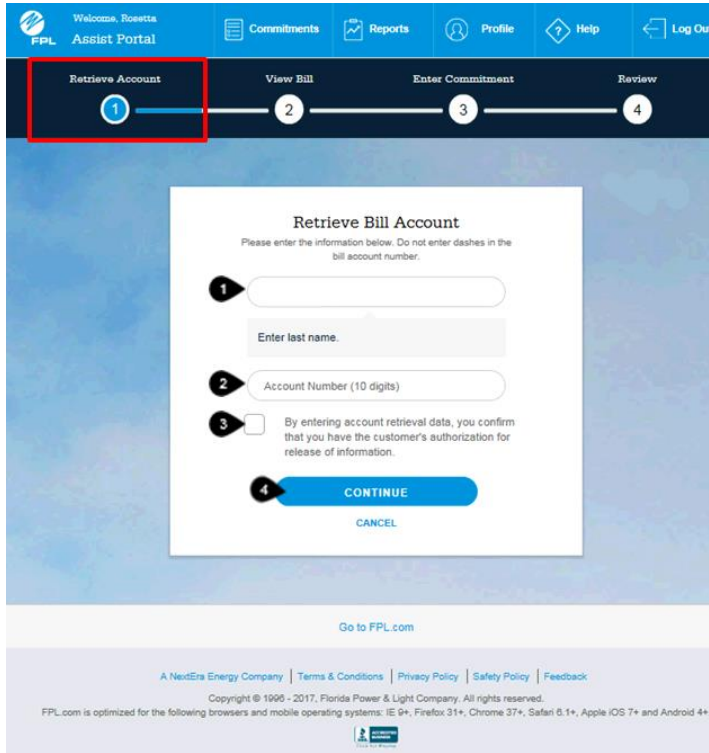


Purpose: Use this job aid to retrieve and view a bill in the FPL Assist Web Portal.



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	<p>Click</p> <ul style="list-style-type: none"> Continue to proceed to the View Bill screen Cancel to return to the retrieval screen <p>Result: View Bill screen is displayed</p> <p>Go to page 2 for how to use View Bill Screen</p>

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

Section	Name	Function
1	Account Information	Displays account information <ul style="list-style-type: none"> • Bill Account Number • Account Name • Service Address
2	Additional Details	Displays Additional Details about the account <ul style="list-style-type: none"> • Mailing Address • Special Conditions • Account Status
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

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

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 style="list-style-type: none"> Last payment and date received Next bill date

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

ACCOUNT | ACCOUNT ACTIVITY | BILL HISTORY

Final Notice Expired 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 in which the payment has not yet been received and/or any pending payments/credits that have been received, but are not yet applied to your account. Please note that payments are posted to the oldest debits first and may satisfy any payment arrangements you may have before the date indicated.

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 Click 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. Note: Payment extensions will not affect this balance.
6	Tool Tip ?	Use to view explanation of any charges displayed