

FPL Assist Web Portal View Bill Account Status and Bill Image

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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, Rosetta FPL Assist Portal	Commitments	Reports	Profile	💎 Help 🧧 Lo	g Out
Retrieve Account	View Bill	Enter Co	nmitment	Review	
	Retrieve Please enter the information bill ar	e Bill Account	ashes in the		
100	•			and the second	
and the second second	Enter last name.				
	Account Number (10 digits)			
	By entering ac that you have release of info	count retrieval data, y the customer's author rmation.	ou confirm ization for		
	d c	ONTINUE			
		CANCEL			
	Go	to FPL.com			
A NextEr	a Energy Company Terms & Con Copyright © 1996 - 2017, Florida F	ditions Privacy Policy Power & Light Company.	Safety Policy	Feedback	
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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	Type Customer's last name
2	Type Customer's 10 digit FPL account number
3	Read & Select Acknowledgement of authorization
4	ClickContinue to proceed to the View Bill screenCancel to return to the retrieval screen

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

Retrieve Account	View Bill	Enter Cor	nmitment	Review
Account Information			v	flew Commitment History >
Bill Account 9876543210	Account Name FPL Customer	Service Address 123 Customer Li	P	ayment Extension >
		Any City, FL 111	11 P	rint Page >
	Additional	I Details 🔺		
Mailing Address Same As Service Address	Special Condition UCSN (?)	Account Status ACTIVE		
	() Your account is past due. Please pe	y \$179.93 immediately.		×
	Bil	l Status		
	Total Balance		Due Date	
	\$833.97 •	F	'ast Due ee Below	
	ALC: PEC 4, 2010			
		ONTINUE		
		CANCEL		
	Last Payment: \$256.72 Date Receive	ed: Nov 24, 2015 Neo	: Sil Dale: Feb 17, 2016	
	ACCOUNT ACCO	SUNT ACTIVITY	BILL HISTORY	
	Past Due Amount 👩		\$179.93	
			Payment Due - 02/10/30/16	
	Current Amount		\$192.04	-
	Current Amount 🥝		Payment Due - 00106/0016 \$462.00	
	Total Balance		\$833.97	
	A Total Adjuzed balance may reflect Justicence from an a and/or any pending payments/india that have been need geyments are passed to the object debits first and may sat indiversed.	susside agency in which the pay lved, but are nor yer applied to y folly any payment arrangements	mant has not yet been received our account. Please nore that you may have before the date	

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.



View Bill (cont.)

Retrieve Account		Enter Co	ommitment	Review
Account Information				View Commitment History >
Bill Account 9876543210	Account Name FPL Customer	Service Address 123 Customer Any City, FL 1	s Ln 1111	Payment Extension > Print Page >
	Addition	al Details 🔺		
Mailing Address Same As Service Address	Special Condition UCSN ?	Account Status ACTIVE		
				_
	() Your account is past due. Please	pey \$179.93 immediatel	y.	×
	В	ill Status		
	fotal Balance		Due Date	
	\$833.97 ·		Past Due See Below	
		CONTINUE		
		CANCEL		
	Last Payment: \$258.72 Date Rece	ived: Nov 24, 2015 N	ect Bill Date: Heb 17, 20	118
	ACCOUNT AD	COUNT ACTIVITY	BILL HISTORY	
	Past Due Amount 🥑		\$179.9	93
	Current Amount 🧉		Payment Due - 02/10/0 \$192.0	016 D4
			Payment Due - 02106/0	016
	Current Amount		9402.1	
	Total Balance		\$833.5	97
	A Total Adjusted balance may reflect Autostance from a and/or any gending gayments/and/as that have been re gayments are posted to the oldest debts first and may bothward.	in outside agency in which the p- celved, but are not yet applied to satisfy any payment arrangemen	syment has not yet been receive o your account. Please note that ts you may have before the date	ad t

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:

- 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

Retrieve Account View Bill Enter Commitment Review (2) \checkmark 3 **Progress Bar** Account Information View Commitment History **Bill Account** Account Name Service Address 123 Customer Ln 9876543210 FPL Customer Any City, FL 11111 Additional Details The special Condition Account Status Mailing Address Same As Service Address UCSN (2) ACTIVE

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

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

Section	Name	Function
	Accour	nt Information
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
(this section	Additi on can be opened and o	<i>onal Details</i> closed by clicking anywhere on the bar)
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



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.**

Retrieve Account	View Bill	Enter Commitment	Review
Account Informatio	DD Account Name	Service Address	View Commitment History > Payment Extension >
9876543210	FPL Customer	123 Customer Ln Any City, FL 11111	Print Page >
	A	dditional Details 🔺	
Mailing Address Same As Service Address	Special Condition	Account Status ACTIVE	

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: Moved from – TRFR, or Moved to – TRTO
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. 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.



View Commitment History

			0	View Commitmer	it History >
Bill Account	Account N	ame S	ervice Address	Payment Extension	on >
9876543210	FPL Custo	mer ,	Any City, FL 11111	Print Page >	
•	C	ommitmen	t History		
Funding Type	8tatus	Setup Date	Expire Date	Amount	Details
	ACTIVE	Oct 20, 2017	Apr 4, 2016	\$179.93	
C28EA	10011112				•
C28EA	REDO	Oct 20, 2017	Apr 4, 2016	\$160.00	
C28EA	REDO	oct 20, 2017	Apr 4, 2016	\$160.00	÷
C28EA C28EA	REDO C	oct 20, 2017	Apr 4, 2016 History	\$160.00	
C28EA C28EA Funding Type C2SEA	REDO C	Oct 20, 2017 Ommitment Setup Date Oct 20, 2017	Apr 4, 2016 History Expire Date Apr 4, 2016	\$160.00 Amount \$179.93	Details
C23EA C23EA Funding Type C2SEA Agency Name : IM A Fest Agency Status Date : Feb 25	B Status ACTIVE	Oct 20, 2017 Oct 20, 2017 Oct 20, 2017 Setup Date Oct 20, 2017 Setup Rep :Perforr Edit Remarks : IM / TEST AGENCY	Apr 4, 2016 History Expire Date Apr 4, 2016	Amount \$179.93 Agency Rep : Pe Testing	Cetails

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

Step	Action
1	Click View Commitment History Result: Commitment History window displays
2	Review Commitment History

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

Section	Name	Function
	Con	nmitment History
А	Funding Type	Displays funding type for commitment
В	Status	Displays status of commitment Note: If active and you are authorized, click to modify commitment
С	Setup Date	Displays date commitment was created
D	Expire Date	Displays expiration date of commitment
Е	Amount	Displays commitment amount
F	Details	Select to view commitment details Result: Details section opens
G	Display Section	Displays details of commitment

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View Bill – E	Bill Status The following table provides the parts and functions of the Bill Status section.			
		Section	Name	Function
			E	Bill Status
Your account is past due. Please pay \$17	9.93 immediately. ×			Displays urgent messages for the account. Examples include:
Bill St. Total Balance \$833.97 2 As of Feb 4, 2016	Due Date	1	Bill Status Alert Banner	 Past due amounts needed to be paid Account disconnected for non-payment and amount needed for reconnection
4 CONTI CANC Last Payment: \$256.72 Date Received: No	NUE EL v 24, 2015 Next Bill Date: Feb 17, 2016 5	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:Last payment and date receivedNext bill date
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Account Tab

ACCOUNT	ACCOUNT ACTIVITY	BILL HISTORY
Final Notice Expired 🧿 P	rint Final Notice >	Past Due - Now \$202.64
New Charges 💡		\$30.00
Total Balance		\$232.64
Payment Assistance Amou	unt 🕐	\$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/oredits 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. The following table provides the parts and functions of the Account section.

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

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.

ACCO	DUNT ACCO	UNT ACTIVITY	BILL HISTORY
Description		2 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	
Account Activity displays transactions that occurred on the account.			
1	Description	Provides description and date of transaction	
2	Debits/Credits	Displays amount of transaction	
3	Balance	Displays balance after transaction occurred	



Name

Bill History Tab

The following table provides the parts and function of the Bill History tab.

Function

ACCOUNT	ACCOUNT ACTIVITY	BILL H	siokr		
Dilling Parled	2 Amount	ket/Used	3		
Dec 17, 2015 - Jan 20, 2016	\$371.97	1657	View BII >		
Nov 17, 2015 - Dec 17, 201	5 \$179.93	1552	View Bill >		
Oct 19, 2015 - Nov 17, 2015	\$256.72	2164	View BII >	-	ABC 123 C
Sep 18, 2015 - Oct 19, 2015	\$275.78	2316	View BII >	4	Any Ci
Aug 19, 2015 - Sep 18, 201	5 \$5,413.18	2685	View BII >		
Jul 20, 2015 - Aug 19, 2015	\$5,015.87	2256	View BII >		
Jun 18, 2015 - Jul 20, 2015	\$4,676.18	2446	View BII >		
May 19, 2015 - Jun 18, 201	5 \$4,317.90	2517	View BII >		
Apr 17, 2015 - May 19, 2015	\$4,015.46	1702	View BII >		
Mar 19, 2015 - Apr 17, 2015	\$3,759.56	1670	View BII >		
Feb 18, 2015 - Mar 19, 2015	\$3,506.13	1542	View BII >		
Jan 20, 2015 - Feb 18, 2018	\$3,272.72	872	View Bill >		
Dec 17, 2014 - Jan 20, 2015	\$3,125.54	1271	View BII >		
Nov 17, 2014 - Dec 17, 201	4 \$2,933.01	1029	View BII >		
Oct 17, 2014 - Nov 17, 2014	\$2,771.56	1396	View BII >		
Sep 18, 2014 - Oct 17, 2014	\$2,565.13	1775	View BII >		
Aug 19, 2014 - Sep 18, 201	4 \$2,312.89	1644	View BII >		
Jul 18, 2014 - Aug 19, 2014	\$2,081.27	1017	View BII >		
Jun 18, 2014 - Jul 18, 2014	\$1,933.67	581	View BII >		
May 19, 2014 - Jun 18, 201	4 \$1,834.74	1216	View BII >		
Apr 17, 2014 - May 19, 2014	\$1,665.07	1606	View BII >		
Mar 19, 2014 - Apr 17, 2014	\$1,441.18	1234	View BII >		
Feb 18, 2014 - Mar 19, 2014	\$1,270.14	1078	View BII >		
				View back of	the bill

47917300000	Jan 20, 2016 Ele	ctric Bill		
Customer	For: Dec 17, 2015 to Service Address 231 NE 15TH ST DELRAY BEACH, FL ELECTRONIC-CUST Account Number	3an 20, 2016	(34 days)	
ustomer I n	Questions? Contact	1 k		
EL 22111	Reliable energy is aff	fordable energ	y.	
y, I'L 55111	Learn how we save y	ou money at	el.com/savings	
od.	Meter Summary	r 4008247 No	vt meter reading F	Seb 17, 2016
	Current reading			94170
\$179.93	Previous reading			-92513
\$192.04 \$371.97	kWh used			1657
	Energy Usage Co	mparison		
	т	his Month	Last Month	Last Year
179.93	Service to 3a	n 20, 2016	Dec 17, 2015	Jan 20, 2015
\$1/9.93	kWh Used	1657	1552	1271
	kWh/day	49	52	37
47.07	Amount	\$187.04	\$179.93	\$148.53
\$101.00	Energy Usage Hi	story		
\$49.32	SO KWA			
	20 100			
157.89	20 KWN			
1.69	10 kWh			
4.09	o xwa 1	EMAM	1 1 4 5 0	N D 1
9.82	1015	r m A M	1 1 4 2 0	N D J
29.15	Keep To Mind			2016
	Did you forget? \$	179.93 of this	bill is past due.	If payment has
5.00	been made, we the	ank you and a	pologize for this re	minder.
	late payment char	ge, the great	er of \$5.00 or 1.5	% of your past
\$371.97	due balance will a adjustment.	pply. Your acc	ount may also be	billed a deposit
	 Record heat means 	s higher bills. T	hat's because the	A/C runs longer.
	at FPL.com/summ	artips.	mostar to 76 degr	ees. Dearn more
	 The number of day So even if you us 	is included in y the same an	your bill can vary n nount of energy pe	nonth to month. er day, your bill
	may be higher the Visit www.FPL.com	s month due to for more info	o greater number rmation.	of service days.
New ways to keep	you informed	What you no	ed to know befo	ere you
You can no	w receive email, text or	S Les	arn how snowbirds	can save the
Voice alert	s i your power goes out.	¥ mo	st energy and s	ave some
ie openie ye	ar provide surveit	Sec	e tips	
Important Numbers	Customer Service:	(561) 994	8227	
	Outside Florida:	1-800-226	-3545	
	To report power outages:	2100-400	nAue (403-8243) Secular)	
	rearing speech implified:	FAL (Reality	aerma)	

	Bill History displays list of electric bills issued to the customer.			
eb 17, 2016 94170 -92513 1657 Last Year Jan 20, 2015 1271	1	Billing Period	Service dates for billing period	
34 37 \$148.53	2	Amount	Total bill amount	

Section

1	Billing Period	Service dates for billing period
2	Amount	Total bill amount
3	KWH Used	Kilowatt hours billed for billing period
4	View Bill	Click on link to view bill statement Result: Bill statement will display
5	Bill Statement	Total balance due on the account Note : Once opened, the bill statement can be printed



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

