



Product Reliability and Capacity Shortfall

01 Introduction

Lesson introduction and objectives

02 Product Reliability and Capacity Shortfall

Discusses Florida Power and Light's (FPL) process for product reliability and capacity shortfall.

03 Assessment

This is a five question lesson assessment to check your mastery of the material.

Select the Introduction topic to begin.

01 Objectives

At the end of this lesson, you should be able to:

- Define capacity shortfall.
- Identify when a capacity shortfall could occur.
- Identify FPL solutions for a capacity shortfall.
- Explain how a customer can help during a capacity shortfall.
- Identify the steps to access the CC: Capacity Shortfall Overview process map.

This lesson should take approximately five minutes to complete.



02

Product Reliability and Capacity Shortfall

While Florida Power and Light (FPL) works to ensure there is enough power for everyone, occasionally, we have a capacity shortfall. In this lesson, we will discuss how FPL responds during a capacity shortfall and how our customers can help during a shortfall.

Topics covered in this lesson:

- Capacity shortfalls
- FPL solutions to a capacity shortfall
- Customer actions during a capacity shortfall
- How to access the Capacity Shortfall Overview process map



What is a Capacity Shortfall?

A capacity shortfall occurs when FPL cannot supply enough electricity to meet the customer demand.

Select each item below for more information:

01



02



03



Other utilities need assistance.

40%



Buying Power

FPL's first solution to capacity shortfall is to buy power from neighboring utilities.

The power supply department:

- Monitors the current supply versus customer demand
- Works with other utilities to purchase power accordingly

FPL Capacity Shortfall Situations

FPL has three solutions to return to full capacity during a shortfall.

Select each item below for more information:



Solution 1 – Buying Power

Solution 2 – Implementing Load Management

Solution 3 – Rotating Feeders



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How Can Customers Help?

During a capacity shortfall, a customer can help by:

- Using major appliances during off-peak times
- Keeping the thermostat set:
 - No higher than 78 degrees for cooling
 - No lower than 68 degrees for heating



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Access the Capacity Shortfall Overview Process Map

You can find information on capacity shortfall on the FPL Customer Service Learning Portal.

In the Show Me simulation, you will have two opportunities to complete the action requested. If the second opportunity is incorrect, the simulation will automatically advance to the next screen.

Launch Simulation



03

Assessment

There are five questions in this assessment. You must obtain a minimum score of 80% to pass this lesson.

You will be allowed two attempts to pass the assessment.

Click the right arrow to begin the quiz.



Assessment

How does FPL define a capacity shortfall?

Select the best response

- ☐ FPL cannot supply enough electricity to meet customer demands.
- ☒ FPL has implemented load management to ensure all customers have power.
- ☐ Another power company has requested to buy power from FPL to meet their customer demands
- ☐ FPL can meet all customer demands, but an unexpected surge could cause a power outage

Submit

