

Antonia Hover

From: Ellen Plendl
Sent: Friday, August 27, 2021 8:26 AM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: FW ; Consumer Inquiry - Florida Power & Light Company

See attached customer correspondence and FPSC reply for Docket No. 20210015.

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, August 25, 2021 8:20 AM
To: Ellen Plendl
Subject: FW:

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Tangi ultimate <ultimatemiz@gmail.com>
Sent: Wednesday, July 28, 2021 12:46 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject:

Hi,

I am emailing you in hopes of your help as Governor.

I am a single parent and I have n issue with FPL as a lot if not 99% of households do. Every month my bill go up 20, I call and they say people have to keep the air conditioner on 78°. They say they know its not a comfortable temperature but in order to keep bill down we can't put it on 72° or 74°.

Mr. DeSantis I work full time, I pay my bills and this is getting out of hand. I can't afford to pay FPL 201. 236, 257,287, that's the bill keep going up. It's bad enough leasing you have to make 3x the rent amount a month and the rent is 1300 for a 2bedroom. FPL is a big company and it seems they can just add fees to customers that can't afford it.

I can imagine the calls and email you get regarding this issue. That goes to show we need help in stopping FPL from going up and making us pay higher bills. They claim it's due to you using to much current, like the stove, dishwasher.

Which I have not used due to they don't work, my stove only has 1 burner that works, dishwasher don't work, apartment management will not fix and this is since Feb 2021. So then FPL blames it on air conditioning.

Please you can do anything about this?

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

Antonia Hover

From: Ellen Plendl
Sent: Friday, August 27, 2021 8:25 AM
To: 'ultimatemiz@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Tangi Ultimate
ultimatemiz@gmail.com

Dear Tangi:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company (FPL) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to assist you.

You expressed concern about FPL's petition for a rate increase. We will add your comments to the correspondence side of Docket No. 20210015.

You also expressed concern about high bills. To investigate your concerns further, please provide us with the following:

- * Your service address
- * Your mailing address
- * Your service telephone number
- * Your daytime contact telephone number
- * The full name in which your electric bill is addressed
- * Your account number

You may respond by return e-mail or by calling me at 1-800-342-3552. I will look forward to hearing from you.

Sincerely,

Ellen Plendl
Regulatory Specialist
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)