

**Antonia Hover**

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**From:** Ellen Plendl  
**Sent:** Thursday, January 27, 2022 1:06 PM  
**To:** Consumer Correspondence  
**Subject:** Docket No. 20210015  
**Attachments:** Re Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW FPL and the Public Service Commission; FW Florida power & Light (FPL); FW Gulf PowerFlorida Power; FW FPL price gouging.; FW FPL NWL; FW FPL in NWF. Sir, We desperately need your help.; FW Florida Power and Light; FW FPL in Northwest Florida.; FW Florida Power and Light; FW FLORIDA POWER PRICE GOUGING; FW Florida power and light

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

## Antonia Hover

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**From:** Bob Amorelli <proudtohaveservedmycountry@gmail.com>  
**Sent:** Thursday, January 27, 2022 1:03 PM  
**To:** Shonna McCray  
**Cc:** Ellen Plendl  
**Subject:** Re: Consumer Inquiry - Florida Power & Light Company

Thank you for the information. I have taken all the possible steps to reduce my electric consumption but, I can't stop the feeling that I have about the 3rd world direction we are heading. God bless you and God bless America!

On Thu, Jan 27, 2022, 11:23 AM Shonna McCray <[SMcCray@psc.state.fl.us](mailto:SMcCray@psc.state.fl.us)> wrote:

Mr. Bob Amorelli  
[proudtohaveservedmycountry@gmail.com](mailto:proudtohaveservedmycountry@gmail.com)

RE: FPSC Inquiry

Dear Mr. Amorelli:

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.

When a utility company files an application for a rate increase with the FPSC, it must explain the need for the requested increase. Its petition must be accompanied by minimum filing requirements (MFRs), which are schedules and reports containing the operation, financial, economic, and rate information needed by the FPSC staff to evaluate the company's revenue increase request, rate structure, and quality of service. The company's proposal and financial information are closely analyzed before a Commission decision is made.

The utility also forecasts how much money is needed to cover its expenses in the next year. This includes a proposed return on its investment in assets used to provide service to its customers (such as power plants, electric lines, or gas mains), which the utility uses to pay interest on money it borrows and to compensate investors. The utility must also propose the classes of customers that will pay for the increase, usually categorized as residential, commercial, and industrial.

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FPSC staff makes a detailed review and analysis of the entire record and files a recommendation with the FPSC's Clerk detailing the staff's adjustments to the company's petition.

The Commissioners review the information, based on the record, and make their decisions about the case in an open meeting through a written "order."

After the FPSC's order is issued, any party may ask the Commission to reconsider its decision on the issues. After the reconsideration, the Public Counsel, the utility, or any other party involved in the proceeding may

appeal the Commission's decision to the Florida Supreme Court.

On October 26, 2021 the FPSC approved a four-year rate settlement for FPL, reflecting an almost 40 percent reduction in its original rate revenue request for 2022. Parties to the settlement, filed on August 9, 2021, include the Office of Public Counsel, representing customers, the Florida Retail Federation; the Florida Industrial Power Users Group; and the Southern Alliance for Clean Energy.

As part of the evaluation process for FPL's rate request, the FPSC conducted 12 virtual service hearings in June and July to allow feedback from FPL and Gulf customers about utility service and the rate-setting process.

The settlement agreement reduces FPL's original revenue petition from \$1.1 billion to \$692 million in 2022 and from \$605 million to \$560 million in 2023. The utility's proposed return on equity midpoint was reduced from 11.5 to 10.6 percent.

You may review all the information filed for Commission consideration in docket 20210015 by accessing the FPSC website at [www.floridapsc.com](http://www.floridapsc.com). Under the Clerk's Office tab at the top of the page, click on Dockets. Type in the docket number 20210015. Click the Search button. Then select Document Filings Index for a list of all filings in the docket. This procedure allows you to view all of the information filed by the utility and other parties in the docket.

We will add your feedback to Docket No. 20210015, regarding FPL's petition.

If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray  
Regulatory Program Administrator  
Florida Public Service Commission

## Antonia Hover

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**From:** Shonna McCray  
**Sent:** Thursday, January 27, 2022 12:31 PM  
**To:** 'mrtrusler@icloud.com'  
**Cc:** Ellen Plendl  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Michael Trusler  
mrtrusler@icloud.com

RE: FPSC Inquiry 1388226C

Dear Mr. Trusler:

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.

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If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray  
Regulatory Program Administrator  
Florida Public Service Commission

## Antonia Hover

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**From:** Shonna McCray  
**Sent:** Thursday, January 27, 2022 12:28 PM  
**To:** 'lpl12@aol.com'  
**Cc:** Ellen Plendl  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Linda Lambert  
lpl12@aol.com

RE: FPSC Inquiry 1388219C

Dear Ms. Lambert:

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.

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If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray  
Regulatory Program Administrator  
Florida Public Service Commission

## Antonia Hover

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**From:** Shonna McCray  
**Sent:** Thursday, January 27, 2022 12:27 PM  
**To:** 'jks1998@gmail.com'  
**Cc:** Ellen Plendl  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Jared Stackhouse  
jks1998@gmail.com

RE: FPSC Inquiry 1388218C

Dear Mr. Stackhouse:

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.

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If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray  
Regulatory Program Administrator  
Florida Public Service Commission

## Antonia Hover

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**From:** Shonna McCray  
**Sent:** Thursday, January 27, 2022 12:26 PM  
**To:** 'cecilcraft35@yahoo.com'  
**Cc:** Ellen Plendl  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Cecil Craft  
cecilcraft35@yahoo.com

RE: FPSC Inquiry 1388217C

Dear Mr. Craft:

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.

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Sincerely,

Shonna McCray  
Regulatory Program Administrator  
Florida Public Service Commission

## Antonia Hover

---

**From:** Shonna McCray  
**Sent:** Thursday, January 27, 2022 12:25 PM  
**To:** 'lucki062884@yahoo.com'  
**Cc:** Ellen Plendl  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Sarah Phillips  
lucki062884@yahoo.com

RE: FPSC Inquiry 388216C

Dear Ms. Phillips:

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.

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Customers who are experiencing difficulty in providing payment on their account can contact the following resources for financial assistance:

\* Low Income Home Energy Assistance Program <http://www.floridajobs.org/community-planning-and-development/community-services/low-income-home-energy-assistance-program/find-your-local-low-income-home-energy-assistance-program-provider-for-help>

\* Elderly Electric Assistance, which provides assistance for home-energy emergencies to qualified, low-income households with at least one person 60 years of age or older. To find out about qualifications, they may contact their county's local EHEAP agency, or by calling 1-800-963-5337.

\* Our Florida offers electric assistance. The program is administered by the Florida Department of Children & Families. You can learn more information about Our Florida assistance by using the following link:

<https://www.ourflorida.com/>

If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

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Regulatory Program Administrator  
Florida Public Service Commission

## Antonia Hover

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**Sent:** Thursday, January 27, 2022 12:23 PM  
**To:** 'proudtohaveservedmycountry@gmail.com'  
**Cc:** Ellen Plendl  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Bob Amorelli  
proudtohaveservedmycountry@gmail.com

RE: FPSC Inquiry

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Florida Public Service Commission

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**From:** Shonna McCray  
**Sent:** Thursday, January 27, 2022 12:22 PM  
**To:** 'mp\_ray@hotmail.com'  
**Cc:** Ellen Plendl  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Monty Ray  
mp\_ray@hotmail.com

RE: FPSC Inquiry 1388212C

Dear Mr. Ray:

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.

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If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray  
Regulatory Program Administrator  
Florida Public Service Commission

## Antonia Hover

---

**From:** Shonna McCray  
**Sent:** Thursday, January 27, 2022 12:21 PM  
**To:** 'drcall@smarthorizons.org'  
**Cc:** Ellen Plendl  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Dan Call  
drcall@smarthorizons.org

RE: FPSC Inquiry 1388209C

Dear Mr. Call:

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.

When a utility company files an application for a rate increase with the FPSC, it must explain the need for the requested increase. Its petition must be accompanied by minimum filing requirements (MFRs), which are schedules and reports containing the operation, financial, economic, and rate information needed by the FPSC staff to evaluate the company's revenue increase request, rate structure, and quality of service. The company's proposal and financial information are closely analyzed before a Commission decision is made.

The utility also forecasts how much money is needed to cover its expenses in the next year. This includes a proposed return on its investment in assets used to provide service to its customers (such as power plants, electric lines, or gas mains), which the utility uses to pay interest on money it borrows and to compensate investors. The utility must also propose the classes of customers that will pay for the increase, usually categorized as residential, commercial, and industrial.

The utility application, the technical hearing and service hearing testimony and exhibits become part of the case record that Commissioners use to make decisions about the case.

FPSC staff makes a detailed review and analysis of the entire record and files a recommendation with the FPSC's Clerk detailing the staff's adjustments to the company's petition.

The Commissioners review the information, based on the record, and make their decisions about the case in an open meeting through a written "order."

After the FPSC's order is issued, any party may ask the Commission to reconsider its decision on the issues. After the reconsideration, the Public Counsel, the utility, or any other party involved in the proceeding may appeal the Commission's decision to the Florida Supreme Court.

On October 26, 2021 the FPSC approved a four-year rate settlement for FPL, reflecting an almost 40 percent reduction in its original rate revenue request for 2022. Parties to the settlement, filed on August 9, 2021, include the Office of Public Counsel, representing customers, the Florida Retail Federation; the Florida Industrial Power Users Group; and the Southern Alliance for Clean Energy.

As part of the evaluation process for FPL's rate request, the FPSC conducted 12 virtual service hearings in June and July to allow feedback from FPL and Gulf customers about utility service and the rate-setting process.

The settlement agreement reduces FPL's original revenue petition from \$1.1 billion to \$692 million in 2022 and from \$605 million to \$560 million in 2023. The utility's proposed return on equity midpoint was reduced from 11.5 to 10.6 percent.

You may review all the information filed for Commission consideration in docket 20210015 by accessing the FPSC website at [www.floridapsc.com](http://www.floridapsc.com). Under the Clerk's Office tab at the top of the page, click on Dockets. Type in the docket number 20210015. Click the Search button. Then select Document Filings Index for a list of all filings in the docket. This procedure allows you to view all of the information filed by the utility and other parties in the docket.

We will add your feedback to Docket No. 20210015, regarding FPL's petition.

If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray  
Regulatory Program Administrator  
Florida Public Service Commission

## Antonia Hover

---

**From:** Shonna McCray  
**Sent:** Thursday, January 27, 2022 12:19 PM  
**To:** 'cammin7@gmail.com'  
**Cc:** Ellen Plendl  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Jeff Nagy  
cammin7@gmail.com

RE: FPSC Inquiry 1388206C

Dear Mr. Nagy:

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.

When a utility company files an application for a rate increase with the FPSC, it must explain the need for the requested increase. Its petition must be accompanied by minimum filing requirements (MFRs), which are schedules and reports containing the operation, financial, economic, and rate information needed by the FPSC staff to evaluate the company's revenue increase request, rate structure, and quality of service. The company's proposal and financial information are closely analyzed before a Commission decision is made.

The utility also forecasts how much money is needed to cover its expenses in the next year. This includes a proposed return on its investment in assets used to provide service to its customers (such as power plants, electric lines, or gas mains), which the utility uses to pay interest on money it borrows and to compensate investors. The utility must also propose the classes of customers that will pay for the increase, usually categorized as residential, commercial, and industrial.

The utility application, the technical hearing and service hearing testimony and exhibits become part of the case record that Commissioners use to make decisions about the case.

FPSC staff makes a detailed review and analysis of the entire record and files a recommendation with the FPSC's Clerk detailing the staff's adjustments to the company's petition.

The Commissioners review the information, based on the record, and make their decisions about the case in an open meeting through a written "order."

After the FPSC's order is issued, any party may ask the Commission to reconsider its decision on the issues. After the reconsideration, the Public Counsel, the utility, or any other party involved in the proceeding may appeal the Commission's decision to the Florida Supreme Court.

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As part of the evaluation process for FPL's rate request, the FPSC conducted 12 virtual service hearings in June and July to allow feedback from FPL and Gulf customers about utility service and the rate-setting process.

The settlement agreement reduces FPL's original revenue petition from \$1.1 billion to \$692 million in 2022 and from \$605 million to \$560 million in 2023. The utility's proposed return on equity midpoint was reduced from 11.5 to 10.6 percent.

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We will add your feedback to Docket No. 20210015, regarding FPL's petition.

If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray  
Regulatory Program Administrator  
Florida Public Service Commission

## Antonia Hover

---

**From:** Shonna McCray  
**Sent:** Thursday, January 27, 2022 12:18 PM  
**To:** 'm.elfer@mchsi.com'  
**Cc:** Ellen Plendl  
**Subject:** FW: Consumer Inquiry - Florida Power & Light Company

Mr. Mark Elfer  
m.elfer@mchsi.com

RE: FPSC Inquiry 1388204C

Dear Mr. Elfer:

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.

When a utility company files an application for a rate increase with the FPSC, it must explain the need for the requested increase. Its petition must be accompanied by minimum filing requirements (MFRs), which are schedules and reports containing the operation, financial, economic, and rate information needed by the FPSC staff to evaluate the company's revenue increase request, rate structure, and quality of service. The company's proposal and financial information are closely analyzed before a Commission decision is made.

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The utility application, the technical hearing and service hearing testimony and exhibits become part of the case record that Commissioners use to make decisions about the case.

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We will add your feedback to Docket No. 20210015, regarding FPL's petition.

If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray  
Regulatory Program Administrator  
Florida Public Service Commission

## Antonia Hover

---

**From:** Shonna McCray  
**Sent:** Thursday, January 27, 2022 12:17 PM  
**To:** 'james.donaldson72@gmail.com'  
**Cc:** Ellen Plendl  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. James Donaldson  
james.donaldson72@gmail.com

RE: FPSC Inquiry 1388197C

Dear Mr. Donaldson:

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.

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We will add your feedback to Docket No. 20210015, regarding FPL's petition.

If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray  
Regulatory Program Administrator  
Florida Public Service Commission

## Antonia Hover

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Thursday, January 27, 2022 10:30 AM  
**To:** Ellen Plendl  
**Subject:** FW: FPL and the Public Service Commission

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:** m.elfer@mchsi.com <m.elfer@mchsi.com>  
**Sent:** Tuesday, January 18, 2022 5:49 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL and the Public Service Commission

Governor DeSantis:

When Gulf Power move their billing to Miami, our bill went up about \$100.00 for the same amount of power usage. Now our bill has nearly doubled with this new rate increase under FPL from just one month ago. This is outrageous!

In these times we are in now, with unchecked inflation; fixed income, low income and even median income families have to decide if they can eat right or pay the power bill!

How can the Public Service Commission agree to front load our power bills to build an electrical infrastructure for FPL, that FPL will own? FPL should pay for the upgrades out of their profits since they are going to own them. Also, how can agree to FPL taking over Gulf Power? FPL now has a monopoly over most of the state of Florida.

As far as the power bills going down in the next 4 years, THAT WILL NOT HAPPEN, and everyone knows that FPL will find a way to raise or adjust the rates. HIGHER

The Public Service Commission won't feel the sting of an outrageous power bill as the ordinary citizen will, THEY ARE MAKING 6 FIGURE SALERIES.

The Public Service Commission needs to renegotiate this rate increase until, if ever, the inflation eases.

Sincerely,

Mark

P.S. You are the best Governor I have seen in my Lifetime.

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:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Thursday, January 27, 2022 10:22 AM  
**To:** Ellen Plendl  
**Subject:** FW: Florida power & Light (FPL)

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

-----Original Message-----

**From:** Michael Trusler <mrtrusler@icloud.com>  
**Sent:** Monday, January 10, 2022 7:48 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Florida power & Light (FPL)

Dear Governor Desantis,

Please be advised that FPL raised their rate in January to over 21%. In their invoice they commented that the Public Services approved the increase. I find it hard to comprehend that an organization under your control would commit such a crime against Floridians. It would be appreciated if you take a personal interest in this matter for the benefit of the people that voted you into office. Thank you.

Sent from my iPhone

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:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Thursday, January 27, 2022 10:16 AM  
**To:** Ellen Plendl  
**Subject:** FW: Gulf Power/Florida Power

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

-----Original Message-----

From: LINDA LAMBERT <lpl12@aol.com>  
Sent: Tuesday, January 25, 2022 11:20 AM  
To: GovernorRon.DeSantis@eog.myflorida.com  
Subject: Gulf Power/Florida Power

Victoria R Rainbow did an amazing job!!!

Dear sir,

I am sending you this email on behalf of concerned citizens of Northwest Florida.

On Facebook I have read numerous complaints about Florida Power and Light and how they are increasing energy bills by double. and almost triple. This is very disconcerting considering the economic crisis that families are going through at this time.

I'm asking, almost to the point of begging, for your office to investigate this matter. We have almost no other choice except for going to solar power which is as everyone knows a large expenditure in the beginning. There is also generator power which in turn uses a lot of fuel. I challenge you with respect can you please look into this matter for the citizens of Northwest Florida not to mention the citizens of the whole state of Florida that use or shall I say are forced to use Florida Power & Light.

Thank you

Sent from my iPhone

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## Antonia Hover

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Thursday, January 27, 2022 10:15 AM  
**To:** Ellen Plendl  
**Subject:** FW: FPL price gouging.

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:** Jared Stackhouse <jks1998@gmail.com>  
**Sent:** Tuesday, January 25, 2022 3:34 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL price gouging.

Dear sir,

I am sending you this email on behalf of concerned citizens of Northwest Florida.

On Facebook I have read numerous complaints about Florida Power and Light and how they are increasing energy bills by double. and almost triple. This is very disconcerting considering the economic crisis that families are going through at this time.

I'm asking, almost to the point of begging, for your office to investigate this matter. We have almost no other choice except for going to solar power which is as everyone knows a large expenditure in the beginning. There is also generator power which in turn uses a lot of fuel. I challenge you with respect can you please look into this matter for the citizens of Northwest Florida not to mention the citizens of the whole state of Florida that use or shall I say are forced to use Florida Power & Light.

I personally cannot go solar power because I rent the little 800 sq ft duplex that I live in...my bill has already doubled 5 days into my next billing cycle and I've done nothing different in the electricity I use (aside for killing the heat and freezing my ass of.)

Thank you.

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## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Thursday, January 27, 2022 10:11 AM  
**To:** Ellen Plendl  
**Subject:** FW: FPL NWL

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

-----Original Message-----

From: Cecil Craft <cecilcraft35@yahoo.com>  
Sent: Tuesday, January 25, 2022 8:51 PM  
To: GovernorRon.DeSantis@eog.myflorida.com  
Subject: FPL NWL

Good evening

I am reaching out to you this evening, in regards to the mess/turmoil that is taking place on us, the customers, in NWFL, since the FPL takeover from former GP. I, for one, never agreed too, nor voted for, an additional \$15 rate hike, much less, our bills in the area, as a whole, more than doubling in cost, from the years in the past, to what is being charged now. Several people in our area are even showing projected bills being at or over \$1K dollars on the next bill. This is unheard of. Even in 2016 or 2017, when we had the ice storm in our area, the average bill did not exceed \$350. Yet, since this take over, and this winter has been "mild" for the most part, the average bill is projected to be over \$450?! You, sir, really need to get a handle on this, and put a stop to this immediately!! We who have voted you in, and yes, I in fact, did vote for you, expect to be treated much better than this. I age always pulled for/voted for, whom I thought would do the best job, and look after his/her area and people whom he:she represents, and, you have done well so far. However, you do have to power, to do something about this "price gouging", and whether or not FPL or anyone else agrees or not, it is in fact gouging, and we the people, DEMAND, you help/do you part, to put a stop to this, and ease the suffering that is now, and in the future, if this doesn't change, that is being brought upon all of us effected.

I look forward to hearing from you/one of your staff members, in a timely manner, and will be paying attention to the news, to see how much we really mean to you and your position.

Your fellow, but pissed off, Republican

Cecil Craft

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## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Thursday, January 27, 2022 10:10 AM  
**To:** Ellen Plendl  
**Subject:** FW: FPL in NWF. Sir, We desperately need your help.

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:** sarah phillips <lucki062884@yahoo.com>  
**Sent:** Wednesday, January 26, 2022 8:18 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL in NWF. Sir, We desperately need your help.

Dear Governor DeSantis

Good Morning, I know at this point you're inundated with emails and calls about this matter but I had to send one as well. In total honesty there is no way to pay these extremely high bills from FPL. My husband makes decent money and we still struggle. I cried when I opened this months almost \$600 bill. We don't even have bills that high in the summer. Our heat stays off all winter, there's no excuse for a bill this high. I can't imagine how people that make less, like those on social security will be able to have power at all. If there's anything that can be done, any way that you can help your people I know you will. Just like you have fought for our rights during the pandemic and Bidens horrible presidency. Mr. Governor you have our votes and our faith that you will see to this matter. Thank you so very much for taking the time to read this.

Sarah and James Phillips

I have attached proof of the outrageous bill.



fpl.com/northwest/my-accoun



FPL Northwest FL



## Bill Comparison

Compared to Last Month



### Energy Efficiency Tip

Reduce your water heater temperature from 140° to 120°, which is the recommended temperature setting according to the U.S. Department of Energy.

Your Total Bill Increased By

▲ \$132.19







ment Date: Jan 10, 2022

Date: Feb 18, 2022

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Total Balance  
**\$590.16**

Balance as of: Jan 26, 2022

**VIEW BILL**

**Billing & Payment History** >

[Sent from Yahoo Mail on Android](#)

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## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Thursday, January 27, 2022 10:09 AM  
**To:** Ellen Plendl  
**Subject:** FW: Florida Power and Light

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:** Bob Amorelli <proudtohaveservedmycountry@gmail.com>  
**Sent:** Wednesday, January 26, 2022 8:34 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Florida Power and Light

Governor Desantis sir, I am sure that you have become aware most recently with the billing practices of FPL. I understand that everything is going up but, what I have been seeing, is unconstitutional price fixing. I feel that your fellow Floridians are being tasked with paying for FPL's solar panels. I am just one man, one vote, and not equipped with the tools available to you sir. I am a disabled, retired veteran of the United States Navy and have much faith and hope in you. Please help us, your Florida constituents.

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## Antonia Hover

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Thursday, January 27, 2022 10:08 AM  
**To:** Ellen Plendl  
**Subject:** FW: FPL in Northwest Florida.

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

-----Original Message-----

**From:** monty ray <mp\_ray@hotmail.com>  
**Sent:** Wednesday, January 26, 2022 9:07 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL in Northwest Florida.

Dear Sir,

As I'm sure you're already painfully aware this region of the state is being severely price gouged by the FLORIDA POWER & LIGHT. Sir, I am a retired military man and with a fixed income it is neither feasible nor possible to manage the projections that are being displayed on the website for folks in our area. The people at FPL are even telling people to "turn off" their central heat and ac and hot water heaters. ?? Seriously ?? The write ups tell us it's a 3 or 4 year deal. We're supposed just roll over and accept this that we "the people" didn't vote for? Many do not want solar because of up front expense and many who have already taken that plunge were misled and are still having to pay big bills. Sir, please investigate this wrong. We here in Pensacola love our governor and the things you are accomplishing for your folks. I just think that if the CEO of FPL made 8 Million Dollars last year. There might possibly be something wrong here. Thank you for your time sir.

Sincerely,  
Monty Ray

Sent from my iPad

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## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Thursday, January 27, 2022 10:07 AM  
**To:** Ellen Plendl  
**Subject:** FW: Florida Power and Light

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

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**From:** Dan <drcall@smarthorizons.org>  
**Sent:** Wednesday, January 26, 2022 10:12 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Florida Power and Light

FPL took over Gulf Power in Northwest Florida and the results are nothing short of disastrous. Sky high electric bills are apparently going to be the "new normal". It's not as if middle and low income folks don't have enough problems already without a money grab from corporate thieves. I realize FPL has an army of lobbyists telling politicians how wonderful and fair their business practices are but the obvious fact is they are liars. Got any plans to deal with this fiasco? 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

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Thursday, January 27, 2022 10:07 AM  
**To:** Ellen Plendl  
**Subject:** FW: FLORIDA POWER PRICE GOUGING

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

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**From:** Jeff Nagy <cammin7@gmail.com>  
**Sent:** Tuesday, January 25, 2022 9:24 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FLORIDA POWER PRICE GOUGING

The prices this power company are charging is insane please do so.ething soon!  
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

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Thursday, January 27, 2022 10:01 AM  
**To:** Ellen Plendl  
**Subject:** FW: Florida power and light

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

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**From:** JAY D <james.donaldson72@gmail.com>  
**Sent:** Wednesday, January 26, 2022 2:22 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Florida power and light

Good afternoon,

My name is James I live in Santa Rosa county in Northwest Florida. We only have one option here for power. Unitl recently it was Gulf Power, they were bought out by Florida power and light. We have seen a huge increase in our power bills all over northwest Florida. We need help in northwest Florida. Many of our residents are elderly and on fixed incomes other are single parents, the median house hold income for this area is around 31,000. People are getting bills as high as 600\$ a month when it was only around 200 to 300. Our elderly community that are already on tight budgets have in the past had to choose between food or power. Our local government is not helping, the company has been no help, sir we need your help in Northwest Florida.

Thank you,  
James

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