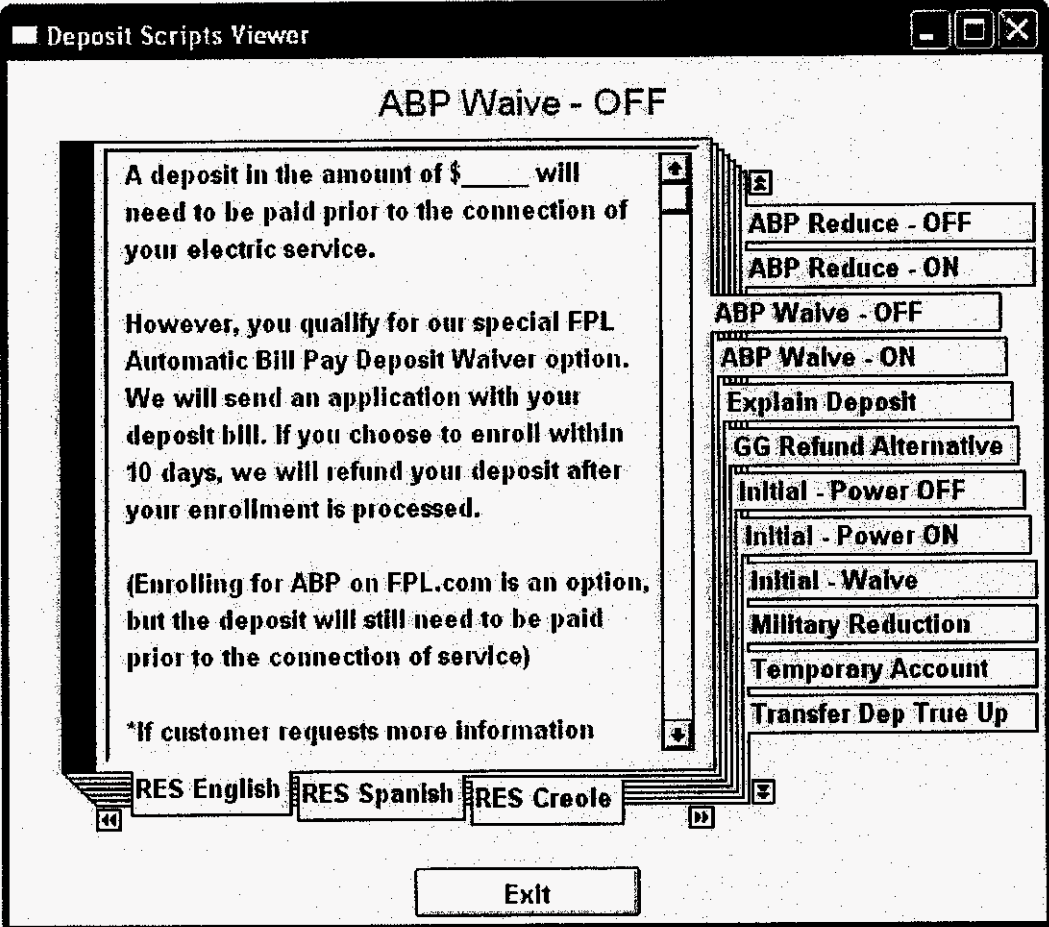












Deposit Scripts Viewer

ABP Waive - OFF

*If customer requests more information about ABP please advise:

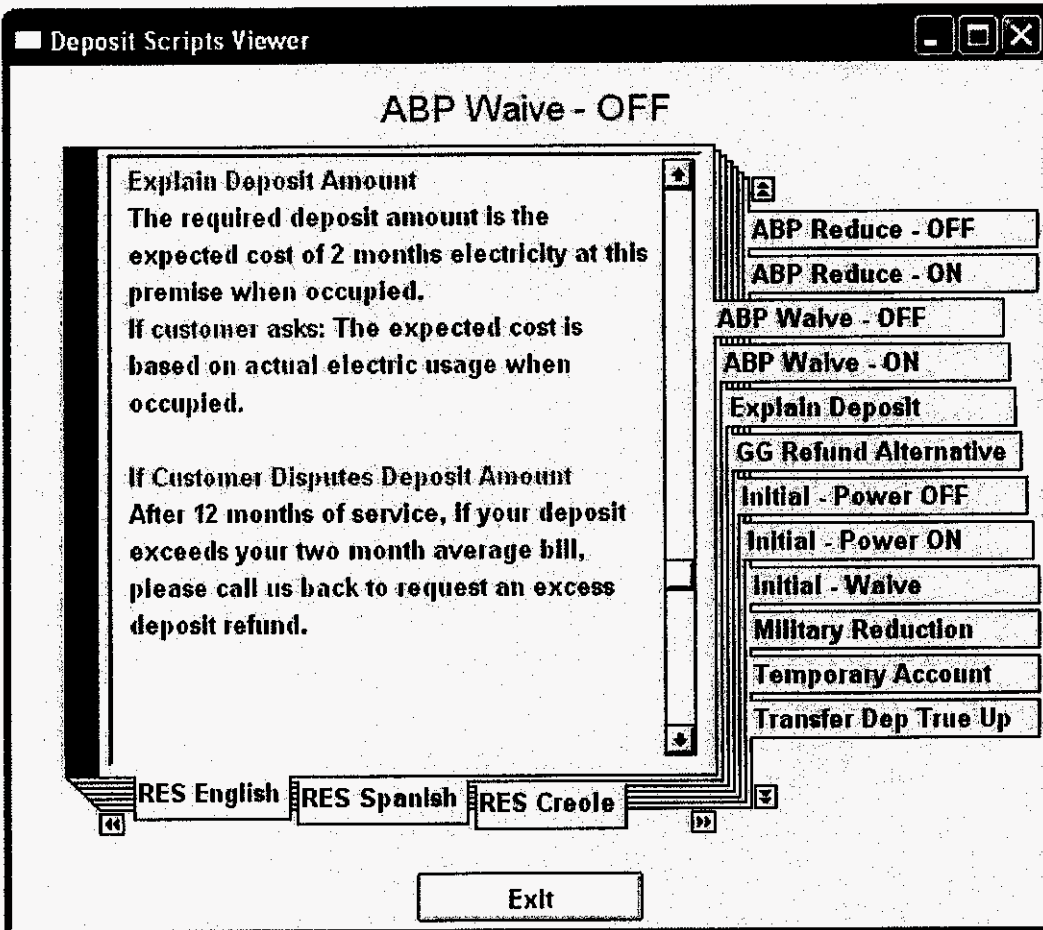
With FPL Automatic Bill Pay, your payment is withdrawn from your bank account each month. The best part is you'll never have to write a check or worry if your payment will reach us on time. If you enroll, stay on the program for one year and your account remains in good standing, you can avoid paying an additional deposit. We will send an application with your deposit bill. The application is due within 10 days from starting service.

Explain Deposit Amount

- ABP Reduce - OFF
- ABP Reduce - ON
- ABP Waive - OFF
- ABP Waive - ON
- Explain Deposit
- GG Refund Alternative
- Initial - Power OFF
- Initial - Power ON
- Initial - Waive
- Military Reduction
- Temporary Account
- Transfer Dep True Up

RES English RES Spanish RES Creole

Exit



Deposit Scripts Viewer

ABP Waive - ON

The deposit required for this address is \$ ____ and it will become past due 10 days after the account is established. However, you qualify for our special FPL Automatic Bill Pay Deposit Waiver option. We will send an application with your deposit bill or you can enroll at FPL.com. If you choose to enroll we will refund your deposit after your enrollment is processed.

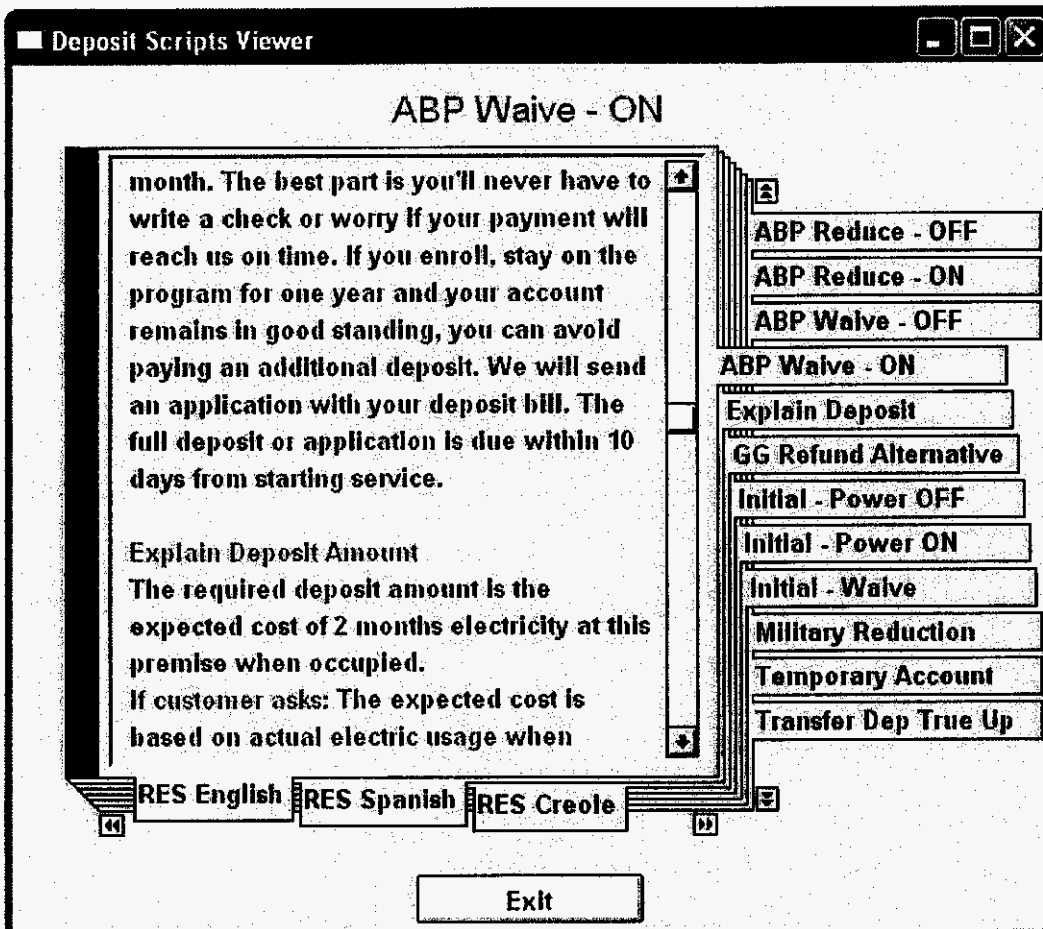
*If customer requests more information about ABP please advise:

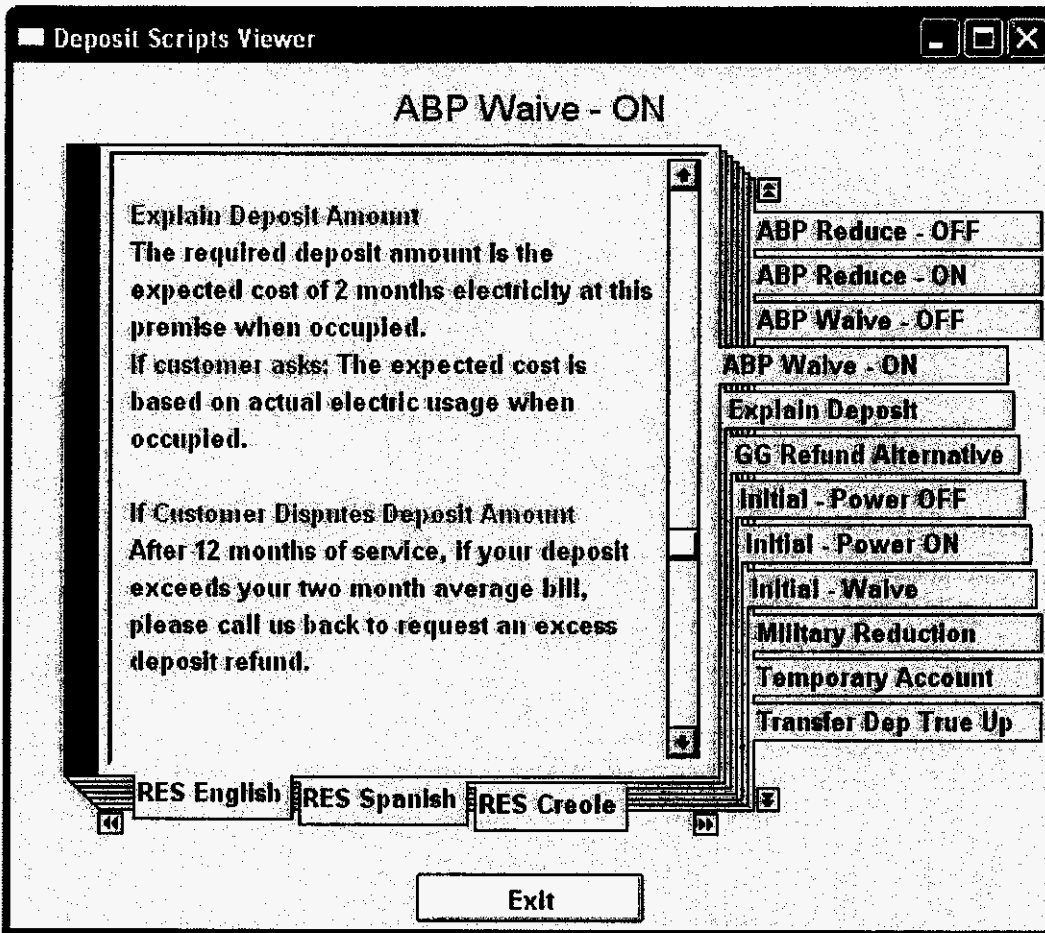
With FPL Automatic Bill Pay, your payment is withdrawn from your bank account each month. The best part is you'll never have to




- ABP Reduce - OFF
- ABP Reduce - ON
- ABP Waive - OFF
- ABP Waive - ON
- Explain Deposit
- GG Refund Alternative
- Initial - Power OFF
- Initial - Power ON
- Initial - Waive
- Military Reduction
- Temporary Account
- Transfer Dep True Up

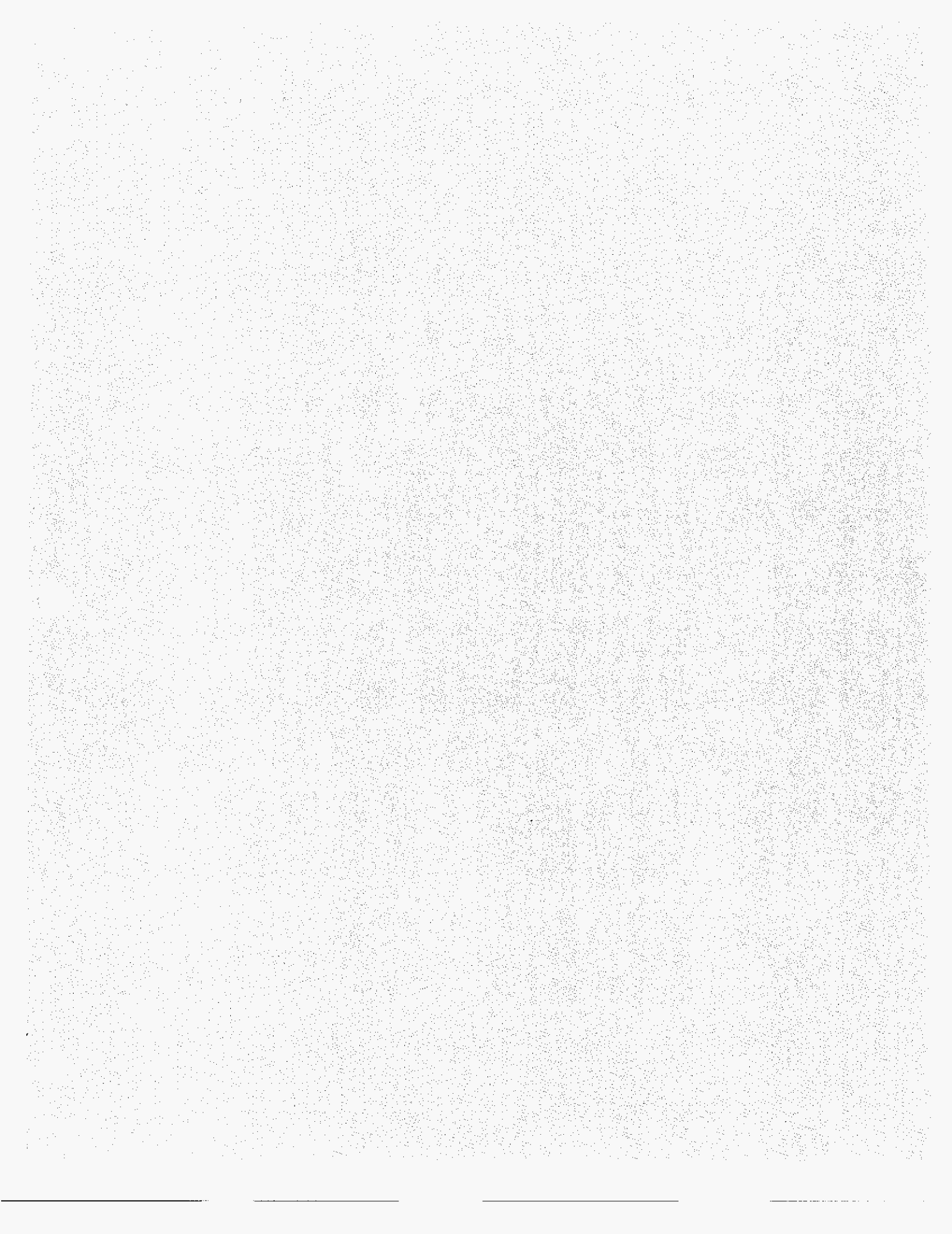
RES English RES Spanish RES Creole

Exit





<p>VAPORS [min] [max] [close]</p> <p>Introduction</p> <p>ENGLISH - Vapors transfer script</p> <p>Mr./Mrs. __ your order to connect service is now complete. Please allow me to transfer you for your order confirmation number, and thank you for calling FPL. It has been my pleasure to assist you.</p> <p>SPANISH - Vapors transfer script</p> <p>Sr./Sra. __, la orden para conectar el servicio electrico ha sido procesada. Permitame ahora pasarle al departamento que le dara su numero de confirmacion. En nombre de FPL, gracias por su llamada. Ha sido un placer haberle atendido.</p>		
 <p>To Do</p>  <p>Factcard</p>	<p><input checked="" type="radio"/> Transferred To Sales Rep</p> <p><input type="radio"/> Transfer to other department</p> <p><input type="radio"/> Same Customer</p> <p><input type="radio"/> Not Decision Maker</p> <p><input type="radio"/> Other</p>	<p>Qualifies for:</p> <p>HPD CMC SSP</p>
		



Connect Script Type	Premise Type	Name of Script	Language	Script
Final Scripts	Commercial	commercialConnect	creole	IF TRANSFER\Permèt mwen voyé-w ou lot koté pou nouvo niméwo bódwo a. Mèsi dèské-w té rélé FPL's Business Care Center. Sète youn plézi pou-m sévi-w.\IF NO TRANSFER\Permèt mwen ba ou niméwo bódwo a. Niméwo bódwo a sé %. Mèsi dèské-w té rélé FPL's Business Care Center. Sète youn plézi pou-m sévi-w.
Final Scripts	Commercial	commercialConnect	english	IF TRANSFER\Allow me to transfer you for your new Bill Account number. Thank you for calling FPL's Business Care Center, it has been my pleasure to assist you.\IF NO TRANSFER\Allow me to confirm your order by providing you with your new Bill Account number. Would you like that number now? The number is %. Thank you for calling FPL's Business Care Center, it has been my pleasure to assist you.
Final Scripts	Commercial	commercialConnect	spanish	IF TRANSFER\Permítame transferirlo/la para que pueda recibir su nuevo número de cuenta. Gracias por llamar a el servicio de negocios de FPL, ha sido un placer asistirle.\IF NO TRANSFER\Permítame que confirme su orden dándole su nuevo número de cuenta. Quisiera este número de cuenta? El número es %. Gracias por llamar a el servicio de negocios de FPL, ha sido un placer asistirle.
Final Scripts	Commercial	noServiceChargeSummary	creole	Mr./Mme. %1 Nap voyé prémyié bódwo a %2.
Final Scripts	Commercial	noServiceChargeSummary	english	Mr/Ms. %1, your first bill statement will be %2.
Final Scripts	Commercial	noServiceChargeSummary	spanish	En resumen, Sr/Sra. %1, su primer estado de cuenta sera en %2.
Final Scripts	Commercial	pacPremiseSummary	creole	Sonjé, nap bézwen 1-3 jou travay pou-n mété kouran-an aprè nou résévwa dènyé lisans lan.
Final Scripts	Commercial	pacPremiseSummary	english	Remember it will take 1-3 working days to activate your service once we receive the Certificate of Occupancy.
Final Scripts	Commercial	pacPremiseSummary	spanish	Recuerde que tomara 1-3 días laborales para activar su servicio en su nombre en cuanto recibamos el certificado de ocupación.
Final Scripts	Commercial	powerOffSummary	creole	Sil you ple, pa mezi de prekosyon mete tout breke nan bwat fizib la "off"; epi asure nou genyen rantré lib kote konte an ye. Ou pa bezwen nan kay lan pou nou konekte kouran an.\SAME DAY or PRIOR EFFECTIVE DATE*Avan 2pm - Nou pra'l fe tout efo pou konekte kouran ve minwi aswe an.*Apré 2pm- Nou pra'l fe tout efo pou konekte kouran ve minwi nan jou travay ka'p vini apre jodi a.\FUTURE EFFECTIVE DATE*Nou pra'l fe tout efo pou nou konekte kouran ve minwi nan jou ki dat efektiv la.\IF DEPOSIT IS REQUIRED PLEASE ADVISE*Pou nou kapab konekte kouran nan dat sa, ou dwe peye depo an avan 2pm oubyen avan dat efektiv la.*(Please also remind customer of any documentation requirements if applicable)*Note: When Equifax is down, advise customer deposit will be billed and remember to remove the deposit delay code if applicable.*Eske ou genyen kesyon sou tan pou konekte kouran an?*\Mande le li nesese oubyen si ou dwe mande.
Final Scripts	Commercial	powerOffSummary	english	In order to safely connect your meter, please turn off all circuit breakers and ensure access to the meter area. You will not need to be at the property in order for us to connect your service.\SAME DAY or PRIOR EFFECTIVE DATE*Before 2pm - We will make every effort to have the service connected by midnight tonight.*After 2pm - We will make every effort to have the service connected by midnight the following business day.\FUTURE EFFECTIVE DATE*We will make every effort to have the service connected by midnight of (order effective date).\IF DEPOSIT IS REQUIRED PLEASE ADVISE*In order to have your service connected by the timeframe provided, your deposit payment must be received by 2pm on or before the date of your order.*(Please also remind customer of any documentation requirements if applicable)*Note: When Equifax is down, advise customer deposit will be billed and remember to remove the deposit delay code if applicable.*DO YOU HAVE ANY QUESTIONS ON THE TIMEFRAME IF APPLICABLE OR REQUIREMENTS*TO HAVE YOUR SERVICE CONNECTED?

000034

Connect Script Type	Premise Type	Name of Script	Language	Script
Final Scripts	Commercial	powerOffSummary	spanish	Para conectar su metro contador de una forma segura, apague todos los interruptores de los circuitos y asegúrese de que se pueda acceder al área del metro contador. No es necesario que se encuentre en la propiedad para que conectemos el servicio.\\SAME DAY or PRIOR EFFECTIVE DATE*Before 2pm - Haremos todo lo posible para que el servicio quede conectado a la medianoche de hoy.*After 2pm - Haremos todo lo posible para que el servicio quede conectado a la medianoche del siguiente día laboral.\\FUTURE EFFECTIVE DATE*Haremos todo lo posible para que el servicio quede conectado a la medianoche del (fecha en que entra en vigencia el pedido).\\IF DEPOSIT IS REQUIRED PLEASE ADVISE\\Para que realicemos la conexión del servicio en el periodo que se indicó, debemos recibir el pago del depósito a las 2 p. m. de la fecha del pedido o antes.\\(Please also remind customer of any documentation requirements if applicable)\\Note: Si Equifax está sin sistema, informe al cliente que el depósito será facturado y recuérdete retirar el código de retraso de depósito, si corresponde.\\¿TIENE ALGUNA CONSULTA SOBRE EL PLAZO\\f aplicable O ALGÚN REQUISITO\\SOBRE LA CONEXIÓN DE SU SERVICIO?
Final Scripts	Commercial	powerOnSummary	creole	
Final Scripts	Commercial	powerOnSummary	english	
Final Scripts	Commercial	powerOnSummary	spanish	
Final Scripts	Commercial	serviceChargeRRDSummary	creole	Me./Mme. %1 wap péyé %\$2 pou sévis la nou mété. Lap parèt sou prèmiyé bódwo a sèlman, lan dat.
Final Scripts	Commercial	serviceChargeRRDSummary	english	Mr/Ms. %1, there will be a one time service charge of %\$2 that will appear on your first bill statement.
Final Scripts	Commercial	serviceChargeRRDSummary	spanish	Sr./Sra. %1, habra un cargo de %\$2 que aparecera en su primer estado de cuenta.
Final Scripts	Commercial	serviceChargeSummary	creole	Me./Mme. %1 wap péyé %\$2 pou sévis la nou mété. Lap parèt sou prèmiyé bódwo a sèlman, lan dat %3.
Final Scripts	Commercial	serviceChargeSummary	english	Mr/Ms. %1, there will be a one time service charge of %\$2 that will appear on your first bill statement %3.
Final Scripts	Commercial	serviceChargeSummary	spanish	Sr./Sra. %1, habra un cargo de %\$2 que aparecera en su primer estado de cuenta %3.
Final Scripts	Residential	noOfferSalesSummary	creole	Pèmèt mwen ba ou nouvo niméwo bódwo a. Nouvo niméwo bódwo a sé %. Mèsi anpil paské-w té rélé FPL. Sèté plézi pou-m té édé-w.
Final Scripts	Residential	noOfferSalesSummary	english	Allow me to confirm your order by providing you with your new Bill Account number. Would you like that number now? The number is %. Thank you for calling FPL, it has been my pleasure to assist you.
Final Scripts	Residential	noOfferSalesSummary	spanish	Permítame que confirme su orden dándole su nuevo número de cuenta. Su nuevo número de cuenta. Quisiera este número de cuenta? El número es %. Gracias por llamar a la FPL, ha sido un placer asistirle.
Final Scripts	Residential	noServiceChargeSummary	creole	Mr./Mme. %1 Nap voyé prèmiyé bódwo a %2.
Final Scripts	Residential	noServiceChargeSummary	english	Mr/Ms. %1, your first bill statement will be %2.
Final Scripts	Residential	noServiceChargeSummary	spanish	Sr/Sra. %1, su primer estado de cuenta sera en %2.
Final Scripts	Residential	offerSalesSummary	creole	IF TRANSFER\\Pèmèt mwen konékté-w ak ou lót mounn kap pral ba ou nouvo niméwo bódwo a. Mèsi dèské-w té rélé FPL. Sèté youn plézi pou-m sévi-w.\\IF NO TRANSFER\\Pèmèt mwen ba ou nouvo niméwo bódwo a. Eské-w ta renmen niméwo a kouniyé a? Niméwo a sé %. Mèsi dèské-w té rélé FPL. Sèté youn plézi pou-m sévi-w.
Final Scripts	Residential	offerSalesSummary	english	IF TRANSFER\\Allow me to transfer you for your new Bill Account number. Thank you for calling FPL, it has been my pleasure to assist you.\\IF NO TRANSFER\\Allow me to confirm your order by providing you with your new Bill Account number. Would you like that number now? The number is %. Thank you for calling FPL, it has been my pleasure to assist you.

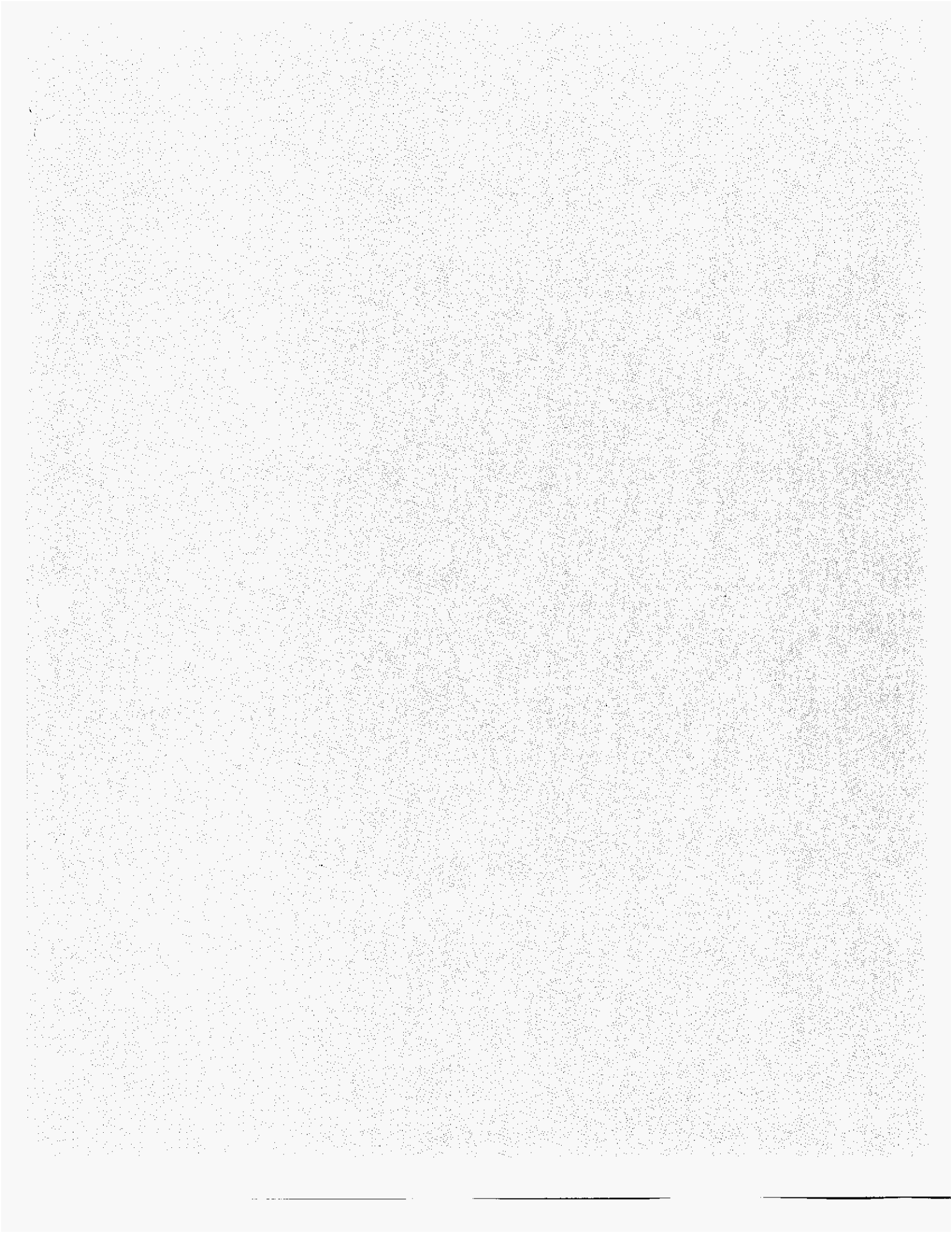
Connect Script Type	Premise Type	Name of Script	Language	Script
Final Scripts	Residential	offerSalesSummary	spanish	IF TRANSFER\Permitame transferirlo/la para que pueda recibir su nuevo número de cuenta. Gracias por llamar a la FPL, ha sido un placer servirle.\IF NO TRANSFER\Permitame que confirme su orden dándole su nuevo número de cuenta. Quisiera este número de cuenta? El número es %. Gracias por llamar a la FPL, ha sido un placer asistirle.
Final Scripts	Residential	pacPremiseSummary	creole	Sonjé, nap bézwen 1-3 jou travay pou-n limen kouran-an aprè nou résévwa dèniyé lisans lan.
Final Scripts	Residential	pacPremiseSummary	english	Remember it will take 1-3 working days to activate your service once we receive the Certificate of Occupancy.
Final Scripts	Residential	pacPremiseSummary	spanish	Recuerde que tomara 1-3 días laborales para activar su servicio en su nombre en cuanto recibamos el certificado de ocupación.
Final Scripts	Residential	powerOffSummary	creole	Sil vou ple, pa mezi de prekosyon mete tout breke nan bwat fizib la "off"; epi asure nou genyen rantre lib kote konte an ye. Ou pa bezwen nan kay lan pou nou konekte kouran an.\SAME DAY or PRIOR EFFECTIVE DATE*Avan 2pm - Nou pra'l fe tout efo pou konekte kouran ve minwi aswe an.*Aprè 2pm- Nou pra'l fe tout efo pou konekte kouran ve minwi nan jou travay ka'p vini apre jodi a.\FUTURE EFFECTIVE DATE*Nou pral fe tout efo pou nou konekte kouran ve minwi nan jou ki dat efektiv la.\IF DEPOSIT IS REQUIRED PLEASE ADVISE*Pou nou kapab konekte kouran nan dat sa, ou dwe peye depo an avan 2pm oubyen avan dat efektiv la.\(Please also remind customer of any documentation requirements if applicable)\Note: When Equifax is down, advise customer deposit will be billed and remember to remove the deposit delay code if applicable.\Eske ou genyen kesyon sou tan pou konekte kouran an?Mande le li nesese oubyen si ou dwe mande.
Final Scripts 001 - 000036	Residential	powerOffSummary	english	In order to safely connect your meter, please turn off all circuit breakers and ensure access to the meter area. You will not need to be at the property in order for us to connect your service.\SAME DAY or PRIOR EFFECTIVE DATE*Before 2pm - We will make every effort to have the service connected by midnight tonight.*After 2pm - We will make every effort to have the service connected by midnight the following business day.\FUTURE EFFECTIVE DATE*We will make every effort to have the service connected by midnight of (order effective date).\IF DEPOSIT IS REQUIRED PLEASE ADVISE\In order to have your service connected by the timeframe provided, your deposit payment must be received by 2pm on or before the date of your order.\(Please also remind customer of any documentation requirements if applicable)\Note: When Equifax is down, advise customer deposit will be billed and remember to remove the deposit delay code if applicable.\DO YOU HAVE ANY QUESTIONS ON THE TIMEFRAME\If applicable OR REQUIREMENTS\TO HAVE YOUR SERVICE CONNECTED?
Final Scripts	Residential	powerOffSummary	spanish	Para conectar su metro contador de una forma segura, apague todos los interruptores de los circuitos y asegúrese de que se pueda acceder al área del metro contador. No es necesario que se encuentre en la propiedad para que conectemos el servicio.\SAME DAY or PRIOR EFFECTIVE DATE*Before 2pm - Haremos todo lo posible para que el servicio quede conectado a la medianoche de hoy.*After 2pm - Haremos todo lo posible para que el servicio quede conectado a la medianoche del siguiente día laboral.\FUTURE EFFECTIVE DATE*Haremos todo lo posible para que el servicio quede conectado a la medianoche del (fecha en que entra en vigor el pedido).\IF DEPOSIT IS REQUIRED PLEASE ADVISE\ Para que realicemos la conexión del servicio en el plazo que se indicó, debemos recibir el pago del depósito a las 2 p. m. de la fecha del pedido o antes.\(Please also remind customer of any documentation requirements if applicable)\Note: When Equifax is down, advise customer deposit will be billed and remember to remove the deposit delay code if applicable.\¿ TIENE ALGUNA CONSULTA SOBRE EL PLAZO\If applicable O ALGÚN REQUISITO\SOBRE LA CONEXIÓN DE SI
Final Scripts	Residential	powerOnSummary	creole	

Connect Script Type	Premise Type	Name of Script	Language	Script
Final Scripts	Residential	powerOnSummary	english	
Final Scripts	Residential	powerOnSummary	spanish	
Final Scripts	Residential	serviceChargeRRDSummary	creole	Me./Mme. %1 wap péyé %2 pou sèvis la nou mété. Lap parèt sou prémiyé bódwo a sèlman, lan dat.
Final Scripts	Residential	serviceChargeRRDSummary	english	Mr./Ms. %1, there will be a one time service charge of %2 that will appear on your first bill statement.
Final Scripts	Residential	serviceChargeRRDSummary	spanish	Sr./Sra. %1, habra un cargo de %2 que aparecera en su primer estado de cuenta.
Final Scripts	Residential	serviceChargeSummary	creole	Me./Mme. %1 wap péyé %2 pou sèvis la nou mété. Lap parèt sou prémiyé bódwo a sèlman lan dat %3.
Final Scripts	Residential	serviceChargeSummary	english	Mr./Ms. %1, there will be a one time service charge of %2 that will appear on your first bill statement %3.
Final Scripts	Residential	serviceChargeSummary	spanish	Sr./Sra. %1, habra un cargo de %2 que aparecera en su primer estado de cuenta %3.
Final Scripts	Residential	tugSummary	creole	Sonjé, nap bézwen 1-3 jou travay pou-n mété kouran-an sou non-w aprè nou résévwa dèniyé lisans lan.
Final Scripts	Residential	tugSummary	english	Remember it will take 1-3 working days to activate service in your name once we receive the Certificate of Occupancy.
Final Scripts	Residential	tugSummary	spanish	Recuerde que tomara 1-3 días laborales para activar su servicio en su nombre en cuanto recibamos el certificado de ocupación.
Fraud Scripts	Residential	orderInfoFirstFraud	english	Credit File Research Condition *Mon-Fri 8AM to 5PM - Complete order information (This call will be transferred to Premise Research Department) *After hours & weekends, when Premise Research is not available - Complete order information If power is ON - Enter appropriate Effective Date If power is OFF - Enter NEXT business day (or after) for Effective Date

FPL - 000037

Connect Script Type	Premise Type	Name of Script	Language	Script
Equifax Scripts	Residential	equifaxDeceased	english	<p>The social security number you have provided cannot be used to complete this order.</p> <p>If you have questions or concerns about this information, please contact Equifax at 1-888-259-2983 to inquire on the status of your credit file.</p>
Equifax Scripts	Residential	equifaxCreditFreeze	english	<p>The social security number you have provided cannot be used to complete this order.</p> <p>If you have questions or concerns about this information, please contact Equifax at 1-888-259-2983 to inquire on the status of your credit file.</p>
Process Scripts	Residential	noSsnMessage	english	<p>***Cannot reconcile to an account that has no SSN on record***</p> <p>New connect order must be taken using the new customer path.</p>

FPL - 000039



FPL - 000040

Script Type	Process	Premise Type	Email Criteria Name of Script	Languages	Script
Email Address Initial Scripts	Connect	Residential	NoEmail	English	Mr./Mrs. ____ could you please spell the email address that you would like to use for this account? *If customer does not have email address to provide, click proceed with the email field blank
Email Address Initial Scripts	Connect	Commercial	NoEmail	English	Mr./Mrs ____ could you please spell the primary business email address that we should have on record? *If customer does not have email address to provide, click proceed with the email field blank
Email Address Initial Scripts	Connect	Residential	ExistingEmail	English	Mr./Mrs. ____ Our records indicate we have an email address on record. Could you please verify the spelling? *If customer cannot recall email on record then obtain new email address if possible. OR *If customer no longer wants to provide an email, click proceed with the email field blank.
Email Address Initial Scripts	Connect	Commercial	ExistingEmail	English	Mr./Mrs. ____ Our records indicate we have an email address on record. Could you please verify the spelling? *If customer cannot recall email on record then obtain new email address if possible. OR *If customer no longer wants to provide an email, click proceed with the email field blank.
Email Address Initial Scripts	Bpo	Residential	NoEmail	English	Before I complete your request, do you have an Email address you would like to provide? *If customer does not have email address to provide, click proceed with the email field blank
Email Address Initial Scripts	Bpo	Commercial	NoEmail	English	Before I complete your request, could you please spell the primary business email address that we should have on record? *If customer does not have email address to provide, click proceed with the email field blank
Email Address Initial Scripts	Bpo	Residential	ExistingEmail	English	Before I complete your request, could you please confirm the spelling of the email address on record? *If customer cannot recall email on record then obtain new email address if possible. OR *If customer no longer wants to provide an email, click proceed with the email field blank.
Email Address Initial Scripts	Bpo	Commercial	ExistingEmail	English	Before I complete your request, could you please confirm the spelling of the email address on record? *If customer cannot recall email on record then obtain new email address if possible. OR *If customer no longer wants to provide an email, click proceed with the email field blank.

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Script Type	Process	Premise Type	Email Criteria Name of Script	Languages	Script
Email Address Initial Scripts	Rits Follow-Up Type	Commercial	ExistingEmail	English	Mr./Mrs. ____ Our records indicate we have an email address on record. Could you please verify the spelling? *If customer cannot recall email on record then obtain new email address if possible. OR *If customer no longer wants to provide an email, click proceed with the email field blank.
Email Address Initial Scripts	Rits Follow-Up Type	Residential	ExistingEmail	English	Mr./Mrs. ____ Our records indicate we have an email address on record. Could you please verify the spelling? *If customer cannot recall email on record then obtain new email address if possible. OR *If customer no longer wants to provide an email, click proceed with the email field blank.
Email Address Initial Scripts	Rits Follow-Up Type	Commercial	NoEmail	English	Mr/Mrs ____ could you please spell the email address so that we may update our records and issue this request? *If customer does not provide email Click proceed button with email field blank
Email Address Initial Scripts	Rits Follow-Up Type	Residential	NoEmail	English	Mr/Mrs ____ could you please spell the email address so that we may update our records and issue this request? *If customer does not provide email Click proceed button with email field blank
Email Address Initial Scripts	Rits ABP	Commercial	ExistingEmail	English	Mr./Mrs. ____ Our records indicate we have an email address on record. Could you please verify the spelling? *If customer cannot recall email on record then obtain new email address if possible. OR *If customer no longer wants to provide an email, click proceed with the email field blank.
Email Address Initial Scripts	Rits ABP	Residential	ExistingEmail	English	Mr./Mrs. ____ Our records indicate we have an email address on record. Could you please verify the spelling? *If customer cannot recall email on record then obtain new email address if possible. OR *If customer no longer wants to provide an email, click proceed with the email field blank.
Email Address Initial Scripts	Rits ABP	Commercial	NoEmail	English	Mr/Mrs ____ could you please spell the email address so that we may update our records and issue this request? *If customer does not provide email Click proceed with the email field blank
Email Address Initial Scripts	Rits ABP	Residential	NoEmail	English	Mr/Mrs ____ could you please spell the email address so that we may update our records and issue this request? *If customer does not provide email Click proceed button with email field blank

Script Type	Process	Premise Type	Email Criteria Name of Script	Languages	Script
Email Address Messages	Verification	All	displayCode01	English	Invalid domain name entered. Please make sure the domain name of your provider is correct. Some of the most commonly used domains end with .com .net .gov .edu .ca
Email Address Messages	Verification	All	displayCode02	English	It is possible that the email address you have entered is invalid. Please check your spelling or if the correct domain name was provided. Make any corrections if needed.
Email Address Messages	Verification	All	displayCode03	English	Invalid domain name entered. Please make sure the domain name of your provider is correct and is currently available to accept email from FPL
Email Address Messages	Verification	All	displayCode04	English	It is possible that the email address you have entered is invalid. Please check your spelling and make any corrections if needed
Email Address Messages	Verification	All	displayCode05	English	This email has a valid domain. Please click Proceed to continue
Email Address Messages	Verification	All	displayCode00	English	Verification step completed - Please Proceed
Email Address Messages	Verification	All	displayCode99	English	Verification step completed - Please Proceed
Email Address Messages	Validation	All	displayCode1A	English	The e-mail did not meet the proper format. Please make sure this entry does not include any special characters, " or spaces.
Email Address Messages	Validation	All	displayCode1B	English	The domain name is not correct. You can use letters, numbers, hyphens and periods (example: yourname@yourdomain.com)
Email Address Messages	Validation	All	EmailMax	English	E-mail address can only be a maximum of 64 characters
Email Address Messages	Validation	All	EmailMaxAttempts	English	Verification attempts exceeded, please click "Proceed" to accept this email address
Email Address Messages	Validation	All	EmailVerifyInProgress	English	Verification in Progress....
Email Address Messages	Generic	All	displayCode1C	English	Please review and confirm that this e-mail address is correct for this account.
Email Address Messages	Generic	All	displayCode1D	English	Please review and confirm that this e-mail address is still correct for this account.
Email Address Messages	Generic	All	BpoDeleteEmail	English	In order to remove the email address select the Close/Submit button below and select No to the email address question.
Email Address Messages	Generic	All	BpoEmptyEmail	English	You are proceeding with the email address field blank. Please click "submit/close" to exit this window.
Bpo Messages	Initial	All	BpoScript1	English	Before I complete your request, may I confirm your existing email address?
Bpo Messages	Initial	All	BpoScript2	English	Before I complete your request, do you have an Email address you would like to provide?
					Did you know you qualify to receive your bills through Email.... You can help the environment by going electronic and reviewing up to six months of billing history from your home, work, or even out of town. You still have the option of printing your bills. At first you will receive a monthly email bill and a paper statement so that you can confirm your information is identical.
Bpo Messages	Emb	All	BpoScript3	English	Can we sign you up for FPL Email Bill now?
					Another option you qualify for is an automatic payment option, that could assist you. This option will ensure your bill is always paid on time. With FPL Automatic Bill Pay, your payment is automatically withdrawn from your bank account each month, on the day you choose. The best part is you'll never have to write a check or worry if your payment reaches us on time.
Bpo Messages	Abp	All	BpoScript4	English	May I e-mail you an application?

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Script Type	Process	Premise Type	Email Criteria Name of Script	Languages	Script
					<p>Did you know you qualify for our automatic payment option, that could assist you....</p> <p>This option will ensure your bill is always paid on time. With FPL Automatic Bill Pay, your payment is automatically withdrawn from your bank account each month, on the day you choose. The best part is you'll never have to write a check or worry if your payment reaches us on time.</p>
Bpo Messages	Abp	All	BpoScript5	English	May I send you an application with your next bill?
					<p>We are happy to waive your deposit based on your excellent credit history. There will be no deposit required as long as the balance is paid in full each month by the due date.</p> <p>We offer an automatic payment option that will ensure your bill is always paid on time. With FPL Automatic Bill Pay, your payment is automatically withdrawn from your bank account each month, on the day you choose. The best part is you'll never have to write a check or worry if your payment will reach us on time.</p> <p>Would you be interested in this program?</p> <p>If Yes....you can start the Automatic Bill Pay program immediately by visiting our website at FPL.com. You will also receive an application in the with your next bill statement.</p>
Bpo Messages	Abp	All	BpoScript6	English	<p>IMPORTANT - DO NOT ask in the form of a question.</p> <p>Thank you. You are set up to receive your FPL bills electronically through our FPL E-Mail Bill® program beginning with your first billing cycle.</p> <p>You'll get the same bill every month, only it's electronic.and in the first month of email billing, you'll also receive a hard copy by regular mail, so you can see that all the information is exactly the same. Afterwards, electronic bills will replace the old paper bills but you will be able to print a hard copy any time you need it from FPL.com.</p>
Bpo Messages	Emb	All	BpoScript7	English	Thank you for participating in the FPL E-Mail Bill program.
Bpo Messages	Abp	All	BpoScript8	English	Our records indicate you are currently participating in our FPL Automatic Bill Pay Program, would you like this account to be added to this program?
					<p>Did you know you qualify to receive your bills through Email...You can help the environment by going electronic and reviewing up to six months of billing history from your home, work, or even out of town. You still have the option of printing your bills. At first you will receive a monthly email bill and a paper statement so that you can confirm your information is identical.</p>
Bpo Messages	Emb	All	BpoScript10	English	Can we sign you up for FPL Email Bill now?

Script Type	Process	Premise Type	Email Criteria Name of Script	Languages	Script
					<p>We are happy to waive your deposit based on your excellent credit history. There will be no deposit required as long as the balance is paid in full each month by the due date.</p> <p>We offer an automatic payment option that will ensure your bill is always paid on time. With FPL Automatic Bill Pay, your payment is automatically withdrawn from your bank account each month, on the day you choose. The best part is you'll never have to write a check or worry if your payment will reach us on time.</p> <p>Would you be interested in this program?</p> <p>If Yes....you can start the Automatic Bill Pay program immediately by visiting our website at FPL.com. You will also receive an email application.</p>
Bpo Messages	Abp	All	BpoScript11	English	<p>Did you know you qualify for our automatic payment option, that could assist you....</p> <p>This option will ensure your bill is always paid on time. With FPL Automatic Bill Pay, your payment is automatically withdrawn from your bank account each month, on the day you choose. The best part is you'll never have to write a check or worry if your payment reaches us on time.</p> <p>May I e-mail you an application?</p>
Bpo Messages	Abp	All	BpoScript12	English	
Email Address Initial Scripts	TelephoneUpdate	All	NoEmail	English	Before we proceed could you please provide me with an email address for your account?

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