

Florida

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Covered utilities: These policies pertain to electricity customers who receive their service from an investor-owned utility in the State of Florida. Customers that receive service from a municipal utility or an electric cooperative are not covered by these policies.

FAC 25-6.003; FAC 25-6.002; Fla. Stat. § 366.02

Weather Protections

There are no protections available that limit electric utility service disconnections during times of hot or cold weather in the State of Florida.

Medical Protections

There are no specific protections for customers with medical conditions.

However, each utility should submit, as a tariff item, a procedure for discontinuance of service when the utility service provided is deemed “medically essential.” All regulated companies in Florida must have identical tariffs, and they are required to delay disconnections for up to, but no more than 30 days.

Fla. Stat. § 366.15

Other Customer Protections

There are no specific protections for households with children, elderly residents, individuals with disabilities, or military personnel.

General Exemptions

Customers and utilities cannot request an exemption from the rules for reasons of hardship.

Notification Requirements

Written notification of at least 5 working days is required from a utility before a customer may be disconnected. In-person notifications are required, while notice by telephone is not required. A utility is not required to delay a disconnection if it is unable to reach a customer by a telephone call or an in-person visit.

FAC 25-6.105; Fla. Stat. 336.15

Payment Information, Delinquency, and Fee Information

The time period for customers to pay their bill is not specified. A bill will be considered past-due no less than 20 days after delivery of utility's mailing of the bill to the customer.

There are no minimum arrearages before a utility may disconnect a customer.

Customer may be charged fees associated with a disconnection or a reconnection.

Utilities may provide customers with payment plans.

FAC 25-6.101; FAC 25-6.105; Fla. Stat. § 366.15

Landlords and Tenants

No specific protections for tenants when the landlord of a housing unit is the account holder.

Availability of Protection Policies

Utilities and public utility commissions are required to provide information on available sources of financial assistance. Additionally, each year, public utilities shall provide a written explanation of the certification process for medically essential electric service to each utility customer.

Fla. Stat. § 366.15