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February 26, 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 January 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: [January 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
Residential	17,458	18,197
Commercial / Industrial	1,485	1,082
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month
Residential	15,090	5,967
Commercial / Industrial	1,349	572

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)

Amount in Arrears ²		
Amount 60 -89 days past due	Reporting Month	Prior Year Month
Residential	\$ 3,475,114	\$ 1,800,313
Commercial / Industrial	\$ 829,460	\$ 247,578
Amount 90+ days past due	Reporting Month	Prior Year Month
Residential	\$ 6,960,847	\$ 1,177,195
Commercial / Industrial	\$ 927,920	\$ 208,063

² 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 ³	Reporting Month	March 2020 through Current (cumulative)
Residential	126,081	1,660,270
Commercial / Industrial	4,093	61,327
Average Duration of Payment Arrangement ⁴	Reporting Month	-----
Residential	31	---
Commercial / Industrial	23	---
Percent of Customers Under a Payment Arrangement ⁵	Reporting Month	-----
Residential ⁶	1.20%	---
Commercial / Industrial ⁷	0.30%	---

³ Total payment arrangements granted through all channels during the reporting month and cumulative

⁴ Average duration in days of total payment arrangements granted through all channels

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

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

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

Bad Debt⁸		
Incremental Bad Debt	Reporting Month	March 2020 through Current (cumulative)
Incremental Bad Debt ^{9,10}	\$ (4,457,375)	\$ 34,183,605

⁸ Total Bad Debt for the reporting period less the three-year average for the same time period

⁹ 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.

¹⁰ The January 2021 reporting month variance of (\$4.5MM) 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 Fees¹¹		
Number of Assessed Late Fees	Reporting Month	Prior Year Month
Residential	687,441	836,718
Commercial / Industrial	75,206	84,311

¹¹ 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 Month
Residential	349,071	397,994
Commercial / Industrial	29,219	30,205
Number of Accounts Disconnected from Service	Reporting Month	Prior Year Month
Residential	74,049	82,462
Commercial / Industrial	4,455	5,091
Number of Accounts Reconnected to Service¹²	Reporting Month	Prior Year Month
Residential	69,280	77,799
Commercial / Industrial	3,839	4,431

¹² 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.) ¹³	3	60
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.) ¹⁴	2,880	4,663,999

¹³ Instances of mass communication to customers resulting from COVID-19 (e.g., social media, news releases, etc.)

¹⁴ 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.
No policy updates for February 2021.

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	79.34
Payment received - Thank you	-79.34
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>	\$26.88
Fuel: <small>(First 1000 kWh at \$0.021230) (Over 1000 kWh at \$0.031230)</small>	\$8.51
Electric service amount	43.73
Gross receipts tax	1.12
Franchise charge	2.69
Utility tax	2.55
Taxes and charges	6.36
Total new charges	\$50.09
Total amount you owe	\$50.09

FPL automatic bill pay - DO NOT PAY

METER SUMMARY

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

Usage Type	Current	-	Previous	=	Usage
kWh used	75407		75006		401

ENERGY USAGE COMPARISON

	This Month	Last Month
Service to	Feb 9, 2021	Jan 9, 2021
kWh Used	401	682
Service days	31	31
kWh/day	13	22
Amount	\$50.09	\$79.34

Improved bill design

View or download your new, easier-to-read bill.

[What is new ›](#)

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 ›](#)

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



FPL social media Jan. 26. 2021

 **Florida Power & Light** 
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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).

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

2,637 People Reached 50 Engagements **Boost Unavailable**

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