

**Antonia Hover**

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**From:** Ellen Plendl  
**Sent:** Monday, February 14, 2022 9:26 AM  
**To:** Consumer Correspondence  
**Subject:** Docket No. 20210015  
**Attachments:** 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; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Re Consumer Inquiry - Florida Power & Light Company; FW Florida power and light; FW Florida Power & Lights now operating in Escambia County; FW Expensive NW Florida Power; FW Florida light and power increase; FW Power rate hikes in NW Florida; FW what were you thinking approving FPL's ridiculous rate hike I work there and it is NOT needed; FW NW Florida Power company ; FW Gulf PowerFlorida Power and Light Merger; FW FPL is destroying is in NWFL; FW Florida Power and Light Increases; FW FPL rate increases; FW Florida Power; FW FL&P (I'm the nice guy!)

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

## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Monday, February 14, 2022 9:25 AM  
**To:** 'kharvick0329@yahoo.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Danny Taylor  
[kharvick0329@yahoo.com](mailto:kharvick0329@yahoo.com)

RE: FPSC Inquiry 1389970C

Dear Mr. Taylor:

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 respond directly to 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 me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

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

## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Monday, February 14, 2022 9:23 AM  
**To:** 'ldever40@aol.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Lisa Dever  
ldever40@aol.com

RE: FPSC Inquiry 1389969C

Dear Ms. Dever:

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 respond directly to you.

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Sincerely,

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

## Antonia Hover

---

**From:** Ellen Plendl  
**Sent:** Monday, February 14, 2022 9:20 AM  
**To:** 'whargaray@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. William Hargaray  
whargaray@gmail.com

RE: FPSC 1389965C

Dear Mr. Hargaray:

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 respond directly to you.

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Sincerely,

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

## Antonia Hover

---

**From:** Ellen Plendl  
**Sent:** Monday, February 14, 2022 9:18 AM  
**To:** 'laquitaneely@yahoo.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Laquita Neely  
laquitaneely@yahoo.com

RE: FPSC Inquiry 1389962C

Dear Ms. Neely:

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 respond directly to you.

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Sincerely,

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Regulatory Consultant  
Florida Public Service Commission  
Office of Consumer Assistance & Outreach  
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## Antonia Hover

---

**From:** Ellen Plendl  
**Sent:** Monday, February 14, 2022 9:14 AM  
**To:** 'wiwsmith94@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. William Smith  
wiwsmith94@gmail.com

RE: FPSC Inquiry 1389961C

Dear Mr. Smith:

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 respond directly to you.

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Regulatory Consultant  
Florida Public Service Commission  
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1-800-511-0809 (fax)

## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Monday, February 14, 2022 9:11 AM  
**To:** 'fattimiei65@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Fatti Miei  
fattimiei65@gmail.com

RE: FPSC Inquiry 1389960E

Dear Ms. Miei:

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 respond directly to you.

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## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Monday, February 14, 2022 9:05 AM  
**To:** 'keri\_talbot@hotmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Keri Talbot  
keri\_talbot@hotmail.com

RE: FPSC Inquiry 1389957C

Dear Ms. Talbot:

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 respond directly to you.

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## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Monday, February 14, 2022 9:03 AM  
**To:** 'arnolddyllan@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Staff Sergeant Dyllan T. Arnold  
arnolddyllan@gmail.com

RE: FSPC Inquiry 1389954C

Dear Staff Sergeant Arnold:

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 respond directly to you.

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## Antonia Hover

---

**From:** Ellen Plendl  
**Sent:** Monday, February 14, 2022 8:58 AM  
**To:** 'beachmumj70@icloud.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Jeannie Tocci  
beachmumj70@icloud.co

RE: FPSC Inquiry 1389953C

Dear Ms. Tocci:

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 respond directly to you.

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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.

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 <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 me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

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

## Antonia Hover

---

**From:** Ellen Plendl  
**Sent:** Monday, February 14, 2022 8:55 AM  
**To:** 'rlynnpowell@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Regina Lynn Powell  
rlynnpowell@gmail.com

Re: FPSC Inquiry 1389949C

Dear Ms. Powell:

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 respond directly to 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 me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

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

## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Monday, February 14, 2022 8:53 AM  
**To:** 'jennifer.berke78@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Jennifer Berke  
jennifer.berke78@gmail.com

RE: FSPC Inquiry 1389946C

Dear Ms. Berke:

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

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

Sincerely,

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

## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Monday, February 14, 2022 8:50 AM  
**To:** 'marshaluallen@yahoo.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Marsha Luallen  
marshaluallen@yahoo.com

RE: FPSC Inquiry 1389945C

Dear Ms. Luallen:

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 respond directly to you.

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Sincerely,

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

## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Monday, February 14, 2022 8:48 AM  
**To:** 'tesswiedenbeck@yahoo.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Tess Wiedenbeck  
tesswiedenbeck@yahoo.com

RE: FPSC Inquiry 1389944C

Dear Ms. Wiedenbeck:

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 respond directly to 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 me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

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

## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Monday, February 14, 2022 8:16 AM  
**To:** 'Judy Robbert'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Judith Johns-Robbert  
judyjrobbert@gmail.com

Dear Ms. Johns-Robbert:

Thank you for your reply. I appreciate you sharing your additional comments. I will include your feedback in Docket No. 20210015, regarding FPL's petition.

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

Sincerely,

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

## Antonia Hover

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**From:** Judy Robbert <judyjrobbert@gmail.com>  
**Sent:** Saturday, February 12, 2022 3:46 PM  
**To:** Ellen Plendl  
**Subject:** Re: Consumer Inquiry - Florida Power & Light Company

Dear Ms. Plendl,

I did not reply to your email earlier as I am dealing with moving forward regarding Sunshine Law violations, 119, committed by the Escambia County Board of County Commissioners, and the FDEP/State of Florida.

I made it clear that 35 years ago Escambia County Commissioners simply voted to take ownership and maintenance of the stormwater systems without obtaining the Florida stormwater permits from the FDEP without the necessary State stormwater permits.

This allowed developers to walk away, but the State and the County had to falsify the public records to conceal the outstanding violation of FDEP stormwater laws.

The resultant flooding was now on the heads of the FDEP and Escambia County Board of Commissioners who simply made counterfeit permits to cover-up the original FDEP code violation, and falsify the public records.

In 2019, the FDEP finally admitted to me there are no permits for the stormwater system that floods our property and land.

As a result, our home became an emergency outflow area to protect hundreds of homes that were not permitted by the FDEP almost 36 years ago.

This includes an ECUA sewer lift station (regulated by the FDEP) which was also not permitted by the FDEP along with the 3 developments back in 1986 and 1988.

Escambia County, and the State of Florida KNEW there were NO PERMITS for the stormwater system and the ECUA SEWER LIFT STATION which proves the County and State acted with the full intent to deny my Family our Rights in Court and the Right to live in comfort and safety in our own home.

After 20 years of litigation, and 8 catastrophic floods, we now discover that the cause of our flooding problem is the FDEP/State of Florida and Escambia County Board, engineering and legal departments.

Therefore, I am not surprised that FPL has been given the go-ahead by the PSC. The State of Florida panders to land developers, utility companies, and large corporations.

You will have to excuse me if I am jaded when dealing with anything that smacks of back-door deals made with State Regulatory Agencies such as the FDEP and PSC.

The PSC ignores the People of Florida by pandering to FPL's attempt to take over the "greening" of Escambia County and Florida.

FPL's pitch: Escambia County customers will foot the bill for FPL to green their company for four years, based on nothing but a promise to do so.

FPL's hitch: Customers will foot the bill for this promise to provide funding to FPL while FPL receives an undue benefit to the demise of their customers.

The fallout: Lawsuits, and further erosion of the Trust of the People of Florida because there is no quid pro quo, FPL is the only show in town, a monopoly.

We are literally paying more for essential services because FPL the Monopoly, and the PSC made it very clear we either put up or shut up.

The People of Florida have been sold-out by the Florida Senate, Legislature, and Regulatory Agencies/PSC who are now proven to sell-out the People they serve to the highest bidder.

Regards,

Judith Johns-Robbert

On Fri, Feb 4, 2022 at 6:07 AM Ellen Plendl <[EPlendl@psc.state.fl.us](mailto:EPlendl@psc.state.fl.us)> wrote:

Ms. Judith Robbert

[judyjrobbert@gmail.com](mailto:judyjrobbert@gmail.com)

Dear Ms. Robbert:

This is in response to your February 3 email to the Florida Public Service Commission (FPSC) about Florida Power & Light Company (FPL). We appreciate the opportunity to respond directly to 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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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."

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

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

Sincerely,

Ellen Plendl

Regulatory Consultant

Florida Public Service Commission

Office of Consumer Assistance & Outreach

1-800-342-3552 (phone)

1-800-511-0809 (fax)



## Antonia Hover

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Friday, February 11, 2022 2:40 PM  
**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:** danny taylor <kharvick0329@yahoo.com>  
**Sent:** Friday, February 11, 2022 9:58 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Florida power and light

Has he been asked to look into Florida power, they took over from Gulf power and doubled and tripped the rates here in Northwest Florida.

[Sent from Yahoo Mail on Android](#)

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:** Friday, February 11, 2022 9:07 AM  
**To:** Ellen Plendl  
**Subject:** FW: Florida Power & Lights now operating in Escambia County

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:** ldever40@aol.com <ldever40@aol.com>  
**Sent:** Thursday, January 27, 2022 4:20 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** RE: Florida Power & Lights now operating in Escambia County

FP&L recently took over from Gulf Power in the Panhandle... I'm sure not just Escambia County. They have increased rates so high that some families bills are doubling or tripling! This is not okay! Our homeless population is already high, but did you know that if a family receives assistance from HUD and their power is disconnected, their assistance gets terminated? Then they will be evicted. This is a huge problem! I can only guess that within 60 to 90 days thousands of families will be in the streets here! Please do something!

Electric bills that were \$125 in December, were \$200 in January, and they've been informed February will be \$400+. Other family examples even higher. Collectively this is a disaster...

Thank you for your time.

Lisa Dever

8100 N. Palafox St Lot K  
Pensacola FL 32534

A concerned community member

And register Republican voter, proud to support you. Thank you for your hard work.

[Sent from the all new AOL app for Android](#)

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## Antonia Hover

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Friday, February 11, 2022 9:06 AM  
**To:** Ellen Plendl  
**Subject:** FW: Expensive NW 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:** William & Ida Hargaray <whargaray@gmail.com>  
**Sent:** Thursday, January 27, 2022 9:38 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Expensive NW Florida Power

Dear Governor Desantis,

First I would like to say that your doing an AMAZING JOB!!! You're a genuine American Hero!!! Thank You!!!

In our near past and not sure about the rest of Florida, but us folks in the northwest area are getting pummeled by extremely expensive power bills! We only have one option (a monopoly) to choose from and the large solar footprint along with very expensive initial installation and procurement cost does not make solar a viable option.

Please help us get back to reasonable rates we use to have pre-hurricane Michael. We appreciate everything you have been doing for Florida and will appreciate your help getting our power bills back to reasonable rates.

Also, we have been asking daily for blessings of a healthy recovery for your First Lady. God Bless both of you and please keep up the great work!!!

V/R

William Hargaray  
Retired USN  
1027 North Bay Dr.  
Lynn Haven, FL 32444  
(850)890-8593

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## Antonia Hover

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Friday, February 11, 2022 9:05 AM  
**To:** Ellen Plendl  
**Subject:** FW: Florida light and power increase

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:** Laquita Neely <laquitaneely@yahoo.com>  
**Sent:** Thursday, January 27, 2022 7:55 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Florida light and power increase

Governor Desantis.

The citizens of northwest Florida are suffering. We were told by Florida light and power that we would see a slight increase 1.7% but my projected bill has gone from 200-324. This is low compared to others increases. How do low income families that are working hard in Florida make this adjustment? If the bill is to continue to increase over the next four years there will be devastating outcomes. I was told that you make the appointments to the commission that approved flp's increase. Please consider us at the top of Florida. This is crazy!

Respectfully

Laquita (a grateful person that voted for you and will again)

Sent from my iPhone

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## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Friday, February 11, 2022 9:05 AM  
**To:** Ellen Plendl  
**Subject:** FW: Power rate hikes in NW 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

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**From:** william smith <wiwsmith94@gmail.com>  
**Sent:** Friday, January 28, 2022 11:01 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Power rate hikes in NW Florida

I would like to add my voice to the chorus of residents of NWFL who are customers of the old Gulf Power who are experiencing very high rate increases by the new owner FPL. They have initiated a large rate increase effective Jan 1 and are scheduled to raise rates every year through 2024. I understand the PSC approved this rate increase but oddly enough until late last year when it was a done deal almost no one heard about this. It appears this was a move made by the largest utility in Florida using their power and influence to push through a huge increase. I hope that your office whom I have great respect for as well as you as governor, will look into this matter and hopefully we can find a solution to this problem.

Thank you for your time.

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:** Friday, February 11, 2022 9:03 AM  
**To:** Ellen Plendl  
**Subject:** FW: what were you thinking approving FPL's ridiculous rate hike? I work there and it is NOT needed

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:** Fatti Miei <fattimiei65@gmail.com>  
**Sent:** Tuesday, February 8, 2022 11:47 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** what were you thinking approving FPL's ridiculous rate hike? I work there and it is NOT needed

Dear Governor DeSantis,

I am not sure what information FPL relayed to you to justify their ridiculous rate hike. My electric bill went up 20%.

I work in their Corporate JB Headquarters in their newly formed and stealth "NextEra Energy Investment Department", (aka NEI) that they are very hush about, as they funnel billions of dollars into their LLCs for investment profiting and I promise you - their rate hike is NOT needed, NOR justified. Did they disclose that in their rate hike negotiations, I wonder?

And this on top of their discriminatory tactics and punitive monetary fees - doubling the cost of health insurance for their unvaccinated employees, which I assure you, are healthier than the vaccinated employee population. Is this punitive discrimination even legal?

Please open this up for investigation, I do not believe they were truthful when they cry crocodile tears needing this hike as I read all the compensation in the tens of millions annually going towards the Executives in this group and elsewhere in their "Corp Development Department".

Shame on them for punishing the working class across Florida, their own employees and quite frankly, shame on you for not diving deeper into this whole sham.

Regards,  
Confidential

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## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Friday, February 11, 2022 9:01 AM  
**To:** Ellen Plendl  
**Subject:** FW: NW Florida Power company

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:** TK Talbot <keri\_talbot@hotmail.com>  
**Sent:** Sunday, February 6, 2022 10:50 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** NW Florida Power company

Please Govenor come out with a statement regarding this major increase with our electric. The democrats have already started putting blame on you and a lot of people here in the panhandle are very upset and suffering. WE are your voters!

Thank you,  
Keri Talbot

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## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Friday, February 11, 2022 8:59 AM  
**To:** Ellen Plendl  
**Subject:** FW: Gulf Power/Florida Power and Light Merger

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:** Dyllan Arnold <arnolddyllan@gmail.com>  
**Sent:** Wednesday, February 9, 2022 1:50 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Gulf Power/Florida Power and Light Merger

Sir,

I am contacting you on behalf of a large quantity of people in the Panhandle, specifically in the Panama City area. Gulf Power and Florida Power and Light have recently merged together and are doing business under the Florida Power Light company name. Since this has happened, FPL has raised multiple homeowners power bill by an astronomical amount. I've seen reports from owners seeing over a \$200 increase. I myself have an increase around \$175, with a miniscule increase in power usage compared to recent months. Part of the issue is that we have no alternative, FPL is maintaining a monopoly in my area giving me absolutely no other choice but to accept these new prices. My wife and I have attempted to get on the phone with their company to try and get an explanation on what has caused this recent price change. However, their companies number does not give any option to speak with a representative, or anyone from their company. It is strictly used for payment and account information.

I'm unsure of what authority you have over this sort of issue, but our area could really use some help on this. There is currently a petition going around that has recieved nearly 14,000 signatures on the protest to these price increases, which I will link below.

Thank you in advance for your time, consideration and efforts towards this issue.

[https://www.change.org/p/florida-power-and-light-escambia-county-residents-stand-against-the-extreme-rate-increase-by-fpl?recruiter=418999586&utm\\_source=share\\_petition&utm\\_medium=facebook&utm\\_campaign=psf\\_combo\\_share\\_initial&utm\\_term=psf\\_combo\\_share\\_initial&recruited\\_by\\_id=3a1eef1b-5b02-4c0f-ad70-7a75ed329aab&share\\_bandit\\_exp=initial-32165880-en-US&utm\\_content=fht-32165880-en-us%3A2](https://www.change.org/p/florida-power-and-light-escambia-county-residents-stand-against-the-extreme-rate-increase-by-fpl?recruiter=418999586&utm_source=share_petition&utm_medium=facebook&utm_campaign=psf_combo_share_initial&utm_term=psf_combo_share_initial&recruited_by_id=3a1eef1b-5b02-4c0f-ad70-7a75ed329aab&share_bandit_exp=initial-32165880-en-US&utm_content=fht-32165880-en-us%3A2)

Very Respectfully,

Dyllan T. Arnold, SSgt, USAF



463L/General Purpose Vehicle Maintenance

Tyndall AFB, Florida

Comm: 850-283-9369

Cell: 850-890-4373

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## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Friday, February 11, 2022 8:57 AM  
**To:** Ellen Plendl  
**Subject:** FW: FPL is destroying is in NWFL

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:** Jeannie Weil <beachmumj70@icloud.com>  
**Sent:** Thursday, February 10, 2022 3:42 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL is destroying is in NWFL

This is from a member of our group. No one signed up for this! Many people have already had their power shut off to massive bills that did not compare to any in the past! My bill has also gone up over \$100, and reading the info she obtained apparently that was in fees. IF I wanted solar power I would get it, why am I along with NWFL paying for something they didn't ask for.

I highly suggest you step in and do SOMETHING, before summer and these people who have their power shut off start dying of heat stroke. This is beyond not ok. The majority of us are middle class and we CAN NOT pay these bills.

Thank you

Jeannie Tocci



[REDACTED] FP&L Price



## Gouging - Northwest Florida

1h ·

Some insights from my call with FPL rep:  
My typical usage was no higher than 2500 kWh. My January usage 3849 KWh. Bill in December \$331. Bill in January \$641.  
The rep detailed all the additional fees covered under non fuel charges, including energy conservation cost recovery, restoration charges from the last 2 hurricanes, capacity payment recovery and environmental cost recovery. She said that the non fuel charges increased my bill by \$100.11! and that those charges were not part of Gulf Power bills. She indicated that GP used coal for energy and that FPL uses so much (green) energy, which we are paying extra for.  
Non fuel charges are everything it takes to

Sent from my iPhone

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## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Friday, February 11, 2022 8:53 AM  
**To:** Ellen Plendl  
**Subject:** FW: Florida Power and Light Increases

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:** Lynn Powell <rlynnpowell@gmail.com>  
**Sent:** Thursday, February 10, 2022 7:26 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Florida Power and Light Increases

Dear Governor Desantis,

This is to make you aware that a great injustice is being committed by FL Power and Light. Since the switch from Gulf Power, our bill has drastically increased. Our power bill in October was \$295.16, Nov. was \$265.96, Dec. \$295.46 under Gulf Power. Now, under FP&L, our Jan. bill was \$379.48 and this month it is \$483.46! My projected bill for next month is \$516!

As you can see, this increase is a devastating amount, not a simple increase of \$20-\$30 as you would expect when you're told there will be an increase. When two state retirees set a budget, we do not foresee such a huge amount being added to our monthly budget.

I'm sure you're aware of this but I wanted to send you a message to make sure you understand that the people of northeast FL are not happy with this injustice.

Thank you for all you do for the state of FL. You and your wife are in my prayers!

Regina Lynn Powell, retired teacher

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## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Friday, February 11, 2022 8:40 AM  
**To:** Ellen Plendl  
**Subject:** FW: FPL rate increases

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:** Jennifer Berke <jennifer.berke78@gmail.com>  
**Sent:** Thursday, February 10, 2022 9:27 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL rate increases

Hello Sir,

My husband and I have lived in our current house for 4 years. Never in my life have we gotten an electric bill so high. Before FPL took over Gulf Powerr our bill was about \$250. The first bill we got with FPL was \$338. We had a cold snap and figured ok maybe that's it. Then today I get our next bill and it's \$651. Our home is only 1700 sqft. No vaulted ceilings. How is \$651 even possible. I feel the people in NW FL are being scammed and we are helpless because we are at their mercy. I hope that you are able to help us up here and figure out why this is going on. I'm trying to figure out how we are going to pay this.

Thank you,  
Jennifer Berke  
Molino FL

Sent from my iPhone

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## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Friday, February 11, 2022 8:33 AM  
**To:** Ellen Plendl  
**Subject:** FW: 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:** Marsha Luallen <marshaluallen@yahoo.com>  
**Sent:** Friday, February 11, 2022 7:40 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Florida Power

I am writing you today to express my disappointment. It is my understanding that you approved the huge rate increase in the takeover of Florida Power Company. My bill went from \$198 to \$323. I do realize that we have had some very cold weather but this is unbelievable. We both just recently made the scary step to retire and now may have to go back to work if things like this keep happening. So many of us are Republicans up here in Northwest Florida and have been so happy we have you for our Governor. You have been our saving grace. Please correct me if I'm wrong, but I understand that Florida Power has lost numerous monies and are making up loses from this hike. We should not have to suffer for their issues. The smaller electric company in this area had no rate increase. I am so discouraged at where we are headed in this country.

Sent from my iPhone

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## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Thursday, February 10, 2022 4:41 PM  
**To:** Ellen Plendl  
**Subject:** FW: FL&P (I'm the nice guy!)

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:** Tess Wiedenbeck <tesswiedenbeck@yahoo.com>  
**Sent:** Tuesday, February 1, 2022 10:54 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FL&P (I'm the nice guy!)

Good evening Governor!!

I'm sure that you probably won't ever read this yourself but if you happen to I am just begging you to please fix this FL&P issue on the panhandle of Florida!!! I am a huge fan of yours and talk highly of you daily! I am also a Trump supporter and of course you know there's some backlash with that. That being said please don't make me look like a fool for supporting you and Trump and the Republican party!

Thank you for your time!

Tess  
Sent from my iPhone

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