

Residential On Call[®] Program

Terms and Conditions



ELIGIBILITY:

- On Call is open to active FPL residential account holders within the geographic areas served by the Company's Load Management System; receiving service under Rate Schedule RS-1 and who utilize central electric air conditioning.
- The following electric appliances are eligible: central air conditioners, central heaters, conventional water heaters (excludes tankless/instantaneous, solar, heat pump, heat recovery units, and smart water heaters), and swimming pool pumps (single-speed only).
- All new program participants as of October 31, 2020 must include central electric air conditioners. If the participant's system also has a qualifying central electric heater, this must also be included.
- Inclusion of water heaters and swimming pool pumps is optional. Prior program participants' appliance selections and eligibility requirements remain unchanged.
- Participants who exit the program and later rejoin will be subject to the participation requirements in effect at that time.
- Participant's premise must be occupied for at least 9 months of the year.

ON CALL DEVICE INSTALLATION:

- Applying for the program and scheduling an install visit does not guarantee program participation.
- An FPL approved Contractor must complete the visit and make sure appliances qualify and all program conditions are met.
- Renters must confirm that they have received permission from the premise owner to have On Call equipment installed at the premise.
- Contractor needs clear access to appliance(s) and adequate space must be present to install the On Call device(s).
- On Call devices are tested periodically. Customers will be contacted if FPL is unable to communicate with the installed device(s) and must allow the Contractor to inspect the device(s) in order to remain in program.

CREDITS:

- Credits for the On Call program will begin after the equipment is activated; approximately 2-3 weeks after installation.
- Credit is based on the appliance(s) connected to the "On Call" device.
- An adjusted credit will appear on the customer's bill, in the event of low premise energy consumption or if the appliance(s) are not on the program for a full month.
- Monthly credits:

Appliance	Applicability	Monthly Bill Credit
Central Electric Air Conditioner	April – October	\$6.00
Central Electric Heater	November – March	\$2.75
Conventional Electric Water Heater	Year-Round	\$1.50
Swimming Pool Pump	Year-Round	\$1.50
Prior Participants Only (Cycle Option) - Central Electric Air Conditioner	April – October	\$3.00
Prior Participants Only (Cycle Option) - Central Electric Heater	November – March	\$2.00

APPLIANCE CONTROL:

- The participant-selected electrical appliance(s) shall be interrupted at the option of FPL by means of the On Call equipment installed at the participant's premise.
- FPL is unable to predict the number of times it will control appliances each year, nor the maximum duration.
- If a system emergency occurs, it will generally last until the situation is averted.
- Interruption Schedule:

Appliance	Interruption Schedule
Central Electric Air Conditioner	Up to 180 minutes per day
Central Electric Heater	Up to 180 minutes per day
Conventional Electric Water Heater	Up to 240 minutes per day
Swimming Pool Pump	Up to 240 minutes per day
Prior Participants Only (Cycle Option) - Central Electric Air Conditioner	15 minutes per 30-minute period / cumulative interruption up to 180 minutes per day. If unable to provide enough demand reduction to avert an emergency, may increase to 17.5 minutes per 30-minute period / cumulative interruption up to 210 minutes per day
Prior Participants Only (Cycle Option) - Central Electric Heater	15 minutes per 30-minute period / cumulative interruption up to 180 minutes per day

IMPACTS ON THE CUSTOMER'S APPLIANCES:

- Once the equipment has been installed in your home, there will be a flashing green light that will always remain on, indicating there is power going to the On Call device. During an activation the light will turn red on the device.
- If an appliance malfunctions, the customer is responsible for contacting their own technician for repairs. Prior to contacting a technician, customers should determine if the appliance is off due to an On Call activation by looking for the red light on the On Call device. Customers are also advised to:
 - Reset the Circuit Breaker,
 - Verify that a fuse has not blown,
 - Verify timers are set properly, and
 - Verify air conditioning thermostat is set correctly (A/C - Heat).
- The On Call device should not cause damage to a customer's appliance. This device simply turns off the flow of electricity to the unit. Manufacturer's warranties will not be voided by the installation of the FPL device.

CUSTOMER AGREEMENT:

1. BY SUBMITTING YOUR ENROLLMENT, AND / OR BY YOUR PARTICIPATION IN THE PROGRAM YOU ("CUSTOMER") AGREE TO THE TERMS OF THIS PARTICIPATION AGREEMENT.
2. A participant may change: (i) their interruption option from Cycle to Shed (prior participants only); (ii) the selection of optional appliances; or (iii) discontinue service under this Rate Schedule by giving the Company seven (7) days advance notice. If the participant requests to have one or more appliances removed from participation in the program, such appliance(s) will be ineligible to re-participate again for one year (12 months) from the time participation ended.
3. The total Monthly Bill Credit shall not exceed 40 percent of the Rate Schedule RS-1 "Base Energy Charge" actually incurred for the month (if the Budget Billing Plan is selected, actual energy charges will be utilized in the calculations, not the levelized charges) and no credit will be applied to reduce the minimum bill specified on Rate Schedule RS-1.
4. The limitations on interruptions shall not apply during emergencies on the Company's system or to interruptions caused by force majeure or other causes beyond the control of the Company. The Company at its discretion may also perform interruptions for readiness testing.
5. The Company shall not install load management equipment if the installation cannot be economically justified for reasons such as: excessive installation costs, oversized/undersized heating or cooling equipment or abnormal utilization of equipment; (including vacation or other limited occupancy residences).

6. Billing under this Rate Schedule will commence upon the installation and completion of required inspections of the load management equipment.
7. If a customer has multiple units of the same appliance type, then at least two must be connected with load management equipment to qualify for the Monthly Bill Credit attributable to that appliance type. In such circumstances, only a single Monthly Bill Credit for that appliance type will be applied per premise.
8. Installation of the Company's load management equipment at the participant's premise is the sole responsibility of a licensed, independent contractor or Company representative. The participant agrees that the Company shall not be liable for any damages or injuries that may occur as a result of the interruption or restoration of electric service pursuant to the terms of this Rate Schedule.
9. If the Company determines that the participant no longer uses one or more of the appliances signed up for the program, or the equipment is disconnected or not communicating, then the Company shall discontinue the associated Monthly Bill Credits and has the right, at the Company's sole discretion, to remove the associated load management equipment.
10. The participant is required to give the Company and the licensed, independent contractor reasonable access for installing, maintaining, testing and removing the Company's load management equipment, and for verifying that the equipment effectively controls the participant's appliances as intended by this Rate Schedule. Failure to provide access will result in the removal of the affected appliances from the program or full participation termination until such access is granted.
11. If the Company determines that the effect of equipment interruptions has been offset by the participant's use of supplementary or alternative electrical equipment, then service under this Rate Schedule may be discontinued and the participant billed for all prior Monthly Bill Credits received under this Rate Schedule from an established date upon which supplementary or alternative electrical equipment was used. If such a date cannot be established, then rebilling shall be for the Monthly Bill Credits received by the participant for the lesser of the number of months receiving service under this Rate Schedule or the previous twelve (12) months. The participant will be ineligible to participate in the program for twelve (12) months from the time their participation was terminated.
12. If the Company determines that its load management equipment at the participant's premise has been rendered ineffective by mechanical, electrical or other devices, disconnection or other intentional actions ("tampering") by the participant, then the Company may discontinue their participation in the program and bill for all expenses involved in removal of the load management equipment, plus applicable investigative charges. The Company may rebill all prior Monthly Bill Credits received by the participant from an established tampering date. If such a date cannot be established, then rebilling of the Monthly Bill Credits shall be for the lesser of the number of months receiving service under this Rate Schedule or the previous twelve (12) months. If the Company terminates the participant, then they will be ineligible to participate in the program for twelve (12) months from the time their participation was terminated.