FPL Assist Web Portal
Enter a Payment Extension
Introduction

The following module will provide you an overview for submitting a payment extension in the FPL Assist Web Portal.
Payment Extension

A payment extension protects an account from collection action. Accounts that **qualify** for a payment extension will display “Payment Extension” link in the View Bill window.

Accounts that **do not qualify** for a payment extension will display “Payment Extension – Not Eligible” in the View Bill window.

An example of an account that **does not** qualify is an account disconnected for non-payment.

Let’s look at the steps for entering a payment extension.

**Important:** Only representatives that are **authorized** to issue payment extensions will be able to issue payment extensions.
Payment Extension (cont.)

The following table provides the steps for entering a payment extension.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
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</table>
| 1    | **Click** Payment Extension link  
**Result:** Payment Extension Confirmation window displays |
| 2    | **Select** Continue to enter payment extension  
**Result:** Message displays “Your payment extension has been submitted successfully. Retrieve account again to view payment extension” |
| 3    | **Click** Retrieve account in the Progress Bar |
| 4    | **View** Payment Extension details displayed in balance section |

**Important:** Only representatives that are **authorized** to issue payment extensions will be able to issue payment extensions on accounts.
Summary

- Payment extensions protect accounts from collection action
- Only authorized representatives can enter payment extensions
- Accounts that qualify for a payment extension will display “Payment Extension” in the Account Information section