



# FPL Project Portal

## Scheduling Residential Disconnect and Reconnect Appointments

Thank you for using the FPL Project Portal (<https://partner.fpl.com/construction.html>) to schedule your disconnect/reconnect meter appointment. Customers can self-schedule disconnect/reconnect residential appointments for single-phase, less-than 320-amp services. Only FPL is authorized to disconnect service conductors going to the home.

### Apply Online

To self-schedule your disconnect/reconnect appointment, select the “Apply” menu, then the “Apply” button. Log into your Project Portal account when prompted. Complete the requested information on the following pages:

1. Contact Information: Confirm your contact details and select your role for the project. Identify the preferred method of contact (email/phone).
2. Project Information: Provide information related to your project. For self-scheduled appointments, the following options must be selected:
  - A. Project Name: Name that will help you identify the project on your dashboard
  - B. Project Type: Existing Service
  - C. Sub Project Type: Residential Disconnect/Reconnect
  - D. Emergency: No
  - E. Single phase residential: Yes
  - F. Less than or equal to 320 amps: Yes
  - G. Work to be done: Roof/Facia, Tree Trimming or Electrical Work (if electrical work, provide existing service amperage, service voltage and if updating electrical service)
  - H. Type of service: Overhead or Underground
  - I. Using contractor: Yes or No (if yes, provide contact information)

If your project differs from the selections above, you will not be able to self-schedule the disconnection/reconnection appointment. You must create a project application instead. Once the project application is created, an FPL project manager will contact you to coordinate your more-complex disconnect/reconnect appointment.

3. Project Address: Provide the project address, meter number, and either the last four digits of the FPL account phone number or the last five digits of the account number.
4. Schedule an Appointment: The first four available appointment slots can be selected; or choose “none of these – select from a calendar.”
5. Review: Confirm the information provided is accurate.

### Track Appointment

Scheduled appointments appear in your user dashboard. After self-scheduling an appointment, it could take approximately 24 to 48 hours for the work request to be visible in the user dashboard.

*Note: All electrical work involving a meter enclosure requires an electrical inspection by the inspecting authority to re-energize the service after disconnection. All inspections must be submitted to FPL by 1 p.m. EDT to ensure same-day reconnect of power.*