

Purpose: Use this job aid to retrieve and view a bill in the FPL Assist Web Portal.



Step	Actions for Retrieving Bill Account	
1	Type Customer's last name	
2	Type Customer's 10 digit FPL account number	
3	Read & Select Acknowledgement of authorization	
4	<ul> <li>Click</li> <li>Continue to proceed to the View Bill screen</li> <li>Cancel to return to the retrieval screen</li> <li>Result: View Bill screen is displayed</li> <li>Go to page 2 for how to use View Bill Screen</li> </ul>	



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	Retrieve Account	View Bill	Enter Commitment	Review
Acc     Bill Ac     98763	count Information	Account Name FPL Customer	Service Address 123 Customer Ln Any City, FL 11111	View Commitment History > Payment Extension > Print Page >
0		Addition	al Details 🔺	
Mailin Same	g Address As Service Address	Special Condition	Account Status ACTIVE	

Section	Name	Function
1	Account Information	Displays account information <ul> <li>Bill Account Number</li> <li>Account Name</li> <li>Service Address</li> </ul>
2	Additional Details	<ul><li>Displays Additional Details about the account</li><li>Mailing Address</li><li>Special Conditions</li><li>Account Status</li></ul>
3	View Commitment History	Click to view commitments entered on the account
4	Payment Extension	Click to initiate a payment extension, if authorized
5	Print Page	Prints the View Bill/Bill Status page



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Your account is past due. Please pay \$*	179.93 immediately. ×
Bill S	tatus
2 Total Balance	Due Date
\$833.97 📀	Past Due
As of Feb 4, 2016	See Below
	$\triangleright$
	TINUE
CAN	ICEL
Last Payment: \$256.72 Date Received: N	lov 24, 2015   Next Bill Date: Feb 17, 2016

Section	Name	Function	
1	Bill Status Alert Banner	Displays urgent messages for the account.	
2	Total Balance	The total balance is the balance as of today's date. This amount may differ from the most recent bill because it includes all new activity made after the bill was issued. It may also include previous balances that are past due. Please view the full details below for more information.	
3	Due Date	Displays bill due date. If past due balance(s) exists, advises to use balance below	
4	Continue	Select to begin entering a commitment on the account	
5	Last Payment/ Next Bill Date	Displays: <ul> <li>Last payment and date received</li> <li>Next bill date</li> </ul>	
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ACCOUNT ACTIVIT	TY BILL HISTORY
Final Notice Expired <b>9</b> Print Final Notice	Past Due - Now \$202.64
New Charges 🥝 🗨	\$30.00
Total Balance	\$232.64
Payment Assistance Amount 🥑	\$53.80
Total Adjusted Balance	\$178.84
A Total Adjusted balance may reflect Assistance from an outside agency is ind/or any pending payments/credits that have been received, but are not asyments are posted to the oldest debits first and may satisfy any paymen indicated.	which the payment has not yet been received yet applied to your account. Please note that t arrangements you may have before the date

Section	Name	Function
1	Tabs	Used to move between Account, Account Activity, and Bill History windows
2	Final Notice Amount	Displays final notice amount and due date <b>Click</b> Print Final Notice to print a copy of final notice
3	Total Balance	Total balance due on the account
4	Payment Assistance Amount	This is an example of an active commitment on an account
5	Total Adjusted Balance	Total balance minus any commitments on the account. Commitments and pending payments will affect adjusted balance. <b>Note:</b> Payment extensions will not affect this balance.
6	Tool Tip 👩	Use to view explanation of any charges displayed

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