



# Notice of Instruction

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**Notice of Instruction Number: ##: 100217 Emergency Home Energy Assistance Program - Florida Power & Light Assist Web Portal**

**TO:** All PSA 6 EHEAP Providers

**FROM:** Martha Caron, Senior Contract Manager

**DATE:** October 2, 2017

**SUBJECT:** 2017 Emergency Home Energy Assistance for the Elderly Program – Florida Power & Light Assist Web Portal

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This Notice is pertinent to PSA6 EHEAP providers with an Emergency Home Energy Assistance for the Elderly Program (EHEAP) vendor agreement with Florida Power & Light (FPL). Providers who access the FPL Assist Web Portal to confirm client utility balances and make commitments, are authorized to document, “Assist Portal” as the contact person for verification and commitment in section seven on the EHEAP Eligibility Worksheet. This authorization allows providers to use this documentation in lieu of calling a FPL Assist representative.

The information available through the portal is attached to this NOI, with a description listed below and can be printed for retention in the client file for documentation:

- A Commitment Agreement describing the assistance, including customer information, agency/caseworker information, commitment amount, and commitment expiration date (Attachment I);
- A View Bill page that provides detailed information about the customer’s bill status, including total balance due, past due, collectible, due dates, etc. (Attachment II);
- FPL’s New Commitment page giving the caseworker the ability to back out charges that may not qualify for assistance (Attachment III).

Thank you for your continued commitment to Florida’s elders. Should you have any questions concerning the information provided in this notice please contact your Contract Manager. Thank you.

## FPL ASSIST Web Portal Screen Shots and Correspondence Examples

Below is an example of a Commitment Agreement (test accounts, not real data), which is produced for printing by the agency to give to the customer and/or keep a copy in the application file. Once a caseworker enters a commitment, this is provided as a print option.

### Commitment Agreement

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May 22, 2017

[REDACTED]  
[REDACTED]  
[REDACTED]

Re: Payment Assistance Commitment for FPL Account [REDACTED]

Dear [REDACTED]

This letter is to confirm the creation of a payment assistance agreement on your behalf for the referenced FPL account number. The agreement commits the agency to make a payment to Florida Power & Light Company according to the commitment details outlined below.

**FPL Bill Account Data** - the commitment is for this bill account only

FPL Bill Account Number: [REDACTED]

Service Address: [REDACTED]  
[REDACTED]

**Agency Information** - provides detail on the agency making the commitment on your behalf

Agency Name: Lee County Human Services

Agency Rep: Shannon Garrison

Setup Date: 05/22/17

Commitment Amt: \$ 112.00

Commitment Expiration Date: 07/21/2017

Funding Type: ASST

Your FPL bill account is exempt from collection action only for the amount of this commitment. Any other outstanding balances remain due and must be paid on time to avoid collection action.

If you have any questions about the status of your assistance payment, please call the agency.

Respectfully

FPL ASSIST Department

This is an example of what a caseworker will see in the portal, including customer information, bill status, due dates, final notice amounts and more.

The screenshot displays the FPL Account Portal interface. At the top, there is a navigation bar with the FPL logo and links for 'Welcome, User', 'Account Portal', 'Commitments', 'Reports', 'Profile', 'Help', and 'Log Out'. Below this is a progress indicator with four steps: 'Retrieve Account' (completed), 'View Bill' (current), 'Enter Commitment', and 'Review'. The main content area is titled 'Account Information' and includes fields for Bill Account, Account Email, Service Address, Account Name, Account Phone, Other Phone, Mailing Address, and Special Condition. A red notification banner states: 'Your account is past due. Please pay \$3,563.19 immediately to avoid being disconnected.' Below this is the 'Bill Status' section, showing a Total Balance of \$3,688.55 as of Oct 10, 2015, and a Due Date of Past Due. A 'CONTINUE' button is visible. At the bottom, a summary table provides a breakdown of the bill status.

Account	Account Activity	Bill History
Final Notice Expired	<a href="#">Print Final Notice</a>	<b>Past Due - Now</b> \$3,563.19
Current Amount		Equipment Due - 10/20/15 \$125.36
<b>Total Balance</b>		<b>\$3,688.55</b>

This is an example of the New Commitment page in the portal. As you can see, in addition to relevant account information, the system calculates optional commitment amounts for the caseworker, including Total Amount Due, Total Past Due, Total Collectibles and Other (to enter an energy credit, for example). You can also see the breakout of the Late Payment Charge, which in this case has been deselected for payment and removed from the commitment amount at the bottom.

The screenshot shows the FPL Assist Portal interface. At the top, there is a navigation bar with links for Commitments, Reports, Profile, Help, and Log Out. Below this is a progress indicator with four steps: Retrieve Account (1), View Bill (2), Enter Commitment (3), and Review (4). The 'View Bill' step is currently active.

**Account Information**

- Bill Account: [Redacted]
- Account Email: electronic\_customer\_communication@fpl.com
- Service Address: [Redacted]
- Account Name: [Redacted]
- Account Phone: [Redacted]
- Other Phone: N/A
- Mailing Address: Same As Service Address
- Special Condition: FRUD TRTD UCISE

**New Commitment**

Item	Amount
Setup Date	10/19/2015
Expire Date	12/19/2015
Agency Name	IM FPL Test Agency
Agency Rep	Louis Gonzalez
Setup Rep	Louis Gonzalez
Plan	EHEAP
<b>Total Amount Due</b>	<b>\$3,638.55</b>
Late Payment Charge	\$756.50
<b>Total Past Due</b>	<b>\$3,563.19</b>
<b>Total Collectibles</b>	<b>\$3,563.19</b>
<b>Other</b>	
<b>Total Commitment</b>	<b>\$2,941.62</b>

One term will remain unchanged until a payment is made and satisfies the debt.

Buttons: CONTINUE, Cancel