

BUSINESS SNAPSHOT

FLORIDA POWER & LIGHT

Business Overview

FPL provides power and energy services to all businesses. They invoice customers based on meter readings and have utility payment checks mailed to them. They also can earn an additional payment at the end of the day from JA World for their energy audits and A/C filter replacements.

Business Activities

- During Business Start-Up, the Meter Reader fills out a Utility Application for every business. He/she then delivers the Applications to each business to get the CEO's signature.
 - The Meter Reader returns to every business, reads the meter, and records the reading on the Meter Reader Checklist. He /she returns to the FPL office and copies the readings onto the CEO's Utility Bill Checklist.
- The CEO inputs the readings into his/her computer and prints an invoice for every business. Each invoice should be around \$5.00.
- The Meter Reader then delivers the invoices to each business CFO and reminds them to mail their payment check to FPL.
- The Utility Engineer first visits every business to ask the CEO if they are interested in receiving an energy audit.
 - He/she returns to all the business CEOs who said yes and replace their dirty filter with a clean one.
 - The clean filters are located on the cart in FPL.
- After receiving a few payment checks, the CFO follows his/her Job Directions and makes a Business Deposit. This includes entering the payment checks into his/her computer and printing a deposit ticket.

Employee Responsibilities

- **CEO** Takes Loan Application and Promissory Note to bank for approval, signs all paychecks and business checks, prepares and prints invoices, and assists all other employees.
- **CFO** Issues paychecks to each employee and pays all business costs for the day. Makes business deposits.
- **Meter Reader** Reads meters and provides information to the CEO, prepares utility applications for each business, and delivers invoices.
- **Utility Engineer** Picks up supplies using the \$5.00 check from the CFO, reviews ways to save energy with CEOs using Energy Information Sheets, replaces dirty A/C filters in each business, creates and issues Energy Saver Certificates.