

Lisa Smith

From: Office of Commissioner Clark
Sent: Tuesday, February 1, 2022 8:44 AM
To: Commissioner Correspondence
Subject: FW: FPL Complaint
Attachments: November Invoice.pdf; December Invoice.pdf; October Invoice.pdf; January Invoice.pdf

Good morning,

Please place the attached email in Docket No. 20210015.

Hannah E. Branum
Executive Assistant to Commissioner Clark
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399
(850) 413-6004

From: Dreama Anctil <dreamaanctil@gmail.com>
Sent: Monday, January 31, 2022 5:10 PM
To: mayorrobinson@cityofpensacola.com; governorrn.desantis@eog.myflorida.com; alex.andre@myfloridahouse.com; secretaryofstate@dos.myflorida.com; broxson.doug.web@flsenate.gov; District1@myescambia.com; district2@myescambia.com; dictrict3@myescambia.com; district4@myescambia.com; district5@myescambia.com; matt.gaetz@myfloridahouse.gov; ahill@cityofpensacola.com; dwiggins@cityofpensacola.com; cjone@cityofpensacola.com; smeyers@cityofpensacola.com; jmoore@cityofpensacola.com; Jbrahier@cityofpensacola.com; tbroughton@cityofpensacola.com; Consumer Contact <Contact@PSC.STATE.FL.US>; commissioner.Irosa@psc.state.fl.us; Office of Commissioner Graham <Commissioner.Graham@PSC.STATE.FL.US>; Office of Chairman Fay <Commissioner.Fay@psc.state.fl.us>; Office of Commissioner Clark <Commissioner.Clark@psc.state.fl.us>; Office of Commissioner Passidomo <Commissioner.Passidomo@psc.state.fl.us>
Cc: Matt Schall <Mattschall@remax.net>
Subject: FPL Complaint

RE/MAX Horizons Realty
1335 Creighton Rd.
Pensacola, FL 32504

January 31, 2022

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

To Whom It May Concern:

We are writing in regards to the increase in our Electric bill. It has gone up a significant amount in the past month. All the components of our billing have increased, but FPL has changed the the "Demand" rate per KW from \$7.14 to \$12.54, this part has gone up over 75%, which is absurd, and it represents the largest part of our billing, so this financially hurts our business, and we are certain that it has impacted several others as well. How can small businesses handle this? We understood that FPL's rates were going to increase somewhat, but we certainly were unaware of the significantly large amount of the increase.

I called FPL on January 13, 2022 @ 8:46 a.m. and spoke to Leslie to ask for explanation of the bill and was told that it was FPL's right to increase the bill and was given no other explanation other than they sent out letters to let us all know there would be an increase. We do not feel that this was clearly disclosed to the public and request that this rate hike be repealed, and phased in gradually over a period of time to give the customers time to adapt.

Attached are our last 4 months of Electric bills.

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Dreama Anttil

Office Manager

RE/MAX Horizons Realty

1335 Creighton Rd., Pensacola, FL 32504

850-476-6000



November

Electric Bill Statement

For: Oct 5, 2021 to Nov 2, 2021 (29 days)

Statement Date: Nov 3, 2021

Account Number: 21085-63251

Service Address:

1335 CREIGHTON RD

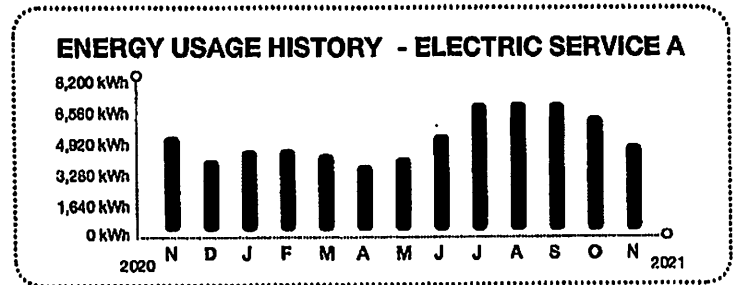
PENSACOLA, FL 32504-7138

Hello Remax Horizons Realty,
Here's what you owe for this billing period.

CURRENT BILL

\$724.39
TOTAL AMOUNT YOU OWE

11/24/21
NEW CHARGES DUE BY



BILL SUMMARY

Amount of your last bill	866.97
Payment(s) received - thank you	-866.97
Balance before new charges	0.00
New charges - Electric service A	700.80
New charges - Lighting service B	23.59
Total new charges	724.39
Total amount due	\$724.39

(See reverse for billing details)

Visit GulfPower.com/PayBill for ways to pay

Important information

Effective Jan. 1, 2022, your bills will be subject to a late payment charge - the greater of \$5 or 1.5% of your past due balance will apply.

Customer Service: 800-225-5797
To Report Power Outages: 800-487-6937



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Make check payable to Gulf Power
In U.S. funds and mail along with
this coupon to:

REMAX HORIZONS REALTY
1335 CREIGHTON RD
PENSACOLA FL 32504-7177

GULF POWER
P.O. BOX 29080
MIAMI FL 33102-6080



21085-63251 ACCOUNT NUMBER	\$724.39 TOTAL AMOUNT OWED	Nov 24, 2021 NEW CHARGES DUE BY	\$ _____ AMOUNT ENCLOSED
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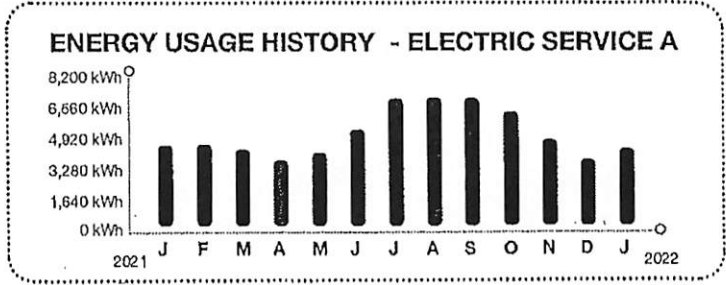


January

Electric Bill Statement
For: Dec 3, 2021 to Jan 4, 2022 (33 days)
Statement Date: Jan 6, 2022
Account Number: 21085-63251
Service Address:
1335 CREIGHTON RD
PENSACOLA, FL 32504-7138

Hello Remax Horizons Realty,
Here's what you owe for this billing period.

CURRENT BILL
\$1,179.61
TOTAL AMOUNT YOU OWE
Jan 27, 2022
NEW CHARGES DUE BY



The Public Service Commission unanimously approved FPL's four-year rate agreement, which begins this month, to support investments in cleaner and more reliable energy. Visit FPL.com/Answers.

BILL SUMMARY
Amount of your last bill 687.84
Payment(s) received - thank you -687.84
Balance before new charges 0.00
New charges - Electric service A 1,147.41
New charges - Lighting service B 32.20
Total new charges 1,179.61
Total amount due \$1,179.61
(See reverse for billing details)
Visit FPL.com/PayBill for ways to pay

KEEP IN MIND

- Payments received after January 27, 2022 are considered late; a late payment charge, the greater of \$5.00 or 1.50% of your past due balance will apply. Your account may also be billed a deposit adjustment.

Customer Service: 800-225-5797
To Report Power Outages: 800-468-8243
Hearing/Speech Impaired: 711 (Relay Service)



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Make check payable to FPL NW FL
In U.S. funds and mail along with
this coupon to:

REMAX HORIZONS REALTY
1335 CREIGHTON RD
PENSACOLA FL 32504-7177



FPL NORTHWEST FL
P.O. BOX 29090
MIAMI FL 33102-9090



21085-63251 \$1,179.61 Jan 27, 2022 \$
ACCOUNT NUMBER TOTAL AMOUNT OWED NEW CHARGES DUE BY AMOUNT ENCLOSED



Customer Name:
Remax Horizons Realty

FPL.com Page 3

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ELGT

Electric Bill Statement
 For: Dec 3, 2021 to Jan 4, 2022 (33 days)
 Statement Date: Jan 6, 2022
 Account Number: 21085-63251
 Service Address:
 1335 CREIGHTON RD
 PENSACOLA, FL 32504-7138
 kWh/Day: 5

**Detail of Rate Schedule Charges for
 O/D Srv-St & Gen Ar Lgt Cat OS-I OS-II**

Description of Components	Quantity	Rate/Unit	kWh Used	Amount
HPSV480D	1		164	
Lighting energy charge		0.078930		12.95
Non-energy				
Fixtures		6.530000		6.53
Maintenance		2.630000		2.63
Fuel outdoor service charge				6.15
Subtotal				28.26
Gross res. tax/Regulatory fee				0.50
Franchise charge				1.01
Florida sales tax - Lighting				0.55
Discretionary sales surtax				0.45
Florida sales tax				1.43
Total			164	\$32.20





December

Electric Bill Statement

For: Nov 3, 2021 to Dec 2, 2021 (30 days)

Statement Date: Dec 3, 2021

Account Number: 21085-63251

Service Address:

1335 CREIGHTON RD

PENSACOLA, FL 32504-7138

Hello Remax Horizons Realty,
Here's what you owe for this billing period.

CURRENT BILL

\$687.84

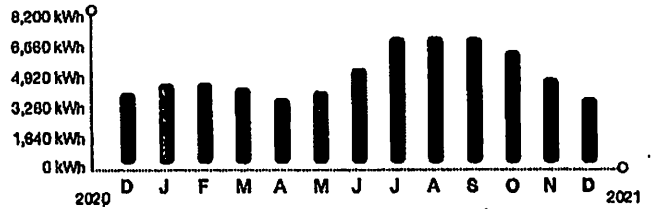
TOTAL AMOUNT YOU OWE

12/27/21

NEW CHARGES DUE BY

Systems will be down starting the evening of 12/30 as we transition to FPL. Learn more: GulfPower.com/Forward

ENERGY USAGE HISTORY - ELECTRIC SERVICE A



BILL SUMMARY

Amount of your last bill	724.39
Payment(s) received - thank you	-724.39
Balance before new charges	0.00
New charges - Electric service A	664.25
New charges - Lighting service B	23.59
Total new charges	687.84
Total amount due	\$687.84

(See reverse for billing details)

Visit GulfPower.com/PayBill for ways to pay

Important information

Effective Jan. 1, 2022, your bills will be subject to a late payment charge - the greater of \$5 or 1.5% of your past due balance will apply.

Changes to your rates

Rates are increasing, effective Jan. 1, 2022. Learn more: GulfPower.com/Rates

Customer Service: 800-225-5797
 To Report Power Outages: 800-487-6937
 Hearing/Speech Impaired: 711 (Relay Service)



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Make check payable to Gulf Power
In U.S. funds and mail along with
this coupon to:

REMAX HORIZONS REALTY
1335 CREIGHTON RD
PENSACOLA FL 32504-7177

GULF POWER
P.O. BOX 29090
MIAMI FL 33102-9090



21085-63251	\$687.84	Dec 27, 2021	\$
ACCOUNT NUMBER	TOTAL AMOUNT OWED	NEW CHARGES DUE BY	AMOUNT ENCLOSED



Customer Name:
Remax Horizons Realty

Electric Bill Statement

For: Nov 3, 2021 to Dec 2, 2021 (30 days)

Statement Date: Dec 3, 2021

Account Number: 21085-63251

Service Address:

1335 CREIGHTON RD

PENSACOLA, FL 32504-7138

kWh/Day: 5

**Detail of Rate Schedule Charges for
OS12 - O/D Srv-St & Gen Ar Lgt Cat OS-I OS-II**

Description of Components	Quantity	Rate/Unit	kWh Used	Amount
HPSV460D	1		164	
Energy charge		0.045030		7.39
Non-energy				
Fixtures		5.990000		5.99
Maintenance		2.480000		2.48
Fuel outdoor service charge				4.99
Subtotal				20.85
Gross receipts tax				0.32
Franchise charge				0.65
Florida sales tax - Lighting				0.51
Discretionary sales surtax				0.33
Florida sales tax				0.93
Total			164	\$23.59





October

Electric Bill Statement

For: Sep 3, 2021 to Oct 4, 2021 (32 days)

Statement Date: Oct 5, 2021

Account Number: 21085-63251

Service Address:

1335 CREIGHTON RD

PENSACOLA, FL 32504-7138

Hello Remax Horizons Realty,
Here's what you owe for this billing period.

CURRENT BILL

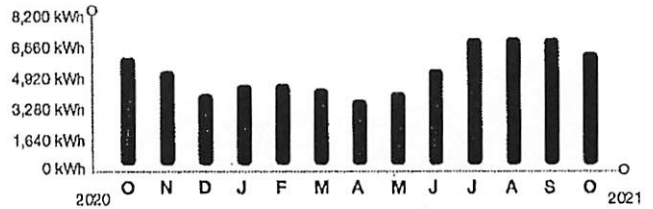
\$866.97

TOTAL AMOUNT YOU OWE

10/26/21

NEW CHARGES DUE BY

ENERGY USAGE HISTORY - ELECTRIC SERVICE A



BILL SUMMARY

Amount of your last bill	946.61
Payment(s) received - thank you	-946.61
Balance before new charges	0.00
New charges - Electric service A	843.38
New charges - Lighting service B	23.59
Total new charges	866.97
Total amount due	\$866.97

(See reverse for billing details)

Visit GulfPower.com/PayBill for ways to pay

Customer Service: 800-225-5797

To Report Power Outages: 800-487-6937



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Make check payable to Gulf Power
In U.S. funds and mail along with
this coupon to:

REMAX HORIZONS REALTY
1335 CREIGHTON RD
PENSACOLA FL 32504-7177

GULF POWER
P.O. BOX 29090
MIAMI FL 33102-9090



21085-63251

ACCOUNT NUMBER

\$866.97

TOTAL AMOUNT OWED

Oct 26, 2021

NEW CHARGES DUE BY

\$

AMOUNT ENCLOSED



Customer Name:
Remax Horizons Realty

Electric Bill Statement

For: Sep 3, 2021 to Oct 4, 2021 (32 days)

Statement Date: Oct 5, 2021

Account Number: 21085-63251

Service Address:

1335 CREIGHTON RD

PENSACOLA, FL 32504-7138

kWh/Day: 5

**Detail of Rate Schedule Charges for
OS12 - O/D Srv-St & Gen Ar Lgt Cat OS-I OS-II**

Description of Components	Quantity	Rate/Unit	kWh Used	Amount
HPSV460D	1		164	
Energy charge		0.045030		7.39
Non-energy				
Fixtures		5.990000		5.99
Maintenance		2.480000		2.48
Fuel outdoor service charge				4.99
Subtotal				20.85
Gross receipts tax				0.32
Franchise charge				0.65
Florida sales tax - Lighting				0.51
Discretionary sales surtax				0.33
Florida sales tax				0.93
		Total	164	\$23.59

