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June 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 May 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: [May 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	12,362	70,961
Commercial / Industrial	1,098	8,791
Number of Accounts 90+ days past due	Reporting Month	Prior Year Month ²
Residential	5,000	75,605
Commercial / Industrial	655	8,649

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 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 ³		
Amount 60 -89 days past due	Reporting Month	Prior Year Month ⁴
Residential	\$ 1,316,990	\$ 16,151,191
Commercial / Industrial	\$ 227,741	\$ 5,790,634
Amount 90+ days past due	Reporting Month	Prior Year Month ⁴
Residential	\$ 1,322,858	\$ 10,290,824
Commercial / Industrial	\$ 168,943	\$ 2,655,389

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 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 ⁵	Reporting Month	March 2020 through Current (cumulative)
Residential	98,846	2,070,196
Commercial / Industrial	2,441	72,019
Average Duration of Payment Arrangement ⁶	Reporting Month	-----
Residential	24	---
Commercial / Industrial	20	---
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}	\$ (1,179,057)	\$ 26,456,897

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

¹¹ Difference between the 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 May 2021 reporting month, the historical average excludes May 2020 due to collection suspension in response to the COVID-19 pandemic beginning mid-March 2020.

¹² The May 2021 reporting month variance of (\$1.18MM) 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	656,918	752,967
Commercial / Industrial	65,969	86,076

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	298,267	0
Commercial / Industrial	24,818	0
Number of Accounts Disconnected from Service	Reporting Month	Prior Year Month¹⁴
Residential	67,496	0
Commercial / Industrial	3,745	0
Number of Accounts Reconnected to Service¹⁵	Reporting Month	Prior Year Month¹⁴
Residential	63,016	0
Commercial / Industrial	3,219	0

¹⁴ Prior year month reflects the 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	4	72
Targeted Covid-related communications to individual customers (paper, email, phone calls, text, etc.) ¹⁷	1,049	4,674,648

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.
No policy updates in June 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:
XXX

Account Number:

BILL DETAILS

Amount of your last bill	148.98
Payment received - Thank you	-148.98
Balance before new charges	\$0.00

New Charges

Rate: GS-1 GENERAL SVC NON-DEMAND / BUSINESS	
Customer charge:	\$10.61
Non-fuel: (\$0.065570 per kWh)	\$96.52
Fuel: (\$0.028360 per kWh)	\$41.75
Electric service amount	148.88
Gross receipts tax	3.82
Utility tax	12.10
Florida sales tax	10.61
Discretionary sales surtax	1.53
Taxes and charges	28.06
Total new charges	\$176.94
Total amount you owe	\$176.94

METER SUMMARY

Meter reading - Meter XXXX. Next meter reading Jun 1, 2021.

Usage Type	Current	-	Previous	=	Usage
kWh used	87670		86198		1472

ENERGY USAGE COMPARISON

	This Month	Last Month	Last Year
Service to	May 3, 2021	Apr 1, 2021	May 1, 2020
kWh Used	1472	1270	683
Service days	32	30	30
kWh/day	46	42	23
Amount	\$176.94	\$148.98	\$69.41

Reminder - Bill Comparison

If you notice a significant difference this month in your bill comparison to last year, it is likely due to the one-time fuel savings credit FPL distributed to customers early in the COVID-19 crisis, which reduced customer bills during May of 2020. Learn more: newsroom.fpl.com/news-releases?item=126126

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 FPL 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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