



Best Practices in Collaboration

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About FPL

- A subsidiary of NextEra Energy, Inc. (formerly FPL Group)
- Largest investor-owned utility in Florida, serving over 4.5 million accounts, or about half of the state
- Offers lowest bill of all utilities in Florida, even after 2010 base rate increase
- NextEra Energy, Inc. is a leading clean energy company in the United States
 - No. 1 wind energy company
 - No. 1 operator of solar power generation
 - No. 3 operator of U.S. nuclear power generation fleet
 - Operating in 28 states and Canada
 - No. 1 among electric and gas utilities, as named in Fortune Magazine's Most Admired Companies listing for fourth straight year.



Working on behalf of those in need

Basic Needs Assistance

FPL's \$1 million sponsorship of Basic Needs Initiative served over 1700 Florida families

- Partnership with The Salvation Army enabled intake and outreach
- Sponsorship provided food, clothing, shelter, medical needs, home repairs and other services, with focus on seniors
- Collaboration provided customers with both energy and non-energy assistance, making life easier during difficult times



Community Care for the Elderly (CCE) advocacy effort

- Partnership with the Florida Council on Aging
- Sponsorship supported advocacy initiative to prevent state budget reduction for services provided to at-home elders in Florida
- Collaboration resulted in additional \$2 million for CCE programs/services in Florida for 2009; comparable initiative in 2010 provided similar results



Such initiatives enable customers receiving help to free resources for other needs, goods and services

Newly at risk customers need help finding help

Energy Bill Assistance for At-Risk Customers

Proactive referrals to partner agencies for payment assistance as customers fall behind on bills

- System improvements provided customer service reps with real-time status on funding availability
- Over 202,000 proactive, targeted contacts made in 2009, providing specific agency information to those in need
- Collection callers to care centers were directed to specific local social service agencies for LIHEAP, Care to Share and other funds
- Collection mail notices provided contact information for the closest assistance agency
- Collection-eligible customers received outbound phone call referrals directing customers to locations that reportedly have resources

Most assistance partners support changes to educate customers in need

Partner agencies offer extra care to special needs customers

Medical Essential Service Customers

“EASE” Program: Easing Assistance During Storm Emergencies

- In 2007-2009, offered pre-storm season rebate toward purchase of emergency generator for MESP customers
- Pre-storm emergency phone calls provide up-to-the-minute information on shelter locations and other services offered by partners
- FPL-funded post-storm “Storm Care Cooler Kits” provides various emergency supplies for MESP customers
 - Water purifier tablets and non-perishable food rations
 - Emergency radio, flashlight and batteries
 - Cash cards for emergency purchase (i.e., gasoline for generator)
 - Financial help for emergency medical needs
 - Other needs are assessed and services provided as feasible
- **Year-round, MESP customers receive proactive referrals to partner agencies for payment assistance**



Helping those with special needs



Working with others to educate and support

Florida Energy Affordability Coalition

- Created in 2006 as a collaboration of stakeholders working to find ways to help Florida families in need
- Active as an advocacy team, heavily involved in LIHEAP and weatherization
- Developed energy affordability recommendations in 2009, presented to Florida Legislature; no action yet due to budget considerations
- Developed “Ways to Save Energy and Money” DVD program for use by partner agencies; also available on FLEAC website (www.fleac.net)



**Customers want to be self-sufficient,
and FLEAC is working toward that end**

Helping partners as they help others

FPL's Non-profit Energy Makeover Program

- FPL energy experts and contractors help partner agencies become more energy efficient
- Agencies lower energy costs during time when their resources are stretched
- Locations saving up to \$120 monthly based on energy tips and improvements
- FPL thanks agency partners for their efforts on behalf of customers in need



FPL energy expert checks new programmable thermostat installed at Central Brevard Sharing Center as agency board member looks on

Helping those agencies that help our customers

Contact Information

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THANK YOU!