



Embracing New Realities

CUSTOMER SERVICE & BILLING CATEGORY

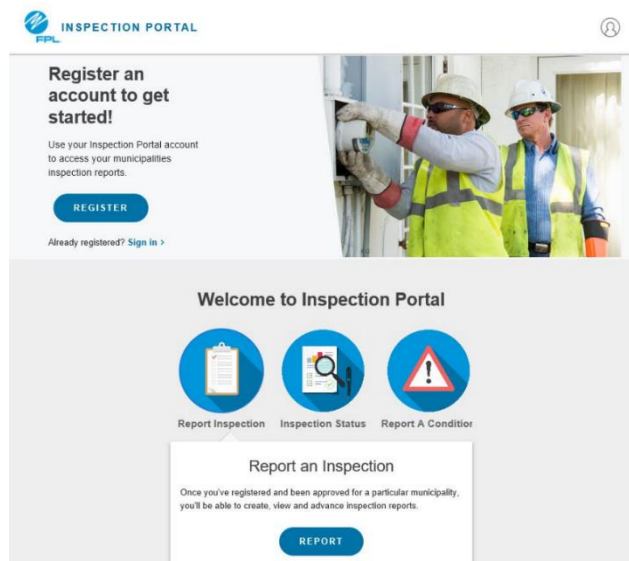
2021 Annual Conference & Trade Show

FLORIDA POWER & LIGHT COMPANY

Inspection Portal Story

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Florida Power & Light (FPL) Company has been shaping the way utilities interact with customers and has provided a model of service excellence that enables the customer to reach quicker and better results for their construction projects. Over the past three years, we have made significant improvements to our self-service collaborative platform. In 2017, we launched the Project Portal, an easy-to-use web-based tool where customers can apply for a new project, track status and even pay for construction invoices online. In 2018, we modeled the Project Portal to self-serve, giving customers the ability to schedule their service disconnect/reconnect appointments and take advantage of many technological improvements. Our 2019 goal was to provide a 360-degree experience to the customer, from initiation to completion of their construction projects. This commitment to providing a seamless end-to-end experience for our construction customers has led to the deployment of our latest initiatives, the Inspection Portal and Polygon Tool.



The Inspection Portal is a new online application that provides a platform for municipal agencies to submit electrical inspections to FPL. Previously, there was no standard method for submitting electrical inspections and no unified method of tracking inspections across the state. This caused delays in providing final electrical service to the customer. The Inspection Portal provides a streamlined process for inspectors which has completely automated and removed old manual processes. This powerful tool also updates FPL's internal systems of record by instantaneously posting inspections. The Inspection Portal provides a way for customers and external agencies to easily manage their inspections and allows agencies the benefit of getting timely results from FPL. This journey has consisted of gathering requirements and conducting extensive research with our peers in the industry and municipal partners prior to development, collaborating with multiple departments within FPL and establishing an onboarding and adoption plan for all 223 municipalities state-wide.

As part of the 360-degree experience we have also introduced the Polygon Tool. This is an automated resource allocation tool that allows

FPL's service centers to manage their crew resources and designate service planners or project managers to a specified region. This depository enables the system for both the Project Portal and Inspection Portal to automatically route and assign work to the proper resource. The Polygon Tool effectively and efficiently assigns new project applications, routes unforeseen blind inspection reports, assigns service work to the proper crew resource, and provides visibility to the organization.

Both the Inspection Portal and Polygon Tool have enhanced the overall customer experience by improving construction cycle time and communications. This initiative has also strengthened the relationships with our municipal partners by streamlining the process in which we interact.