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December 31, 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 November 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: [November 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	24,437	26,389
Commercial / Industrial	1,647	1,595
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	24,586	6,619
Commercial / Industrial	1,660	533

<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	\$ 6,480,800	\$ 3,440,378
Commercial / Industrial	\$ 1,091,360	\$ 383,794
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$ 10,092,924	\$ 1,286,135
Commercial / Industrial	\$ 1,212,561	\$ 140,860

<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	178,373	1,365,168
Commercial / Industrial	4,854	52,721
Average Duration of Payment Arrangement <sup>4</sup>	Reporting Month	-----
Residential	31	---
Commercial / Industrial	30	---
Percent of Customers Under a Payment Arrangement <sup>5</sup>	Reporting Month	-----
Residential <sup>6</sup>	1.80%	---
Commercial / Industrial <sup>7</sup>	0.40%	---

<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.

Bad Debt <sup>8</sup>		
Incremental Bad Debt	Reporting Month	March 2020 through Current (cumulative)
Incremental Bad Debt <sup>9</sup>	\$ 958,607	\$ 36,519,907

<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.

Late Fees <sup>10</sup>		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	721,545	853,270
Commercial / Industrial	70,365	85,962

<sup>10</sup> 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	411,679	420,631
Commercial / Industrial	34,032	32,431
Number of Accounts Disconnected from Service	Reporting Month	Prior Year Month
Residential	78,834	82,282
Commercial / Industrial	4,619	4,885
Number of Accounts Reconnected to Service <sup>11</sup>	Reporting Month	Prior Year Month
Residential	73,743	77,427
Commercial / Industrial	3,896	4,236

<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.

Customer Communications		
Communications	Reporting Month	March 2020 through Current (cumulative)
Customer-wide COVID-related mass communications (paper, email, phone calls, social media, etc.) <sup>12</sup>	4	53
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.) <sup>13</sup>	11,950	4,658,563

<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)

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.
As of December 2020: The deposit refund acceleration was completed providing refunds to 40,424 residential customers for a total of \$7.5 million and 32,634 small business customers for \$8.6 million.

# **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

## Nov 24, 2020 Electric Bill

For: Oct 26, 2020 to Nov 24, 2020 (29 days)

**Service Address**

**Account Number -**

**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	\$78.11
Payments	-\$78.11
New charges due by Dec 15, 2020	\$68.18
<b>Total amount you owe</b>	<b>\$68.18</b>

Amount of your last bill	78.11
Payment received - Thank you	-78.11
<b>Balance before new charges</b>	<b>\$0.00</b>

### 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)	\$34.76
Fuel: (First 1000 kWh at \$0.018840) (Over 1000 kWh at \$0.028840)	\$9.80
<b>Electric service amount</b>	<b>52.90</b>
FPL SolarTogether charge	27.04
FPL SolarTogether credit	-20.53
Gross receipts tax	1.52
Franchise charge	3.74
Utility tax	3.51
<b>Taxes and charges</b>	<b>15.28</b>
<b>Total new charges</b>	<b>\$68.18</b>
<b>Total amount you owe</b>	<b>\$68.18</b>

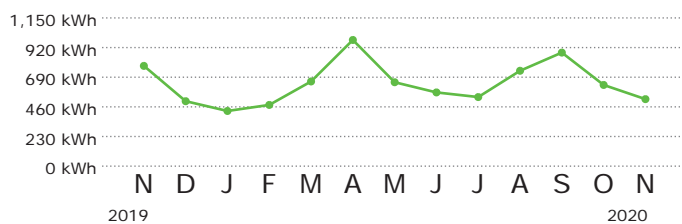
## Meter Summary

Meter reading - Meter XXXXX Next meter reading Dec 23, 2020	
Current reading	78071
Previous reading	-77551
<hr/>	
kWh used	520

## Energy Usage Comparison

	This Month	Last Month	Last Year
Service to	Nov 24, 2020	Oct 26, 2020	Nov 25, 2019
kWh Used	520	630	778
Service days	29	31	31
kWh/day	18	20	25
Amount	\$68.18	\$78.11	\$87.88

## Energy Usage History



## Keep In Mind

- Payments received after December 15, 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 December 12, 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](http://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](#)

### Solar for everyone

Now, it's easy and affordable for you to participate in solar with the FPL SolarTogether™ program.  
[See how](#)

### 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)



[LOG IN](#)

[PAY BILL](#)



### What's lower in Florida than most other states?

While the cost of everyday items is rising, your energy bill is lower compared to most other states. Lower than how many? Click to find out and see how we're delivering America's best energy value.

[SEE THE VALUE](#)

YOUR ENERGY USED IN TOTAL KILOWATT HOURS

**630 kWh**

### XXXX'S ENERGY INSIGHTS

Florida has fewer daylight hours and almost always has lower temperatures in October; both factors can help to ease the strain on your A/C. Did you notice a difference in your usage?

[CHECK YOUR STATS »](#)



## Watt's HAPPENING

### Green gifts for everyone

Looking for eco-friendly gifts for those on your list? Start here.

[GO GREEN »](#)



### Holiday safety

Decorating for the holidays? Enjoy the season safely by staying away from power lines. Hire only qualified professionals to trim vegetation near them.



### 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.

[WATCH VIDEO »](#)

[LEARN MORE »](#)



### **A worry-free way to go solar**

Thousands of customers are enjoying the benefits of solar energy without the cost and concern of doing it alone. So can you with the FPL SolarTogether™ program.

[ENROLL TODAY »](#)

## In Case You Missed It

[HURRICANE WILMA 15 YEARS LATER »](#)

[CAN YOU DIG IT? SEE THE RULES »](#)

Keep spirits bright by saving with **FPL On Call®**

How much can you save?

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# **FPL's News Releases**



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### News Releases

## Regulators approve FPL Main Street Recovery Credit Program to provide relief for 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 1, 2020



JUNO BEACH, Fla. – The Florida Public Service Commission today approved Florida Power & Light Company's new program to offer credits to qualifying small businesses that have been impacted by the coronavirus (COVID-19) pandemic. The FPL Main Street Recovery Credit Program is the latest of several programs that the company initiated 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 months in 2020
- Existing small businesses operating in [federal Opportunity Zones](#) in FPL's service area

Qualifying small businesses would receive a monthly 10% credit on the 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 showed the toll the pandemic has taken 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

"Despite COVID-19's unpredictability and disruptiveness, one thing remains clear – we are always committed to finding innovative ways to help our customers," said FPL President and CEO Eric Silagy. "We appreciate the Florida Public Service Commission's quick and thorough review and approval of this new initiative to help our small businesses and independent stores that make up the fabric of our communities. This program is one more way FPL is helping to rebuild our economy and move Florida forward."

Interested businesses can apply for the program on FPL's website, [www.FPL.com](http://www.FPL.com), beginning next month.

### Unwavering commitment to supporting customers

FPL's approved plan to assist small businesses is another example of direct relief that the company is providing customers in response to COVID-19, including those customers significantly behind on their bills.

Last month, FPL announced it 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

### 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](#)
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- [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)

customers who were disconnected, more than 80% were reconnected within 24 hours following payment of their past due balance.

Since September, 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. Additionally, 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. The company is also planning to accelerate deposit refunds to eligible small business customers.

#### **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](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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### News Releases

## FPL furthers commitment to getting Floridians back to work amid COVID-19 with \$1 million gift for laptops for thousands of students who enroll in state colleges

The students who receive the laptops will be taking rapid credentialing program classes to help them get the skills they need to explore new career pathways

Dec 10, 2020



**JUNO BEACH, Fla.** (Dec. 10, 2020) — Florida Power & Light Company (FPL) announced today a \$1 million donation to buy more than 1,600 laptops for students to use in rapid credentialing programs to obtain the skills they need to get back to work amid the COVID-19 pandemic.

FPL's donation comes on the heels of Gov. Ron DeSantis and the Florida Department of Education launch of the Get There Florida initiative, in which they raised awareness of rapid credentialing programs.

"Since taking office, workforce development has been a top priority of my administration, and during the pandemic, a lot of students have encountered challenges accessing the technology they need to complete their courses," said DeSantis. "I set a goal to make Florida the best state in the nation for workforce development by 2030, and this generous donation of more than 1,600 laptops from FPL for use in rapid credentialing programs will help keep us on track for that goal. I look forward to the state's continued partnership with the private sector and our career and technical education centers, and Florida colleges to help put students interested in high-value career and technical education programs on a path to success."

The programs offer students an opportunity to obtain high-value technical certificates and certifications in industries including advanced manufacturing, transportation and logistics, healthcare and information technology often in 20 weeks or less.

"At FPL, we're continuing to do everything we can to support our customers and communities during this unprecedented time," said Eric Silagy, president and CEO of FPL. "Workforce development is critical to the future of our state's economy, and we believe the rapid credentialing programs will have a significant impact on the lives of many Floridians. Unfortunately, not everyone has access to these programs because a technology gap has formed, in many cases because of a financial setback. This initiative will help break down that barrier to opportunity."

The donation will cover around 500 laptops at Miami Dade College (MDC), 445 laptops at Palm Beach State College, around 400 at Broward College and 300 at the State College of Florida (SCF), Manatee-Sarasota. The colleges expect there to be enough laptops for every student who enrolls in the rapid credential programs.

"More than half of our students are low-income and some of them may not have access to essential learning tools, such as a computer and internet. This gift of a free laptop can potentially make a huge impact in their lives and success," said Miami Dade College Interim President Rolando Montoya. "The hope is that students, upon completion of the program, would then go on and use this laptop as they join the workforce or return to college to continue their education."

MDC's Kick-Start Your Career program, which offers unique certificates in high-demand fields, launched this past summer during the pandemic and the college has seen enrollment double since then.

"Palm Beach State's partnership with FPL is rooted in our shared commitment to serving our community," said Palm Beach State College President Ava L. Parker, J.D. "By providing laptops to students in need, FPL is granting our students access to one indispensable tool that will transform their ability to effectively engage toward their academic success."

Palm Beach State College student Trace Tidwell, a Marine veteran and Palm Beach County Water Utilities intern, turned to the Department of Veterans Affairs at the beginning of the pandemic for help in buying a better laptop for remote learning. He said a laptop will not only help for class, but in applying for jobs.

"A lot of the students have a laptop that's 5-7 years old. It was a hand-me-down from a

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

time you have right then and there. A resume is ever-changing. With your own laptop, you can update it anytime, or you could see a job opening posted somewhere and apply right away. A computer is a very valuable tool."

FPL and Broward College hope this announcement will entice individuals to enroll in school to help them prepare for their careers. Broward College has seen about a 15% decline in overall enrollment that, to a great extent, is due to the pandemic, the need for social distancing, and moving to remote or online teaching.

"The COVID-19 pandemic has materially impaired the lives of our most vulnerable students," said Broward College President Gregory Adam Haile, J.D. "Despite job loss, mounting bills, and an environment requiring social distancing, many students sustain the courage and will to transform their lives via a quality educational opportunity provided by Broward College. In this remote learning environment, a lack of technology could make such transformation unattainable. Broward College is grateful to FPL for their technological support. Because of FPL, students will have the tools to persevere and transform their lives."

SCF President Dr. Carol F. Probstfeld added: "With the scholarships, career coaching and now free laptops from FPL, our students have a wonderful opportunity to be rapidly credentialed. This initiative will help our students enter new occupations or advance their existing careers."

***The State College of Florida [broil and photos](#).***

Jamie M. Smith  
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941-752-5587

***Broward College [broil and photos](#). (Please note: Photos and videos taken before COVID-19.)***

Jodi Brown Lindo  
District Director, Public Relations  
[jbrown10@broward.edu](mailto:jbrown10@broward.edu)  
954-201-7939

***Miami Dade College [broil and photos](#). (Please note: Photos and videos taken before COVID-19.)***

Juan C. Mendieta  
MDC Director of Communications  
[jmendieta@mdc.edu](mailto:jmendieta@mdc.edu)  
305-237-7611

***Palm Beach State College [B-roll and photos](#). (Please note: Photos and videos taken before COVID-19.)***

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**Florida Power & Light Company**

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# **FPL's Social Media**

Facebook - <https://www.facebook.com/fplconnect/posts/10159148579269236>



**Florida Power & Light** ✓  
November 25 at 12:55 PM · 🌐

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



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

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Twitter - <https://twitter.com/insideFPL/status/1331657024283828225>



**Florida Power & Light** @insideFPL

If you are experiencing hardship as a result of [#COVID19](#), we're here for you. There are resources available to help pay your bill. Learn more at [FPL.com/Help](https://www.fpl.com/Help).

12:52 PM · Nov 25, 2020 · Sprinklr