

Jacob Veaughn

From: Jacob Veaughn on behalf of Records Clerk
Sent: Wednesday, February 2, 2022 3:39 PM
To: 'nicolehardy25@gmail.com'
Cc: Consumer Contact
Subject: FW: 2102693138.pdf
Attachments: image0.png; ATT00001.htm; image1.png; ATT00002.htm; image2.png; ATT00003.htm; 2102693138.pdf; ATT00004.htm

Good afternoon, Nicole Hardy

We will be placing your comments below in consumer correspondence in Docket 20210015, and forwarded to the Office of Consumer Assistance and Outreach.

Jacob Veaughn

Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
Jacob.Veaughn@psc.state.fl.us
850.413.6656

From: Nicole Hardy <nicolehardy25@gmail.com>
Sent: Friday, January 28, 2022 9:35 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>; governorrn.desantis@eog.myflorida.com
Subject: Fwd: 2102693138.pdf

Hello,

Can you please advise why on our FPL bills in NWFL, the kWh rate billed is significantly higher than the posted kWh rate card in NWFL? Tens of thousands of NWFL FPL customers are being overcharged by Florida Power and Light. Please do something.

Attached see FPL NWFL rate cards and a copy of my last FPL bill.

https://www.fpl.com/content/dam/fplgp/us/en/northwest/pdf/rates/nwfl-new-customer-overview-jan.pdf?fbclid=IwAR2o3xSwoJ09Wb5XJiDDhLi2_nJw0lbasutPczapHPFLgdXiYsK3NeFqguU

https://www.fpl.com/content/dam/fplgp/us/en/northwest/pdf/rates/jan-2022-res-rates-rules-and-regulations.pdf?fbclid=IwAR0t4H-6bcbWMIta7alO6TrOz0ebDX_xnYFBxuZyum4cIXqyyEzMG9j2gbo

About Your Bill

This guide has information about your monthly bill, including an overview of the charges for your electricity.

Providing you with America's best energy value. We're committed to providing you with America's best energy value—electricity that's not just clean and reliable, but also affordable. This is helping smart, long-term investments in renewable technology, clean energy and infrastructure to keep costs down for you while providing reliable, regulated service reliability.

- The also need to help you find new ways to save money and make your life even better. Learn more about energy efficiency programs and rebates related to saving [PPL.com/energy](#).
- Service charges**
- The Florida Public Service Commission allows utilities to recover the costs of providing certain services:
- **Service charge** of \$12 to open an account or make a payment.
 - **Service charge** of \$12 to transfer, open or reopen an account at an existing address.
 - **Post-reflection charge** of \$25 is charged when a bill isn't made and payment is collected on a delinquent account.
 - **Late payment charge**, the greater of \$5 or 1.5%, is applied to any past-due unpaid balance of accounts.
 - **Reconnection charge** of \$25 is charged for reconnection of service after disconnection for nonpayment.
 - **Returned payment charge** equal to 25% for payments of \$50 or less, 50% for payments of \$50 to \$250, 50% for payments of \$250 to \$500, and 7% for payments greater than \$500.
 - **A meter tampering penalty** of \$200 for residential and non-residential customers and \$2,000 for all other customers.

For more information

- Visit [PPL.com/energy](#) for a list of all rates. To learn more about your bill & rates see [rate information on request](#).
- Help is available. Such as ensuring that all special needs are being taken care of. Visit [PPL.com/help](#).

Rate Class	Rate	Rate	Rate	Rate	Rate
Residential	\$0.12	\$0.12	\$0.12	\$0.12	\$0.12
Commercial	\$0.15	\$0.15	\$0.15	\$0.15	\$0.15
Industrial	\$0.20	\$0.20	\$0.20	\$0.20	\$0.20

LOADING RATES (COST-INDEXED) (C)

Rate Class	Rate	Rate	Rate	Rate	Rate
Residential	\$0.12	\$0.12	\$0.12	\$0.12	\$0.12
Commercial	\$0.15	\$0.15	\$0.15	\$0.15	\$0.15
Industrial	\$0.20	\$0.20	\$0.20	\$0.20	\$0.20

RESIDENTIAL (C)

Rate Class	Rate	Rate	Rate	Rate	Rate
Residential	\$0.12	\$0.12	\$0.12	\$0.12	\$0.12
Commercial	\$0.15	\$0.15	\$0.15	\$0.15	\$0.15
Industrial	\$0.20	\$0.20	\$0.20	\$0.20	\$0.20

COMMERCIAL (C)

Rate Class	Rate	Rate	Rate	Rate	Rate
Commercial	\$0.15	\$0.15	\$0.15	\$0.15	\$0.15
Industrial	\$0.20	\$0.20	\$0.20	\$0.20	\$0.20

8:08



https://www.fpl.com/content/da...



Residential Rates and Clauses Effective January 2022*

NOTE: All rates are in \$/kWh	Residential	Commercial	Industrial	Government	Small Business	Non-Profit	Healthcare	Education	Religious	Military	Veterans	Other
Basic Service Charge	\$6.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00
Energy Charge	\$0.09	\$0.12	\$0.12	\$0.12	\$0.12	\$0.12	\$0.12	\$0.12	\$0.12	\$0.12	\$0.12	\$0.12
Transmission Charge	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02	\$0.02

COMPANY-DIAGNOSED POWER QUALITY PROBLEMS - ALL TARIFFS EXCEPT 11316	11316 - All Tariffs	11317 - All Tariffs	11318 - All Tariffs	11319 - All Tariffs
Outage Service Charge	\$50.00	\$50.00	\$50.00	\$50.00
Power Interruption Charge	\$10.00	\$10.00	\$10.00	\$10.00
Power Interruption Charge - 15+ minutes	\$25.00	\$25.00	\$25.00	\$25.00
Power Interruption Charge - 30+ minutes	\$50.00	\$50.00	\$50.00	\$50.00
Power Interruption Charge - 45+ minutes	\$75.00	\$75.00	\$75.00	\$75.00
Power Interruption Charge - 60+ minutes	\$100.00	\$100.00	\$100.00	\$100.00
Power Interruption Charge - 75+ minutes	\$125.00	\$125.00	\$125.00	\$125.00
Power Interruption Charge - 90+ minutes	\$150.00	\$150.00	\$150.00	\$150.00
Power Interruption Charge - 105+ minutes	\$175.00	\$175.00	\$175.00	\$175.00
Power Interruption Charge - 120+ minutes	\$200.00	\$200.00	\$200.00	\$200.00
Power Interruption Charge - 135+ minutes	\$225.00	\$225.00	\$225.00	\$225.00
Power Interruption Charge - 150+ minutes	\$250.00	\$250.00	\$250.00	\$250.00
Power Interruption Charge - 165+ minutes	\$275.00	\$275.00	\$275.00	\$275.00
Power Interruption Charge - 180+ minutes	\$300.00	\$300.00	\$300.00	\$300.00
Power Interruption Charge - 195+ minutes	\$325.00	\$325.00	\$325.00	\$325.00
Power Interruption Charge - 210+ minutes	\$350.00	\$350.00	\$350.00	\$350.00
Power Interruption Charge - 225+ minutes	\$375.00	\$375.00	\$375.00	\$375.00
Power Interruption Charge - 240+ minutes	\$400.00	\$400.00	\$400.00	\$400.00
Power Interruption Charge - 255+ minutes	\$425.00	\$425.00	\$425.00	\$425.00
Power Interruption Charge - 270+ minutes	\$450.00	\$450.00	\$450.00	\$450.00
Power Interruption Charge - 285+ minutes	\$475.00	\$475.00	\$475.00	\$475.00
Power Interruption Charge - 300+ minutes	\$500.00	\$500.00	\$500.00	\$500.00

*Rates are subject to change without notice and are subject to the Public Utility Regulatory Policies Act (PURPA), the Energy Policy Act of 1992 (EPAct), and the Federal Energy Regulatory Commission (FERC) orders and regulations.

COMPANY-DIAGNOSED POWER QUALITY PROBLEMS - ALL TARIFFS EXCEPT 11316	11316 - All Tariffs
Outage Service Charge	\$50.00
Power Interruption Charge	\$10.00
Power Interruption Charge - 15+ minutes	\$25.00
Power Interruption Charge - 30+ minutes	\$50.00
Power Interruption Charge - 45+ minutes	\$75.00
Power Interruption Charge - 60+ minutes	\$100.00
Power Interruption Charge - 75+ minutes	\$125.00
Power Interruption Charge - 90+ minutes	\$150.00
Power Interruption Charge - 105+ minutes	\$175.00
Power Interruption Charge - 120+ minutes	\$200.00
Power Interruption Charge - 135+ minutes	\$225.00
Power Interruption Charge - 150+ minutes	\$250.00
Power Interruption Charge - 165+ minutes	\$275.00
Power Interruption Charge - 180+ minutes	\$300.00
Power Interruption Charge - 195+ minutes	\$325.00
Power Interruption Charge - 210+ minutes	\$350.00
Power Interruption Charge - 225+ minutes	\$375.00
Power Interruption Charge - 240+ minutes	\$400.00
Power Interruption Charge - 255+ minutes	\$425.00
Power Interruption Charge - 270+ minutes	\$450.00
Power Interruption Charge - 285+ minutes	\$475.00
Power Interruption Charge - 300+ minutes	\$500.00

COMPANY-DIAGNOSED POWER QUALITY PROBLEMS - ALL TARIFFS EXCEPT 11316	Other Clauses
Power Interruption Charge - 15+ minutes	\$25.00
Power Interruption Charge - 30+ minutes	\$50.00
Power Interruption Charge - 45+ minutes	\$75.00
Power Interruption Charge - 60+ minutes	\$100.00
Power Interruption Charge - 75+ minutes	\$125.00
Power Interruption Charge - 90+ minutes	\$150.00
Power Interruption Charge - 105+ minutes	\$175.00
Power Interruption Charge - 120+ minutes	\$200.00
Power Interruption Charge - 135+ minutes	\$225.00
Power Interruption Charge - 150+ minutes	\$250.00
Power Interruption Charge - 165+ minutes	\$275.00
Power Interruption Charge - 180+ minutes	\$300.00
Power Interruption Charge - 195+ minutes	\$325.00
Power Interruption Charge - 210+ minutes	\$350.00
Power Interruption Charge - 225+ minutes	\$375.00
Power Interruption Charge - 240+ minutes	\$400.00
Power Interruption Charge - 255+ minutes	\$425.00
Power Interruption Charge - 270+ minutes	\$450.00
Power Interruption Charge - 285+ minutes	\$475.00
Power Interruption Charge - 300+ minutes	\$500.00

8:32



View Bill



FPL.com Page 1

0221

Hello Shannon Nicole Hardy,
Here's what you owe for this billing period.

CURRENT BILL

\$230.95
TOTAL AMOUNT YOU OWE

Feb 2, 2022
YOUR CURRENT DUE DATE



BILL SUMMARY

Amount of your last bill	194.04
Payments received - Thank you	-156.04
Balance before new charges	0.00
Total new charges	230.95
Total amount due	\$230.95

[View reasons for billing details](#)

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/energy](#).

KEEP IN MIND
Payments received after February 3, 2022 are considered late, a late payment charge. The penalty of 25.0% of your past due balance will apply. Your account may also be billed a deposit adjustment.

Visit [FPL.com/PayBill](#) for ways to pay

Customer Service: 800.224.4747
 To Report Power Outages: 800.486.6243
 Hearing/Speech Impaired: 711 (Relay Service)



1500027 2100473336 057040000000000000023095

SHANNON NICOLE HARDY
 3148 STRATFORD LN
 PALM BEACH, FL 33411-9396

View more details in FPL apps,
 including the My FPL app.
 See the app store for more info.

FPL, 1401 NW 42nd St, Ft. Lauderdale, FL 33309
 P.O. Box 20000, Miami, FL 33102-0000

2100473336 \$230.95 Feb 2, 2022 5



Customer Name: Shannon Nicole Hardy
 Account Number: 2100473336

FPL.com Page 2

0221

BILL DETAILS

Amount of your last bill	194.04
Payments received - Thank you	-156.04
Balance before new charges	0.00
New Charges	
Base charge - RESIDENTIAL SERVICE	0.00
Base charge	0.00
Energy charge	193.04
Fuel charge	33.07
Electric service charges	\$211.02
Grass-Weed-Inspired Regulatory Fee	0.07
Franchise charge	10.00
Taxes and charges	11.00
Total new charges	\$230.95
Total amount you owe	\$230.95

METER SUMMARY

Water reading - Meter 080526, Next water reading Feb 11, 2022

Change type	Current	Previous	Change
Value	4454	4454	1348

ENERGY USE COMPARISON

	This Month	Last Month	Last Year
Service to	Jan 12, 2022	Dec 13, 2021	Jan 13, 2021
kWh used	1000	1000	1000
Service days	31	31	31
kWh/day	32	32	32
Amount	\$230.95	\$194.04	\$216.52

KEEP IN MIND
 This bill has an average charge of \$2,107.73 per kWh used during the billing period up to 1,000 kWh and \$3,177.93 per kWh for usage above 1,000 kWh. The last charge is \$3,246.67 per kWh used up to 1,000 kWh and \$3,246.67 per kWh for usage above 1,000 kWh.

Electric Bill Statement

For: Dec 14, 2021 to Jan 12, 2022 (30 days)

Statement Date: Jan 12, 2022

Account Number: 21026-93138

Service Address:
3548 STRATFORD LN
PACE, FL 32571-9396

Hello Shannon Nicole Hardy,
Here's what you owe for this billing period.

CURRENT BILL

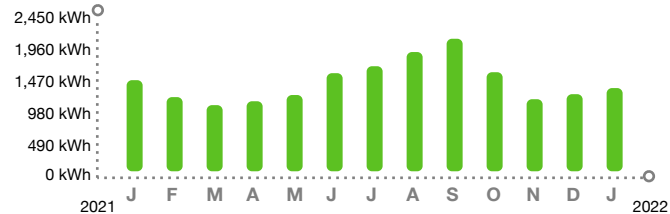
\$230.95

TOTAL AMOUNT YOU OWE

Feb 2, 2022

NEW CHARGES DUE BY

ENERGY USAGE HISTORY



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	184.84
Payment(s) received - thank you	-184.84
Balance before new charges	0.00
Total new charges	230.95
Total amount due	\$230.95

(See reverse for billing details)

KEEP IN MIND

- Payments received after February 2, 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.

Visit FPL.com/PayBill for ways to pay

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



/ 150022 2102693138 0570900000000000000023095

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

SHANNON NICOLE HARDY
3548 STRATFORD LN
PACE FL 32571-9396

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

21026-93138	\$230.95	Feb 2, 2022	\$
ACCOUNT NUMBER	TOTAL AMOUNT OWED	NEW CHARGES DUE BY	AMOUNT ENCLOSED



Customer Name:
Shannon Nicole Hardy

Account Number:
21026-93138

BILL DETAILS

Amount of your last bill	184.84
Payment(s) received - thank you	-184.84
Balance before new charges	\$0.00

New Charges

Rate: RS-1 RESIDENTIAL SERVICE

Base charge	8.99
Energy charge	153.66
Fuel charge	52.37
Electric service charges	\$215.02

Gross rec. tax/Regulatory fee	5.67
Franchise charge	10.26
Taxes and charges	\$15.93

Total new charges	\$230.95
Total amount you owe	\$230.95

METER SUMMARY

Meter reading - Meter 5893509. Next meter reading Feb 11, 2022

Usage type	Current	-	Previous	= Usage
kWh	45654		44264	1390

ENERGY USE COMPARISON

	This Month	Last Month	Last Year
Service to	Jan 12, 2022	Dec 13, 2021	Jan 12, 2021
kWh used	1390	1288	1522
Service days	30	32	32
kWh/day	46	40	48
Amount	\$230.95	\$184.84	\$215.32

KEEP IN MIND

- The non-fuel energy charge is \$0.10775 per kWh used during the billing period up to 1,000 kWh and \$0.11775 per kWh for usage above 1,000 kWh. The fuel charge is \$0.03487 per kWh used up to 1,000 kWh and \$0.04487 per kWh for usage above 1,000 kWh.

Florida's Energy Future

Our unanimously approved rate plan for 2022-2025 invests in Northwest Florida's energy future.

[Find out more >](#)

Welcome to FPL

See the top 10 changes you can expect as an FPL customer, plus important information and FAQs.

[Learn more >](#)

We are here to help

Many factors can affect your bill, including cold weather. If you are experiencing hardship and need help with your bill, resources are available.

[Take action >](#)

When you pay by check, you authorize FPL to process your payment electronically or as a draft. If your payment is processed electronically, your checking account may be debited on the same day we receive the check and your check will not be returned with your checking account statement.

FPL does not agree to any restrictions, conditions or endorsements placed on any bill statement or payments such as check, money order or other forms of payment. We will process the payment as if these restrictions or conditions do not exist.

Jacob Veauhn

From: Hong Wang on behalf of Records Clerk
Sent: Wednesday, February 2, 2022 2:59 PM
To: Records Clerk
Cc: Shonna McCray
Subject: RE: 2102693138.pdf

Per my conversation with Shonna, we will place the comments in Docket 20210015 as consumer correspondence.

Hong

From: Shonna McCray <SMcCray@PSC.STATE.FL.US>
Sent: Wednesday, February 02, 2022 2:49 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>; Angie Calhoun <ACalhoun@PSC.STATE.FL.US>
Subject: RE: 2102693138.pdf

We also received it from the governor's office. It has been entered as a customer contact; the docket # is 20210015.

From: Antonia Hover <ahover@psc.state.fl.us> **On Behalf Of** Records Clerk
Sent: Wednesday, February 02, 2022 2:43 PM
To: Angie Calhoun <ACalhoun@PSC.STATE.FL.US>
Cc: Shonna McCray <SMcCray@PSC.STATE.FL.US>
Subject: FW: 2102693138.pdf

Hello,

I am resending this one again to ask if it should be placed in docket correspondence, and if so, which docket.

Thanks.

Toni Hover

*Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6467*

From: Nicole Hardy <nicolehardy25@gmail.com>
Sent: Friday, January 28, 2022 9:35 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>; governorron.desantis@eog.myflorida.com
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https://www.fpl.com/content/dam/fplgp/us/en/northwest/pdf/rates/jan-2022-res-rates-rules-and-regulations.pdf?fbclid=IwAR0t4H-6bcbWMIta7alO6TrOz0ebDX_xnYFBxuZyum4cIXqyyEzMG9j2gbo