

Lisa Smith

From: Office of Commissioner Clark
Sent: Monday, February 7, 2022 12:45 PM
To: Commissioner Correspondence
Subject: FW: Numbers not adding up. Second attempt to get answers
Attachments: Kwh tracking.xlsx; January bill.pdf

Good afternoon,

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: Britney Lovelady <tinkerbrit89@gmail.com>
Sent: Monday, February 07, 2022 10:58 AM
To: Simpson, Monica <monica.simpson@fpl.com>
Subject: Numbers not adding up. Second attempt to get answers

Monica,

Please see the attached spreadsheet. The February tab has a legend that applies to both the January and February tabs. None of this is adding up and I would like to get an explanation. If you could please respond by noon on Wednesday (2/9/22), or have a supervisor reach out to me regarding this.

As you can see in the spreadsheets, the amount being charged daily does not equate to what it should be (according to what is stated on our bills). When I mentioned this to you, I was informed that the rates are not that simple; however, I am also attaching the calculations showing that it is that simple and that is was accurate with my January supposed usage.

Which brings me to my next point. According to my January bill, my usage was 2794 kWh; however, according to daily usage from my account on the FPL website my daily usage totaled to 2758 kWh. That is a 36 kWh discrepancy (which equates to \$5.85). Now, if this was done to me, how many others has it been done to? I have shared this excel spreadsheet for others to track theirs as well. Along with these spreadsheets, I also have screenshots to back them up. I will gladly share those upon request.

Thank you,

Britney Lovelady

Date	Daily kwh	Daily USD	Daily rate	What rate shc	What Daily USD should be
19-Dec	108	17.98	0.166481	0.14262	15.40
20-Dec	86	14.32	0.166512	0.14262	12.27
21-Dec	91	15.15	0.166484	0.14262	12.98
22-Dec	87	14.48	0.166437	0.14262	12.41
23-Dec	78	12.98	0.16641	0.14262	11.12
24-Dec	87	14.48	0.166437	0.14262	12.41
25-Dec	111	18.48	0.166486	0.14262	15.83
26-Dec	96	15.98	0.166458	0.14262	13.69
27-Dec	91	15.15	0.166484	0.14262	12.98
28-Dec	89	14.82	0.166517	0.14262	12.69

Date	Daily kwh	Daily USD	Daily rate	What rate shc	What Daily USD should be
76 @ .14262					
29-Dec	99	16.48	0.166465	23 @ .16262	14.58
30-Dec	99	16.48	0.166465	0.16262	16.10
31-Dec	120	19.98	0.1665	0.16262	19.51
1-Jan	103	17.15	0.166505	0.16262	16.75
2-Jan	88	14.65	0.166477	0.16262	14.31
3-Jan	80	13.32	0.1665	0.16262	13.01
4-Jan	81	13.48	0.16642	0.16262	13.17
5-Jan	73	12.15	0.166438	0.16262	11.87
6-Jan	68	11.32	0.166471	0.16262	11.06
7-Jan	75	12.49	0.166533	0.16262	12.20
8-Jan	73	12.15	0.166438	0.16262	11.87
9-Jan	75	12.49	0.166533	0.16262	12.20
10-Jan	72	11.99	0.166528	0.16262	11.71
11-Jan	74	12.32	0.166486	0.16262	12.03
12-Jan	74	12.32	0.166486	0.16262	12.03
13-Jan	70	11.65	0.166429	0.16262	11.38
14-Jan	67	11.15	0.166418	0.16262	10.90
15-Jan	76	12.65	0.166447	0.16262	12.36
16-Jan	88	14.65	0.166477	0.16262	14.31
17-Jan	74	12.32	0.166486	0.16262	12.03
18-Jan	69	11.49	0.166522	0.16262	11.22
19-Jan	68	11.32	0.166471	0.16262	11.06
20-Jan	68	11.32	0.166471	0.16262	11.06
TOTAL	2758	459.14			428.51
Daily av:	83.57576	13.91333			12.99

January	2794
≤ 1000	142.62
> 1000	291.74

434.36 Bill showed \$434.35 for fuel and non fuel, so calculations off by one penn

2758 Based on Daily usage from FPL website

2794 Based on Meter Reading

-36 Bill Claims I used 36 more than the daily average report showed

Bill showed \$434.35 for fuel and non fuel total. According to the data pulled from my FPL account
However, according to their data it shows the total would have been \$459.14 for fuel and non fuel
These do not add up whatsoever.

it, it should have been \$428.51 for fuel and non fuel total.
iel total.

Amount of your last bill	338.74
Payment(s) received - thank you	-338.74
Balance before new charges	\$0.00

New Charges

Rate: RS-1 RESIDENTIAL SERVICE	
Base charge	8.99
Energy charge	318.98
Fuel charge	115.37
Electric service charges	\$443.34
Gross rec. tax/Regulatory fee	11.70
Franchise charge	10.26
Taxes and charges	\$21.96
Total new charges	\$465.30
Total amount you owe	\$465.30

Usage type	Current	Previous	= Usage
kWh	28682	25888	2794

ENERGY USE COMPARISON

	This Month	Last Month
Service to	Jan 20, 2022	Dec 18, 2021
kWh used	2794	2569
Service days	33	30
kWh/day	85	86
Amount	\$465.30	\$338.74

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](#)

© 2022 Florida Power and Light Company. All rights reserved. FPL is a registered trademark of Florida Power and Light Company. FPL is a registered trademark of Florida Power and Light Company. FPL is a registered trademark of Florida Power and Light Company. FPL is a registered trademark of Florida Power and Light Company.

For more information, visit [www.fpl.com](#) or call 1-800-4-FLORIDA. FPL is a registered trademark of Florida Power and Light Company. FPL is a registered trademark of Florida Power and Light Company. FPL is a registered trademark of Florida Power and Light Company.