

# **FPL Assist Web Portal View Bill Account Status and Bill Image**

## Introduction

The following module will provide you an overview for viewing a bill in the FPL Assist Portal

After completing this module you will be able to:

- Retrieve a customer's account using their FPL bill account number
- View a customer's account information and bills
- View commitment history
- Print customer bills



## Retrieving a Bill Account

Welcome, Roseetta  
Assist Portal

Commitments Reports Profile Help Log Out

Retrieve Account View Bill Enter Commitment Review

1 2 3 4

**Retrieve Bill Account**  
Please enter the information below. Do not enter dashes in the bill account number.

1

Enter last name.

2

Account Number (10 digits)

3  By entering account retrieval data, you confirm that you have the customer's authorization for release of information.

4

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Retrieving an account is the **first step** in the process of viewing a customer's account balance information.

The following information provides steps to retrieve a customer's account information by using their FPL Bill Account Number:

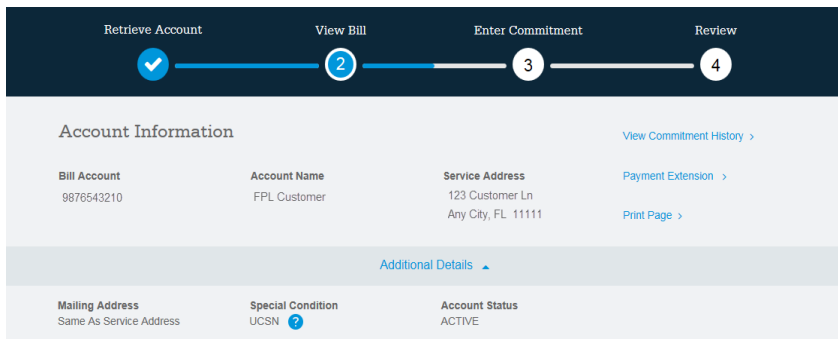
Step	Action
1	<b>Type</b> Customer's last name
2	<b>Type</b> Customer's 10 digit FPL account number
3	<b>Read &amp; Select</b> Acknowledgement of authorization
4	<b>Click</b> <ul style="list-style-type: none"> <li>Continue to proceed to the View Bill screen</li> <li>Cancel to return to the retrieval screen</li> </ul>

**Note:** To retrieve account data, you must be logged in and be able to enter account information exactly as it appears on the customer's FPL account.

## View Bill

Once the account is retrieved, you will be in the **View Bill** step. This provides you with Account Information and Bill Status.

Let's look at the new features of the Assist Commitment breakdown on each section of the View Bill screen.

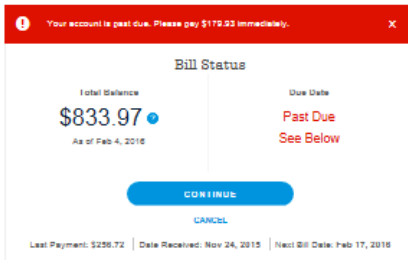


Retrieve Account    View Bill    Enter Commitment    Review

Account Information

Bill Account: 9876543210    Account Name: FPL Customer    Service Address: 123 Customer Ln, Any City, FL 11111

Mailing Address: Same As Service Address    Special Condition: UCSN    Account Status: ACTIVE



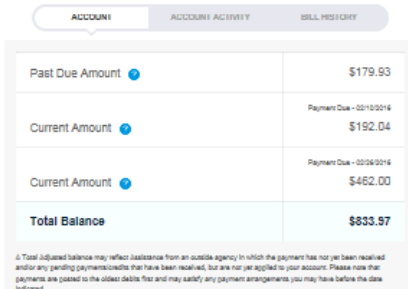
**Bill Status**

Total Balance: **\$833.97** As of Feb 4, 2016

Due Date: **Past Due** See Below

CONTINUE / CANCEL

Last Payment: \$256.72 | Date Received: Nov 24, 2015 | Next Bill Date: Feb 17, 2016



ACCOUNT	ACCOUNT ACTIVITY	BILL HISTORY
Past Due Amount	\$179.93	Payment Due - 02/10/2016
Current Amount	\$192.04	Payment Due - 02/04/2016
Current Amount	\$462.00	
<b>Total Balance</b>	<b>\$833.57</b>	

\* Total Indicated balance may reflect balances 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 debit first and may satisfy any payment arrangements you may have before the date indicated.

## View Bill (cont.)

The Assist Commitment page now provides **new features** not previously available. The benefit should be an **improved handle time** to review relevant information and enter commitments.

Some of the new features include:

**Account Information**

<b>Bill Account</b> 9876543210	<b>Account Name</b> FPL Customer	<b>Service Address</b> 123 Customer Ln Any City, FL 11111	<a href="#">View Commitment History &gt;</a>
			<a href="#">Payment Extension &gt;</a>
<a href="#">Print Page &gt;</a>			
<a href="#">Additional Details ▾</a>			
<b>Mailing Address</b> Same As Service Address	<b>Special Condition</b> UCSN ?	<b>Account Status</b> ACTIVE	

**! Your account is past due. Please pay \$179.93 immediately.**

**Bill Status**

<p><b>Total Balance</b></p> <p style="font-size: 24px; font-weight: bold;">\$833.97</p> <p style="font-size: 12px;">As of Feb 4, 2016</p>	<p><b>Due Date</b></p> <p style="color: red; font-weight: bold;">Past Due</p> <p style="color: red;">See Below</p>
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CONTINUE  
CANCEL

Last Payment: \$256.72 | Date Received: Nov 24, 2015 | Next Bill Date: Feb 17, 2016

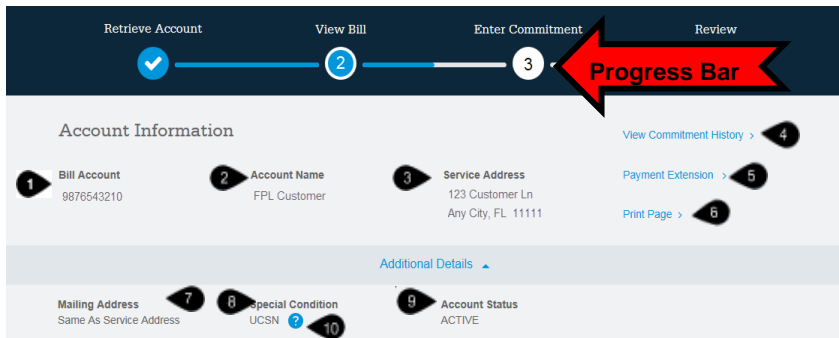
ACCOUNT	ACCOUNT ACTIVITY	BILL HISTORY
Past Due Amount		\$179.93
Current Amount		\$192.04
Current Amount		\$462.00
<b>Total Balance</b>		<b>\$833.97</b>

\* Total Indebted balance may reflect balances 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 debit first and may satisfy any payment arrangements you may have before the date indicated.

1. A real-time Bill Status section that provides special banner messaging for important updates on the account, including collection status
2. At-a-glance information on relevant data including bill balance, past due, last payment, payment date and next bill date
3. Bill balance breakdowns that clearly identify payment needed for total amount, total past due and total collectibles
4. A “recalculate commitment” feature based on the exclusion of debits that may not be eligible for payment, per your agency guidelines (such as FPLES insurance products, late payment charges, etc.)
5. The “Print Commitment” letter that will be stored for future review – and emailed to those customers for whom FPL has an email address.

## View Bill – Account Information

The following table provides the parts and functions of the View Bill window.

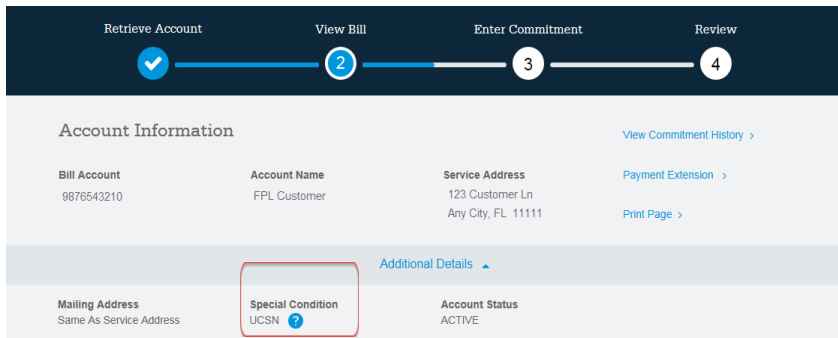


Section	Name	Function
<b>Account Information</b>		
1	Bill Account Number	Displays bill account number
2	Account Name	Displays name on customer's account
3	Service Address	Displays electric service address
4	View Commitment History	Click to view commitments entered on the account
5	Payment Extension	Click to initiate a payment extension, if authorized
6	Print Page	Prints the View Bill/Bill Status page
<b>Additional Details</b>		
<b>(this section can be opened and closed by clicking anywhere on the bar)</b>		
7	Mailing Address	Displays mailing address for account
8	Special Conditions	Special conditions exist on the account that may require additional action
9	Account Status	Status of the account
10	Tool Tip	Click question mark to view description of field

**Note:** Use the **Progress Bar** at anytime in the process to go back to the previous step

## Special Conditions

There are certain conditions that require an account to be handled differently. These accounts are noted with a code in the Special Condition field. **Use this table to view the codes and conditions.**



Code	Special Condition
UCSO,UCSD,UCSE, UCSF, UCSG, UCSH, UCSN, UCSS	U Codes - Account is active in the collection system. View specific code for details
CDBI or FRUD	Revenue Management assigned account
MESP	Customer is enrolled in FPL Medical Essential Service Program
PEXT	An active payment extension exists on the account
TRFR or TRTO	Address retrieved is where customer either: <ul style="list-style-type: none"> <li>Moved from – TRFR, or</li> <li>Moved to – TRTO</li> </ul>
CASH	Account is on Cash only
ASST	Current commitment exists on the account
DENY	Account has been previously denied a payment extension by FPL
ABP	Customer is enrolled in FPL's Automatic Bill Pay program. <b>Advise customer to call FPL to suspend ABP until the commitment posts. This is to prevent a payment from being withdrawn from their bank account.</b>

## View Commitment History

The following table provides the steps for viewing the Commitment History on an account.

Step	Action
1	<b>Click</b> View Commitment History <b>Result:</b> Commitment History window displays
2	<b>Review</b> Commitment History

The following table provides the parts and functions of the Commitment History window.

Section	Name	Function
<b>Commitment History</b>		
A	Funding Type	Displays funding type for commitment
B	Status	Displays status of commitment <b>Note:</b> If active and you are authorized, click to modify commitment
C	Setup Date	Displays date commitment was created
D	Expire Date	Displays expiration date of commitment
E	Amount	Displays commitment amount
F	Details	Select to view commitment details <b>Result:</b> Details section opens
G	Display Section	Displays details of commitment

**Account Information**

Bill Account: 9876543210 | Account Name: FPL Customer | Service Address: 123 Customer Ln, Any City, FL 11111

**Commitment History**

Funding Type	Status	Setup Date	Expire Date	Amount	Details
C28EA	ACTIVE	Oct 20, 2017	Apr 4, 2016	\$179.93	▼
C28EA	REDO	Oct 20, 2017	Apr 4, 2016	\$160.00	▼

**Commitment History Details (ACTIVE row):**

- A: Funding Type
- B: Status
- C: Setup Date
- D: Expire Date
- E: Amount
- F: Details
- G: Display Section

Agency Name: IM Automation | Test Agency: TEST AGENCY | Status Date: Feb 25, 2016

Setup Rep: Performance Testing | Agency Rep: Performance Testing

Edit Remarks: IM AUTOMATION TEST AGENCY



The following table provides the parts and functions of the Bill Status section.

Section	Name	Function
<b>Bill Status</b>		
1	Bill Status Alert Banner	Displays urgent messages for the account. Examples include: <ul style="list-style-type: none"> <li>• Past due amounts needed to be paid</li> <li>• Account disconnected for non-payment and amount needed for reconnection</li> </ul>
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"> <li>• Last payment and date received</li> <li>• Next bill date</li> </ul>

## View Bill – Bill Status

## Account Tab

The following table provides the parts and functions of the Account section.

Section	Name	Function
<b>Account tab displays a breakdown of the balance on the account. Click Tool Tip  to view explanation of charges displayed.</b>		
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.

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.

**Important:** All fields in the Account tab are not listed here. It is important to use the on-screen help to understand all charges displayed.

## Account Activity Tab

The following table provides the parts and function of the Account Activity section.

ACCOUNT    ACCOUNT ACTIVITY    BILL HISTORY			
Description		Debit / Credits	Balance
Sep 25, 2017 Payment		-\$1,497.90	\$1,230.29
Jan 15, 2016 Electric Bill	Service Days: 31	\$22.51	\$2,728.19

Section	Name	Function
<b>Account Activity displays transactions that occurred on the account.</b>		
1	Description	Provides description and date of transaction
2	Debits/Credits	Displays amount of transaction
3	Balance	Displays balance after transaction occurred



## Summary

- The View Bill screen provides the customer's account information, balances, and due dates
- Special conditions on the account may require additional steps
- The View Commitment History provides details of all commitments entered on the account

