

Antonia Hover

From: Ellen Plendl
Sent: Thursday, March 3, 2022 3:59 PM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Re Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW FPL problems in NWFL; Consumer Inquiry - Florida Power & Light Company; FW FPL - Pensacola; FW Electric Utility Bill; FW FPL Pensacola FI; FW FPL Esa cambia County; FW The Merger of Gulf Power to FPL

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

Antonia Hover

From: Ellen Plendl
Sent: Thursday, March 3, 2022 3:54 PM
To: 'hannahmadeira@icloud.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Hannah Madeira
hannahmadeira@icloud.com

RE: FPSC Inquiry 1391832C

Dear Ms. Madeira:

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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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.

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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: Thursday, March 3, 2022 3:27 PM
To: 'sdcondrey@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Sonya Condrey
sdcondrey@gmail.com

RE: FPSC Inquiry 1391829C

Dear Ms. Condrey:

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.

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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.

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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: bnicolaison@cox.net
Sent: Thursday, March 3, 2022 3:23 PM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Florida Power & Light Company

Do you understand people in escambia county can't afford there power bill? How about a th8rd party take a look at these spring bills? We are now asked to be cold/hot and leave in darkness. This is not helping us. There is a kickback going to somebody or FPL is lining there pockets big time. Just look at its reveiws. Look on channel three news, ask the Levin law firm. This is just another hand us over to someone else.we need some HELP!

Sent from my LG Mobile

----- Original message-----

From: Ellen Plendl
Date: Thu, Mar 3, 2022 2:09 PM
To: 'bnicolaison@cox.net';
Cc:
Subject:Consumer Inquiry - Florida Power & Light Company

bnicolaison@cox.net

RE: FPSC Inquiry 1391824C

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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If you have any questions, please contact me at [1-800-342-3552](tel:1-800-342-3552) or by fax at [1-800-511-0809](tel:1-800-511-0809).

Sincerely,

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

Antonia Hover

From: Ellen Plendl
Sent: Thursday, March 3, 2022 3:08 PM
To: 'bnicolaison@cox.net'
Subject: Consumer Inquiry - Florida Power & Light Company

bnicolaison@cox.net

RE: FPSC Inquiry 1391824C

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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: Thursday, March 3, 2022 3:03 PM
To: Ellen Plendl
Subject: FW: FPL problems 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

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

From: Hannah Madeira <hannahmadeira@icloud.com>
Sent: Thursday, March 3, 2022 8:12 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL problems in NWFL

Dear Sir,

Firstly, thank you so much for the way you have stood up to the national pressures of Faucism and kept Florida open and free. There is no other state I would rather live in right now. You have been lied about and smeared, and you faced it with grace and truth and a sarcastic sense of humor that I love to read about. Thank you for wielding the power of your office to defend our rights.

Secondly, I would like to petition your help and attention for our situation here in northwest Florida. I live in Santa Rosa county. My husband and I just bought our first house in September. With Gulf Power, our previous utility company, our power bill averaged \$80 a month. My husband and I both work full time to pay our mortgage and bills, and have a little left over every month for savings. We're not wealthy, but we were working hard and being responsible with the money we did have.

However, with Florida Power and Light buying out Gulf Power, our average bill is now \$300 a month. I know that number may not seem like a lot to some people, but that more-than-doubling of our bill means less for our food budget, nothing for our savings, and no simple dates or outings. We already tapped out the savings we did have when the company that bought our mortgage double-charged us two months in a row due to their own clerical errors.

I am looking at turning off my heat and air conditioning altogether just to try to bring down our electric bill. My husband and I are living paycheck to paycheck and barely making ends meet, and we make above minimum wage. Please, isn't there anything you can do? There is no reasonable way that our bill should have more than doubled when we haven't changed our power usage.

Sincerely,
Hannah Madeira

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Antonia Hover

From: Ellen Plendl
Sent: Thursday, March 3, 2022 3:03 PM
To: 'Donna.Gonzalez@gd-ots.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Donna Gonzalez
Donna.Gonzalez@gd-ots.com

RE: FPSC Inquiry 1391822C

Dear Ms. Gonzalez:

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: Thursday, March 3, 2022 3:02 PM
To: Ellen Plendl
Subject: FW: FPL - Pensacola

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: sonya condrey <sdcondrey@gmail.com>
Sent: Thursday, March 3, 2022 11:29 AM
To: LtGovernorJeanette.Nunez <LtGovernorJeanette.Nunez@eog.myflorida.com>
Cc: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL - Pensacola

Good Afternoon,

My name is Sonya Condrey and I am a resident and registered republican of this great state.

I am reaching out today, this will be my first time reaching out to your office.
I am **very** concerned about the situation in Pensacola and the power company FPL.

My daughter (23) is a student in the area and rents from a local resident (she is also a resident and registered republican). She has experienced a traumatic increase in costs with FPL, while being very fiscal with her electricity. She has gone from \$60 to a price gouging amount to \$100 to \$200!
Her apartment is no bigger than 900sqft. As a republican that has voted continuously for republicans and having Matt Gaetz as their local representative he should be aware. Our attorney General Ashley Moody needs to investigate this complaint, totally unacceptable. How are our veterans of all color and races, our seniors of all color and races going to pay for this pricing gouging, let alone students of all color and races, working two jobs and going to school?!!

This is totally unacceptable and blatant gouging!!!

my phone number 407-929-4866

lookward to hearing from you.

Truly,

Sonya Condrey

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, March 3, 2022 3:01 PM
To: Ellen Plendl
Subject: FW: Electric Utility Bill

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: John Barbaree <info@email.actionnetwork.org>
Sent: Thursday, March 3, 2022 11:44 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Electric Utility Bill

Governor of Florida Ron DeSantis,

I'm writing to ask you to please start representing us properly. We rely on you to serve us and with the recent approval to hike electricity rates in Florida it is doing anything but helping us. I know you do not have direct control over what the board does and how they approve these increases, however, the Public Service Commission is appointed by you and is approved by the Senate. If you actually care about us Florians then I expect to see you appoint new members of the Commission. If not, then I will be forced to speak out against you to all members of our church and community and let them know who stood by and did nothing when we needed him the most.

John Barbaree
barbareejohn@icloud.com
5643 Meadowlark Ln
Milton , Florida 32570

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, March 3, 2022 3:01 PM
To: Ellen Plendl
Subject: FW: FPL Pensacola FI

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: bnicolaison@cox.net <bnicolaison@cox.net>
Sent: Thursday, March 3, 2022 12:21 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL Pensacola FI

Please help us in Escambia County. We are being robbed and forced to live with out heat and air. FPL bought Gulf Power. Like many others my bill went from \$200 a month to \$450. We are not a wealthy county. But you can bet we vote . As soon as the next candidate comes here to help, he/she will be favored. The service Commission needs a shakeup call.

Sent from my LG Mobile

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, March 3, 2022 2:57 PM
To: Ellen Plendl
Subject: FW: FPL Esa cambia 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: bnicolaison@cox.net <bnicolaison@cox.net>
Sent: Thursday, March 3, 2022 12:25 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL Esa cambia County

Please help. Our power bills are out of control. We vote in our county and the first candidate to offer some help will be favored. Your service commissioners have us living in cold dark homes. Please help

Sent from my LG Mobile

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, March 3, 2022 2:51 PM
To: Ellen Plendl
Subject: FW: The Merger of Gulf Power to FPL

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Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Gonzalez, Donna (Niceville) <Donna.Gonzalez@gd-ots.com>
Sent: Monday, February 28, 2022 4:46 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: The Merger of Gulf Power to FPL

Dear Governor DeSantis,

Is there anything that can be done about the dramatic increase with the merger of Gulf Power to FPL? My bill has doubled! I live alone in my 1400 square foot home and my bill this past month was just a hair under \$400. That's outrageous. Everything has gone up due to the changes with the Biden administration....the fact that now this is added to it is becoming too much.

What, if anything, is in the works or can be done?

Thank you.

Donna Gonzalez



Donna (Dagnesi) Gonzalez

Business Development Associate / Programs

P: (850) 897-7979 M: (850) 499-4475

E: donna.gonzalez@gd-ots.com

General Dynamics Ordnance and Tactical Systems

115 Hart Street, Niceville, FL 32578



DELIVERING THE BEST TO THE BEST™

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