

Antonia Hover

From: Ellen Plendl
Sent: Friday, February 18, 2022 10:04 AM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: Re Corrupt utilities; Re Corrupt utilities; Corrupt utilities; robert-rowe-response-letter.pdf; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Robert Rowe; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW Josseam Alers; FW FLORID PWER & LIGHT NW FLORIDA; Consumer Inquiry - Florida Power & Light Company; FW Do you want to get Re-elected; FW price gouging by power company; Consumer Inquiry - Florida Power & Light Company; FW Please Help Florida; FW ; FW NEXTERA; FW Price gouging.; FW Hello; FW Help please; FW NWFL FPL; FW Please help us desantis; FW FPL, NextEra Energy, and the Public Service Commission; FW ; FW electric bill increase; FW Power Bill; gene-short-response-letter.pdf

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

Antonia Hover

From: Rob Rowe <robert13634@gmail.com>
Sent: Tuesday, February 1, 2022 4:41 PM
To: Consumer Contact
Subject: Re: Corrupt utilities

Just to check in. Is anyone looking into this?

On Fri, Jan 28, 2022, 12:31 PM Rob Rowe <robert13634@gmail.com> wrote:

Robert rowe

Account Number 21107-64897

3383 Hudson Bend, Milton, FL 32583

3383 Hudson Bend, Milton, FL 32583

850-281-2240

Thank you

On Fri, Jan 28, 2022, 12:20 PM Consumer Contact <Contact@psc.state.fl.us> wrote:

01/28/2022

Dear Mr. Rowe:

This email is in response to your recent inquiry to the Florida Public Service Commission (FPSC) regarding Florida Power & Light Company (FPL).

It would be beneficial if you could provide the following information:

- The name on the account
- The account number
- The address on the account
- The customer's mailing address
- A telephone number where the customer can be reached

You may send this information to me by reply e-mail or at the address and/or fax number listed below.

Sincerely,

Angela Calhoun

Office of Consumer Assistance and Outreach

contact@psc.state.fl.us

Toll Free - 800-342-3552

Toll Free Fax 800-511-0809

2540 Shumard Oak Blvd.

Tallahassee, FL 32399

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: Rob Rowe <robert13634@gmail.com>

Sent: Friday, January 28, 2022 12:33 PM

To: Consumer Contact <Contact@PSC.STATE.FL.US>

Subject: Corrupt utilities

How can my electronic for my home more than double with fpl power company? I live alone and disabled. My heat is set at 65, I don't turn my lights on during the day and have a 400 dollar bill and projected to be around 600 next month. I know I'm not the only one who is angered about this. The whole milton/pensacola area is . Please tell me how I'm supposed to pay these bills?

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STATE OF FLORIDA

COMMISSIONERS:
ANDREW GILES FAY, CHAIRMAN
ART GRAHAM
GARY F. CLARK
MIKE LA ROSA
GABRIELLA PASSIDOMO



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

February 18, 2022

Mr. Robert Rowe
3383 Hudson Bend
Milton, FL 32583

RE: FPSC Inquiry 1388420E

Dear Mr. Rowe:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Florida Power & Light Company (FPL).

You expressed a concern with high electric bills. Rule 25-6.052, Florida Administrative Code (F.A.C.), requires electric meters to register a weighted average accuracy rating of between 98 percent and 102 percent. If a meter is found to register more than the maximum allowed, the utility is required to credit the customer's bill. We have learned from FPL that on February 3, 2022, the company tested meter number 5991837 at your residence. The meter test indicated a weighted average of 99.93 percent, which was within the limits set by the F.A.C.

On July 13, 2021, FPL established an account for electric service at your residence. Month to month comparative consumption is not available since your account reflects less than 12 months of usage. Your consumption has increased each month forward from October to present, with a notable peak in January as follows:

Month	2021 Kilowatt Hours	2022 Kilowatt Hours
January		2,848
February		
March		
April		
May		
June		
July		
August	925	
September	1,614	
October	1,015	
November	1,017	
December	1,814	

Mr. Robert Rowe
Page 2
February 18, 2022

Neither the FPSC nor FPL can tell you exactly how the energy was used, only that it registered on an accurately working meter. In order to adjust a bill, there needs to be conclusive proof that the meter malfunctioned or that the company applied improper rates.

On February 2, 2022, FPL conducted a virtual energy audit at your residence. The auditor conducted a breaker test using your HVAC system, which appeared to be the cause of your increased consumption. I have enclosed a brochure, "*Conserve Your World*," which offers some recommendations on ways to minimize your electric consumption.

You also expressed concerns about FPL's recent rate increase. 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 <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

Mr. Robert Rowe

Page 3

February 18, 2022

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.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

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

Sincerely,

Ellen Plendl
Regulatory Consultant
Office of Consumer Assistance & Outreach

Enclosure

Antonia Hover

From: Ellen Plendl
Sent: Friday, February 18, 2022 9:39 AM
To: 'ckaye495@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Caroline Clark
ckaye495@gmail.com

RE: FPSC Inquiry 1390513C

Dear Ms. Clark:

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

From: Ellen Plendl
Sent: Friday, February 18, 2022 9:36 AM
To: 'Inamcd1@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Larry McDonald
Inamcd1@gmail.com

RE: FPSC Inquiry 1390511C

Dear Mr. McDonald:

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.

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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: Friday, February 18, 2022 9:33 AM
To: 'vinage5@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Shannon Walker
vinage5@gmail.com

RE: FPSC Inquiry 1390510C

Dear Ms. Walker:

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: Friday, February 18, 2022 9:31 AM
To: 'heatherrlove90@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Heather
heatherrlove90@gmail.com

RE: FPSC Inquiry 1390509C

Dear Heather:

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: Diane Hood
Sent: Friday, February 18, 2022 9:25 AM
To: Ellen Plendl
Cc: Shonna McCray
Subject: Robert Rowe
Attachments: Corrupt utilities; Re Corrupt utilities; Re Corrupt utilities

Antonia Hover

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Angela Calhoun

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From: Ellen Plendl
Sent: Friday, February 18, 2022 9:21 AM
To: 'wayneweller0@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Wayne Weller
wayneweller0@gmail.com

RE: FPSC Inquiry 1390506C

Dear Mr. Weller:

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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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 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: Friday, February 18, 2022 9:18 AM
To: 'elizabeth.madden42@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Elizabeth Madden
elizabeth.madden42@gmail.com

RE: FSPC Inquiry 1390504C

Dear Ms. Madden:

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: Friday, February 18, 2022 9:15 AM
To: 'mikeschneiderfl@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Mike Schneider
mikeschneiderfl@gmail.com

RE: FPSC Inquiry 1390502C

Dear Mr. Schneider:

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: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, February 18, 2022 9:03 AM
To: Ellen Plendl
Subject: FW: Josseam Alers
Attachments: fpl7k.jpg; fpl13k.jpg; closedfpl3.jpg

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: Jossy Jossy <jalers1983@gmail.com>
Sent: Saturday, January 29, 2022 2:42 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Josseam Alers

Hello, I am emailing again because we have a BIG problem with FPL. Some customers are getting bills in the THOUSANDS. If they are making mistakes like that then it needs to be investigated. Please see attached pictures. Northwest Florida needs help. We can not pay an electric bill the amount of mortgages!!! They have so many extra fees. It is not right!!!

Some customers have vacant homes and the bill is in the hundreds.

Governor, you need to speak out about this! You need to investigate this issue! You have a lot of upset people here. WORK FOR THE PEOPLE!!!

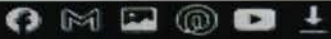
Also attached is a picture of a meter that says, "closed" how in the world can that be. FPL is ripping the people off. We are being told NOT TO USE OUR HEAT!!! It is COLD!

Something needs to be done ASAP.

Romans 3:23 Romans 10:9-10 Romans 10:13 **Josseam V. Alers**

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.

1:14



83%



Current Usage

Energy Usage

Bill Comparison

January 12 - February 10

Projected Bill
\$7538.45

As of Jan 29
\$164.62



Billing



Usage



Outages



My Account



9:23

Search



Current Usage

Energy Usage

Bill Comparison

January 28 - February 26

Projected Bill
\$13,505.47

As of January 28
\$5.89

30

Total Service Days



0°

Highest Daily Temp (°F)



\$0.00

Daily Average



DOLLARS

KILOWATTS



Billing



Usage



Outages



My Account

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, February 18, 2022 9:01 AM
To: Ellen Plendl
Subject: FW: FLORID PWER & LIGHT 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

From: sue byrd <captbyrd2@gmail.com>
Sent: Friday, January 28, 2022 11:49 AM
To: GovernorRon.DeSantis@eog.myflorida.com; PSCMedia@psc.state.fl.us; broxson.doug.web@flsenate.gov
Subject: FLORID PWER & LIGHT NW FLORIDA

Dear Governor Desantis,
The college educated people who you selected to be the Public Service Commission approved Florida Power & Light 4 year contract. Do you know what FPL submitted to PSC? Did you read the many, many pages to get funding from the middle class people? Did you ever read what the 4 year contract entails? Or, at least be advised before contract was approved?

Read FMEA news letter posted by Dave Heller Oct 26, 2021.
There is no savings for senior citizens like us. We watch our income and keep power bill under 1000 Kwh. Suppose to be a savings. Our bill went from \$87 in Dec 21 to \$125.00 Jan 22 and Kwh 779. \$80 was Energy Charge. \$26 as fuel charge. Channel 3 TV new reported that Senator Broxson has received thousands of complaints about FPL but he said, "there was nothing he could do". FPL stated "call us, so we can help". LoL

Please, step in and stop FPL.

There is no other place in this world trying to save the environment.

You take care of the people first.

Respectfully,

Stanley & Sue Byrd

12220 Ailanthus Ct Pensacola, FL 32506

50-503-2503 / 850-503-4220

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Antonia Hover

From: Ellen Plendl
Sent: Friday, February 18, 2022 9:01 AM
To: '+18504704795@myboostmobile.com'
Subject: Consumer Inquiry - Florida Power & Light Company

+18504704795@myboostmobile.com

RE: FPSC Inquiry 1390498C

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

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, February 18, 2022 9:00 AM
To: Ellen Plendl
Subject: FW: Do you want to get Re-elected?

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: thomas calkins <usna73tcalk@gmail.com>
Sent: Friday, January 28, 2022 9:40 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Do you want to get Re-elected?

FPL has put it to the Gulf Power Customers. After being told they were going to lower our rates, they have increased them by 100% for some of the customers. This will lose pretty much all of the voters from The Panhandle. Look at getting involved, or not expect to be re-elected. Thank you.

Thomas Calkins
3725 Hidden Oak Dr
Pensacola FL 32504
937 417 3180

Sent from my iPad

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 18, 2022 8:55 AM
To: Ellen Plendl
Subject: FW: price gouging by power company
Attachments: Screenshot_20220124-215606_FPL.jpg; Screenshot_20220124-215611_FPL.jpg

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: Nathan G <natedrew91@gmail.com>
Sent: Monday, January 24, 2022 11:48 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: price gouging by power company

Dear Governor DeSantis,

I am writing to you with regards to a personal hardship me and my fellow floridians are currently being forced to deal with. Today, 20220124, I received my monthly electric bill. I am grateful I was sitting down because I almost had a heart attack. My bill had doubled. I am an active duty Marine E-5 with 4 dependents, I live by a very strict budget and an electric bill, up by 48%, is not in that budget. I called FPL to inquire why my bill is so high and the response I received is this; I used more electricity last month, during the coldest month so far, therefore the bill is higher also gas prices have increased so all prices have increased. They proceeded to tell me that for the first thousand kWh used I was charged the going rate, the next thousand used is charged double, and the third thousand used is charged triple. this month I used 1400 kWh. I was virtually charged for 1800 kWh because of the price increase. I was not prepared for such a spike nor can I afford such a price increase. I am not alone; the majority of the area covered by gulf breeze power, now FPL northwest Florida, is full of fixed income retirees, retired military and active duty. The justification given by the power company is they need to update the infrastructure therefore the consumer will be paying a higher bill till 2025, with the hope that it will be lower at the end of it all. basically the power company has a monopoly here in FL. Consumers only can use FPL, and have to pay their price or not have power. This is wrong, immoral and unjust. I am requesting your office perform an investigation and provide justice and fairness for those affected but this price gouging. attached is my power bill. noting the price increase from December 2021 to January 2022. I am angry, frustrated and feel helpless in this situation. Please address this issue.
respectfully,

Nathan Graham



Virus-free. www.avg.com

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View Bill



FPL.com Page 1

0001

Electric Bill Statement
 For: Dec 15, 2021 to Jan 20, 2022 (00 days)
 Statement Due: Jan 20, 2022
 Account Number: 21090-04007
 Service Address:
 6801 SAUFLEY PINE RD
 PENSACOLA, FL 32509-3710

Hello Nathan A Graham,
 Here's what you owe for this billing period

CURRENT BILL

\$248.48
 TOTAL AMOUNT YOU OWE

Feb 10, 2022
 NEW CHARGE (S.E. 01)



BILL SUMMARY

Amount of your last bill	135.12
Payment(s) received - thank you!	-103.17
Balance before new charges	0.00
Total new charges	248.48
Total amount due	\$248.48

(See reverse 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/News.

KEEP IN MIND
 Payments received after February 10, 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.
Important Notice: Please use this as your deposit receipt for proof of payment on **December 31, 2021** for **\$275.00**.

Visit FPL.com/PayBill for ways to pay

Customer Service: 888-325-5797
 To Report Power Outages: 888-468-0243
 Hearing/Speech Impaired: 711 (Relay Service)



✓ 130022 2109094467 0171400000000000000024848

Make check payable to FPL, Inc. P.O. Box 20890, Miami, FL 33102-0890

NATHAN A GRAHAM
 6801 SAUFLEY PINE RD
 PENSACOLA, FL 32509-3710

FPL, NORTHWEST FL
 P.O. BOX 20890
 MIAMI, FL 33102-0890

21090-04007	\$248.48	Feb 10, 2022	5
ACCOUNT NUMBER	TOTAL AMOUNT DUE	NEW CHARGE DATE	NUMBER OF PAGES



Customer Name: Nathan A Graham
 Account Number: 21090-04007

FPL.com Page 2

0001

BILL DETAILS

Amount of your last bill	135.12
Payment(s) received - thank you!	-103.17
Balance before new charges	0.00
New Charges	
Rate (RD-1 RESIDENTIAL SERVICE)	
Gas charge	0.00
Energy charge	196.05
Fuel charge	37.08
Electric service charges	\$248.10

METER SUMMARY

Meter reading: Meter 7007763. Next meter reading Feb 18, 2022

Usage type	Current	Previous	Usage
kWh	34740	32947	1793

ENERGY USE COMPARISON

	This Month	Last Month	Last Year
Service to	Jan 20, 2022	Dec 18, 2021	Jan 20, 2021
kWh used	1495	896	834
Service days	33	36	33
kWh/day	45	25	25
Amount	\$248.48	\$135.17	\$141.01





View Bill



150022 2107074767 01714000000000000024648

Meter: 700-755 Meter ID: 700-755
P.O. BOX 20680
MIAMI FL 33102-0080

NATHAN A CRANES
5521 SAUFLEY FIELDS RD
POMONA FL 32533 3710

FPL NORTHWEST FL
P.O. BOX 20680
MIAMI FL 33102-0080

21000-04007

\$246.48

FEB 15, 2022

5

ACCOUNT NUMBER

TOTAL AMOUNT DUE

NEW CHARGE DATE BY

AMOUNT PAID



Customer Name
Nathan A Cranes

Account Number
21000-04007

FPL.com Page 2

7001

BILL DETAILS

Amount of your last bill	133.17
Payments received - thank you!	-133.17
Balance before new charges	\$0.00
New Charges	
Rate: RES-1 RESIDENTIAL SERVICE	
Base charge	6.99
Energy charge	136.00
Fuel charge	57.08
Electric service charges	\$232.10
Gross rec. tax/regulatory fee	6.12
Facilities charge	10.26
Taxes and charges	\$16.36
Total new charges	\$246.48
Total amount you owe	\$246.48

METER SUMMARY

Meter reading: Meter 700-755. Next meter reading Feb 18, 2022

Usage type	Current	Previous	Usage
kWh	54142	52547	1405

ENERGY USE COMPARISON

	This Month	Last Month	Last Year
Service to	Jan 25, 2022	Dec 18, 2021	Jan 20, 2021
kWh used	1435	890	924
Service days	31	30	31
kWh/day	46	29	29
Amount	\$246.48	\$133.17	\$147.51

KEEP IN MIND

The non-fuel energy charge is \$0.16710 per kWh used during the billing period up to 1,000 kWh and \$0.11725 per kWh for usage above 1,000 kWh. The fuel charge is \$0.04407 per kWh used up to 1,000 kWh and \$0.04407 per kWh for usage above 1,000 kWh.

Florida's Energy Future

Our customers approved new plan for 2020-2025 credits in Northwest Florida's energy future.

[FPL.com/Answers](https://www.fpl.com/Answers)

Welcome to FPL

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

[FPL.com/Together](https://www.fpl.com/Together)

We are here to help

Many factors can affect your bill, including rate, weather, if you are experiencing trouble to get help, help with your bill, resources are available.

[FPL.com/Help](https://www.fpl.com/Help)

When you sign up with FPL, you authorize FPL to provide your information electronically or by mail. If you do not wish to authorize electronically, you should contact FPL at 1-800-45-FPL or visit our website at www.fpl.com for more information.

FPL does not agree to any representations, warranties or endorsements required by any bill statements or documents such as checks, money orders or other forms of payment. We will process the payment by these means only on condition of our consent.



Antonia Hover

From: Ellen Plendl
Sent: Friday, February 18, 2022 8:54 AM
To: 'lizzi.b86@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Elizabeth Wilkins
lizzi.b86@gmail.com

RE: FPSC Inquiry 1390496C

Dear Ms. Wilkins:

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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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: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, February 18, 2022 8:49 AM
To: Ellen Plendl
Subject: FW: Please Help 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

From: Caroline Clark <ckaye495@gmail.com>
Sent: Thursday, January 27, 2022 10:06 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Please Help Florida

Good Afternoon,

Recently Gulf Power was bought out by FPL in northwest Florida. Since the change in ownership our power bill has doubled. So many people here are getting bills that are upwards of \$500. FPL keeps giving excuse after excuse. In these uncertain economic times, it is absolutely ridiculous that FPL can take over and hike prices to extreme highs. Please, I beg you to hear the concerns and help.

Thank you,

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 18, 2022 8:44 AM
To: Ellen Plendl
Subject: FW:

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: Larry Mcdonald <Inamcd1@gmail.com>
Sent: Saturday, February 12, 2022 5:50 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject:

FPL rate increase

Dear sir,

I voted for you and have always supported you. I am sickend by the Florida Power and Light rate increases. I think someone should look into the members of the Public Service Commision and any ties or payoffs that must have occurred. These increases will hurt far to many families.

Thank you
Larry McDonald

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, February 18, 2022 8:43 AM
To: Ellen Plendl
Subject: FW: NEXTERA

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: onesedona <onesedona@yahoo.com>
Sent: Sunday, February 13, 2022 9:00 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: NEXTERA

SO, I'LL GET ANOTHER AUTOMATED RESPONSE BECAUSE YOU CAN'T ANSWER BUT HERE COMES THE TRUTH ANYWAY.....AS MUCH AS I HAVE SUPPORTED YOU.....YOU ARE BECOMING A DISAPPOINTMENT! THE BUCK STOPS WHERE IT BEGAN, WITH YOU!...YOU NEED TO TAKE CONTROL BACK FROM THE PSA AND TEND TO THIS FPL SITUATION IN NORTHWEST FLORIDA BEFORE YOU BECOME VERY UNPOPULAR AND LOSE VOTES THAT ARE ALREADY ON THE FENCE! YOU JUST UNLEASHED THE NEXTERA MAFIA OUT OF MIAMI AND SOMEONE IS GETTING PAID UNDER THE TABLE AND MAKING MONEY ON THE SIDE. YOU HAVE A LAW DEGREE; YOU SHOULD KNOW WHAT RACKETEERING IS AND PUT A STOP TO IT!

WHILE I AM AT IT.....ANY NEEDED MONIES THAT ARE COUNTED ON BY SCHOOLS FOR THE SAKE OF THE CHILDREN SHOULD NOT BE DENIED FOR ANY REASON, LAW ABIDING OR OTHERWISE. THE VERY IDEA THAT SOMEONE WILL MAKE CHILDREN DO WITHOUT OR PAY FOR ADULT DECISIONS IS ABSURD AND IDIOTIC! IF I WERE YOU, I'D FIX THAT TOO!

SINCERELY,
JANE C. MCMURRAY

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, February 18, 2022 8:39 AM
To: Ellen Plendl
Subject: FW: 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: shannon walker <vinage5@gmail.com>
Sent: Tuesday, February 15, 2022 6:43 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Price gouging.

<https://www.facebook.com/72274029346/posts/10159763620374347/>

This is a household of 2 ...I expect my bill to be higher in December had extra people here Christmas lights extra laundry,dishes,etc. We keep our thermostat at 68 or lower during the day. Get our bill yesterday hit higher than the month before much higher than last year. I believe FPL are price gouging. Can you look into this please. Nwfl is going under help us please!

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
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Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: shannon walker <vinage5@gmail.com>
Sent: Tuesday, February 15, 2022 6:43 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Price gouging.

<https://www.facebook.com/72274029346/posts/10159763620374347/>

This is a household of 2 ...I expect my bill to be higher in December had extra people here Christmas lights extra laundry,dishes,etc. We keep our thermostat at 68 or lower during the day. Get our bill yesterday hit higher than the month before much higher than last year. I believe FPL are price gouging. Can you look into this please. Nwfl is going under help us please!

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, February 18, 2022 8:37 AM
To: Ellen Plendl
Subject: FW: Help please

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: Wayne Weller <wayneweller0@gmail.com>
Sent: Tuesday, February 15, 2022 5:56 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Help please

Look I voted for you and will next time but you need to help the people in north west Florida we are now being raped by FPL rasing our rates it is not a good time for this some of us are barely getting by for God sake bring prices do so I can raise my kids and pay my bills and still be able to feed my kids some times I don't think you all care or even here us 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 18, 2022 8:36 AM
To: Ellen Plendl
Subject: FW: NWFL 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

From: Lizzy S <elizabeth.madden42@gmail.com>
Sent: Wednesday, February 16, 2022 1:35 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: NWFL FPL

I am writing in regards to the rate increase on electricity due to the merger with FPL.

I live in Milton, FL and my family as well as many people I know are suffering.

I watched yesterday's discussion you had on tourism in Florida as well as the response to the question about the rate increases on energy in NWFL.

I have to say, I was deeply saddened by your response and the lack of concern that you had for the struggle that the people who voted you into office are facing.

Many families are having to make the hard decision of freezing in their own homes after working all day or putting food on their tables.

Inflation does not account for these rates. A +30% rate increase plus additional taxes and fees that are nearly \$100 additional on most bills. Many are seeing double to triple their Gulf Power bills. How do you expect tourism to be the leading industry here when minimum wage workers in service and hospitality are being priced out of the area due to home insurance rates rising and electricity.

I also wanted to inquire as to why the fuel charge on anything under 1000kw is less than the cost for fuel going over that mark? What causes fuel to be more expensive based on the amount of energy you use? Why is anything over 1000kwh being penalized when some households have 2 people living in the home but others may have 5? The number of people living in a home will certainly correlate with how much energy is being consumed.

It will only get worse as we head into the summer months.

As a Governor whose base is the Florida panhandle, this is a bad look, mostly ignoring the suffering that the people who voted you into office are facing.

I hope that the suffering of Floridians in the panhandle is not something that you take lightly and you will address what is happening here soon.

Thank you,
Elizabeth Madden
Milton, Florida

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, February 18, 2022 8:34 AM
To: Ellen Plendl
Subject: FW: Please help us desantis

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: Snyda 50cal. <mikeschneiderfl@gmail.com>
Sent: Thursday, February 17, 2022 10:14 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Please help us desantis

The power company fpl has double my electric bill I am the only one working to support my fiancé and 7 month old twins and my 7 year old step son we barely get buy some months and with this completely outrages electric bill and lack of humility from the company is and many others in nwfl are struggling even more please stand up for us

Sent from my iPhone

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, February 18, 2022 8:34 AM
To: Ellen Plendl
Subject: FW: FPL, NextEra Energy, 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: Thursday, February 17, 2022 3:45 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL, NextEra Energy, and the Public Service Commission

FOR GOVERNOR Ron DeSantis ONLY.
DO NOT FORWARD to anyone else
Governor DeSantis.

FPL is owned by NextEra Energy, whom is ears deep into the **Green New Deal**.
Evidently so is the Florida Public Service Commission.

I have 7 new charges on my bill compared to my Gulf Power bill from 2 months ago, 2 of them are for Hurricane's Michael and Sally, why now and not before.

The Public Service Commission should have their salaries cut in half, their expense account taken from them, and remove ALL the perk's from that position. They need to feel the sting of a power bill that went up almost 100% from just over a year and a half ago, just to see if they don't start complaining.

I can add much more, but I'll leave it at this for now.

Thanks,
Mark

From: "m" <m.elfer@mchsi.com>
To: "GovernorRon Desantis" <GovernorRon.Desantis@eog.myflorida.com>
Sent: Tuesday, January 18, 2022 4:48:37 PM
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.

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, February 18, 2022 8:33 AM
To: Ellen Plendl
Subject: FW:

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Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

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

From: +18504704795@myboostmobile.com <+18504704795@myboostmobile.com>
Sent: Wednesday, February 16, 2022 2:31 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject:

Fpl is bullshit....how can u justify double and triple bills...your running people out of the state ...thats the big picture...whats gonna happen when we run our air conditioners...\$500 a month??...you just lost my vote...and more senoirs as well...come on...theres no way this is justified...

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, February 18, 2022 8:32 AM
To: Ellen Plendl
Subject: FW: electric bill 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

From: Liz Barton <lizzi.b86@gmail.com>
Sent: Wednesday, February 16, 2022 4:56 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: electric bill increase

Dear Governor Desantis,
I am writing to inform you that I am one of many residents in Niceville who is feeling very anxious about my electric bill. We are an Army family of four with a single income and our budget has been tightened even more with the FPL rate increase. I saw a \$40 increase with similar power usage, and based on this trend along with many others in my community I am very sure that we will not be able to afford our cooling bill when summer arrives. What can be done?

Nervous in Niceville,
Elizabeth Wilkins



Virus-free. www.avg.com

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Antonia Hover

From: Shonna McCray
Sent: Monday, February 7, 2022 11:21 AM
To: Ellen Plendl
Subject: FW: Power Bill

Hello Ellen,

Please handle.

From: Angie Calhoun <ACalhoun@PSC.STATE.FL.US>
Sent: Friday, February 04, 2022 2:43 PM
To: Shonna McCray <SMcCray@PSC.STATE.FL.US>
Subject: FW: Power Bill

Please handle.

Thanks,

Angie

From: Bev DeMello <BDeMello@PSC.STATE.FL.US>
Sent: Friday, February 4, 2022 2:02 PM
To: Angie Calhoun <ACalhoun@PSC.STATE.FL.US>
Cc: Cindy Muir <CMuir@PSC.STATE.FL.US>
Subject: FW: Power Bill

This came in via the media email.

Thanks,

Bev

From: Gene Short <geneshort65@gmail.com>
Sent: Friday, February 04, 2022 1:58 PM
To: PSC Media <PSCMedia@psc.state.fl.us>
Subject: Power Bill

How can you justify doubling the price for the electricity. Please explain if you can, we are on a fixed income, doubling our power bill will result in us cutting back on food or gas going to the doctors. You don't care!!! You don't have to deal with this all you do is LISSON TO the power company and go along with them because they have more money and lawyers you don't think about us that can't afford this. It will come back to you...

Gene

STATE OF FLORIDA

COMMISSIONERS:
ANDREW GILES FAY, CHAIRMAN
ART GRAHAM
GARY F. CLARK
MIKE LA ROSA
GABRIELLA PASSIDOMO



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

February 18, 2022

Mr. Gene Short
7884 Lola Circle
Navarre, FL 32566

RE: FPSC Inquiry 1390068E

Dear Mr. Short:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Florida Power & Light Company (FPL).

We have learned that FPL staff have been in contact with you regarding your billing concerns. I have enclosed a copy of the company's written response for your records.

You also expressed concerns about FPL's recent rate increase. 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.

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.

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Mr. Gene Short
Page 2
February 18, 2022

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.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

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

Sincerely,



Shonna McCray
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

SM:mep

Enclosure



3 Day Resolution Response

CUSTOMER INFORMATION

Customer First/Middle Name:	DOUGLAS		
Last / Business Name :	SHORT		
Alternate Name :	GENE SHORT		
Service Address :	7884 LOLA CIR NAVARRE, FL 32566		
Date of Contact :	2/15/2022	How Was Cust. Contacted?	PHONE
Status of Account :	ACTIVE	Total Credit :	N/A
Service Status :	N/A	Contact Phone # :	

COMPLAINT INFORMATION

FPSC Log # :	1390068E	FPSC Contact :	Ellen Plendl
Date FPL Received :	2/14/2022	Date Submitted to FPSC :	2/17/2022

Brief Description of Customer's Concern:

Mr. Short contacted the PSC concerning the recent rate case settlement and the potential impacts to his power bill because he is on a fixed budget.

RESOLUTION

The customer's complaint has been addressed. Following are the actions taken:

Item No.	Action	Date Completed	Date Pending Completion
1	FPL emailed Mr. Short information regarding FPL's settlement agreement and the rate increase. The email included an account billing history and kWh usage audit, energy saving tips, and information about billing programs such as bill extender and budget billing. Additionally, Mr. Short was offered an Energy Audit to help better understand his energy consumption and a meter test to ensure the accuracy of the readings.	2/15	
2	An Advocate spoke to Mr. Short by phone regarding the tiered rate structure and FPL's goals to help customers manage their energy usage. Mr. Short was made aware of all the billing programs and tools available to assist with reducing the amount of the monthly bill. Mr. Short declined all offers. The Advocate provided Mr. Short with a list of agencies to assist him with payment of his bill.	2/16	
3	While the Mr. Short disagreed with the overall rate increase as a result of FPL's FPSC-approved rate settlement, the customer advised he was satisfied with FPL's response to his concerns.	2/16	

FPL CONTACT

FPL Company Contact : Munoz, Monica, (561) 694-3156, FPL_FPSC_Complaints@FPL.com