

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, March 15, 2022 11:12 AM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: maurice-ripoll-response-letter.doc; ripoll-february20-correspondence.pdf; ripoll-february24-correspondence.pdf

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

COMMISSIONERS:
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STATE OF FLORIDA



DIVISION OF ECONOMIC
JUDY HARLOW
DIRECTOR
(850) 413-6410

Public Service Commission

March 14, 2022

Mr. Maurice Ripoll
7006 Pro Am Court
Navarre, Florida 32566

Re: January 2022 Florida Power & Light Company bill

Mr. Ripoll:

Thank you for contacting the Florida Public Service Commission concerning the rates charged by Florida Power & Light Company's Northwest division (FPL or utility) in January 2022. Commission staff has reviewed the points stated in your correspondences to the Commission and provides the following responses to your concerns. Your points are listed below:

Point #1: "The actual rate increase based on the January 2022 billings are not what was communicated to residential customers of NW FL whether as approved or provided as information during the rate case process. The RS-1 schedule in the approved Electric Tariff Section 8 document are not the rates being billed."

POINT #2: "The residents of NW FL were completely and totally misled by both FPL/NextEra and the FL PSC regarding the impacts and benefits of the subject rate case."

In addition to the points shown above, you expressed concerns regarding public release statements using the 1,000 kilowatt-hour (kWh) bill and the percent increase on your electric bill.

After FPL filed a petition for a rate increase in Docket 20210015-EI, the Commission provided, on its website, a rate impact summary of the utility's proposed rates on a residential customer's bill. This summary included residential rates at the following monthly kWh usage levels: 1,000, 1,500, 2,000, and 3,000. The overview can be found at the link: <http://www.floridapsc.com/Publications/RateCaseOverviews>.

As part of the evaluation process for FPL's rate request and as noted in the overview, the Commission held 12 virtual customer service hearings in June and July 2021 to allow feedback from customers about utility service and the proposed rates. On October 26, 2021, the Commission approved a four-year rate settlement for FPL, reflecting a reduction from the original rates requested by the utility.

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As is customary in rate cases, the Office of Public Counsel (OPC) was a participant in this docket. The OPC has been established by the Florida Legislature to advocate on behalf of Florida's utility customers before the Commission and was a signatory to the approved settlement agreement. The final rates approved by the Commission in the settlement between the utility, the OPC, and other interested parties were lower than the amounts listed in this overview; nonetheless, the rate case overview demonstrated the potential impact to residential customers at varying usage levels, including the 3,000 kWh level.

After the Commission approved the settlement agreement, FPL included on its December 2021 bills a message that rates are increasing effective January 1, 2022 and included a link to its website that shows all the approved rate schedules. With the January 2022 bills, FPL included a rate impact notification to all customers showing all rates and charges effective January 2022. Commission staff reviewed the accuracy of this document prior to its release and I have included a copy of this notification. The notification also provides in the top left corner a link to the FPL website that explains the bill components.

You stated in your letter that you are not being billed the published residential rate. The Residential Service RS-1 tariff sheet No. 8.201 notes that there are additional charges included in a residential bill, which can be found under billing adjustments, sheet No. 8.030. The billing adjustment tariffs outline the Commission-approved residential kWh rate for the following cost recovery clauses: fuel, conservation, capacity, environmental, and storm protection (sheet No. 8.030); the transition rider charge for former Gulf Power customers (sheet No. 8.030.3); and the Hurricane Michael and Sally storm recovery surcharges for former Gulf Power customers (sheet No. 8.030.4 and 8.30.5).

The fuel costs are represented as a separate line charge on your bill while the conservation, capacity, environmental, storm protection, transition rider and hurricane surcharges are included within the non-fuel energy charge on the bill. With the exception of the transition rider charge, all of the other charges within the billing adjustment sheets were approved outside of FPL's base rate proceeding. In staff's review, the non-fuel energy charge represented on your January bill 2022 correctly reflects the rates listed on tariff sheet Nos. 8.201, 8.030, 8.030.3, 8.030.4, 8.030.5.

You further stated that your January 2022 bill is approximately \$7.00 higher than what was communicated in October 2021. In December 2021, as a result of rising fuel prices, the Commission approved a fuel clause modification for FPL in Docket 20210001-EI, which increased the FPL bill by approximately \$7.00 for a 1,000 kWh bill. This decision was independent of the rate case increase, but had an impact on 2022 bills.

In response to your concerns about the use of the 1,000 kWh usage as a comparative residential benchmark, this benchmark has been a long-standing comparative used by the Commission (and the industry) to represent an example bill under a utility's current rates. It is difficult to establish an "average" or "typical" residential customer bill, given the diversity of home sizes within the state, the number of occupants in each residence, the number of electric appliances within each residence, seasonal customers, etc. Also, seasonal weather patterns impact customer usage differently for each Florida utility. In response to your assertion that everyone uses more than 1,000 kWh per month, staff notes that all Florida utilities serve a range of customers-from minimal usage to high usage. Based on information provided by the utility, the average monthly

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residential usage in Gulfs service territory in 2021 (prior to the merger with FPL) was 1,074 kWh.

Finally, in response to the percentage increase in your bill when compared to the percentage increase for a 1,000 kWh bill, we note that the settlement agreement included inverted energy and fuel rates for residential customers effective January 2022. Inverted rates include a lower charge for usage up to 1,000 kWh and a higher charge for usage over 1,000 kWh. This rate design is intended to encourage energy conservation and has been implemented and approved by the Commission for all other Florida investor-owned utilities for many years. Gulf Power Company was the only Florida investor-owned utility that did not include inverted rates prior to the merger and rate case settlement with FPL. The inverted rate design impacts the percentage increase calculations for varying kWh usage.

In summary, Commission staff believes that your January bill accurately reflects the Commission-approved rates for the utility. For reference, I have attached a copy of the Commission-issued Rate Case Overview; FPL tariff sheet Nos. 8.201, 8.030, 8.30.3, 8.30.4 and 8.30.5; and FPL's customer rate impact notification. If you have any additional questions, please feel free to contact me via email at TCoston@psc.state.fl.us or at (850) 413-6814.

Tripp Coston
Economic Supervisor

Enclosures:

- Commission-issued FPL Rate Case Overview
- FP&L approved tariff sheet Nos 8.201, 8.030, 8.30.3, 8.30.4, and 8.30.5
- FPL's customer rate impact notification sent to customers

Ellen Plendl

From: ripolljim <ripolljim@gmail.com>
Sent: Sunday, February 20, 2022 5:39 PM
To: Consumer Contact
Cc: govron.desantis@eog.myflorida.com; contact@levinlaw.com; cheri2964@gmail.com
Subject: Complaint: FL PSC Performance Regarding FPL Rate Case

Case Reference Number: 1389055E

Dear Public Service Commission:

This email is addressed to you requesting you address my complaint filed in regard to the increase in utility rates for NW Florida residents with service provided by FLP / NextEra. I trust that you will respond with fact and sincerity and hence, I am thanking you in advance.

After having worked with many utility companies over the last 20 years, I can tell you that I know independently owned utilities are no different than any other corporation or business with roots as deep as it can go for satisfying their investors. Satisfying investors are number one, regardless of what they want you to believe. Unfortunately, in this state of Florida, there is no competition for utilities. We have to buy from only one vendor. And as such, the general consumer is represented by a group of appointees to represent us. We the people have NO OTHER VOICE than you the Florida Public Service Commission. You represent the residents of Florida. You should know and understand our needs. But you have failed us!

I request that you clearly respond to this email answering just a few questions.

=====

The actual rate increases based on the January 2022 billings are not what was communicated to residential customers of NW FL whether as approved or provided as information during the rate case process.

When you (the FL PSC) approved the rate case, did you know that you would have residential customers with increases of 33% and 39% in Energy and Fuel rates in 2022?

DISCUSSION:

1. My utility increase, based on the rate charged, between last year and January 2022 is

Energy Rate/kWH	Fuel Rate/kWH
33%	39%

2. My price/kWH from 2021 to 2022 at the ratcheting rate (this is another penalty added to the majority of power consumers, it is not an incentive as broadcasted) went from 8.649 cents to 10.775/11.775 cents. That is a 24.6% in Energy Charges for 1000 kWh portion. As for Fuel Charges, it has gone from 3.070 to 3.487 / 4.487 or 13.6% for 1000kWh and a 46.2% increases for kWh above 1000 kWh. With the additional fees and from the blending of the below and above 1000kWh charges, my increases were 33% and 39% above last year's Energy and Fuel rates for the month of January!

What would my January bill rate be 10.774 / 11.775 cents per kWh where the published rates should be 6.683 / 7.683 cents per KWH as per the published rate schedule?

Fifty-Fifth Revised Sheet No. 2,206
 Circuit 670 - Sixty-ninth Revised Sheet No. 4,281

RESIDENTIAL SERVICE

RATE SCHEDULE: RS-3

AVAILABLE:

In all areas served.

APPLICATIONS:

For service for all domestic purposes in individually metered dwelling units and in duplex and triplexes, including the separately metered non-commercial facilities of a residential customer (i.e., garages, water pumps, etc.). Also for service to community-owned facilities of condominium, cooperative and townhome associations as set forth in Sheet No. 8,211, Rider C1.

SERVICE:

Single phase, 60 hertz or available standard distribution voltage. Three phase service may be provided but only under special arrangements. All residential service required on the premises by customer shall be supplied through one meter. Rate of service is the greater of the two.

MONTHLY RATE:

Base Charge:	58.94
Non-Fuel Charges:	
Base Energy Charge:	
First 1,000 kWh	6.683¢ per kWh
All additional kWh	7.683¢ per kWh

ADDITIONAL CHARGES:

Residential Load Management Program (if applicable) (see Sheet No. 8,289)
 See Billing Administration Section, Sheet No. 8,000, for additional applicable charges.

Minimum: \$8.94 and billing system maintenance surcharge
 \$24.00 after 4-hour system maintenance completion

TERMS OF SERVICE:

See last four pages of this document.

RULES AND REGULATIONS:

Service under this schedule is subject to orders of governmental bodies having jurisdiction and to the currently effective "General Rules and Regulations for Electric Service" on file with the Florida Public Service Commission. In case of conflict between any provision of this schedule and said "General Rules and Regulations for Electric Service" the provisions of the schedule shall apply.

Issued by: William Cohen, Senior Director, Regulatory Affairs, Costs of Service and System
 Effective: January 1, 2022

- In political speak....."To be clear", the increase was not due to an increase in usage but simply **due to the difference in cost per kWh** for both Energy and Fuel charges

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The residents of NW FL were completely and totally misled by both FPL/NextEra and the FL PSC regarding the impacts and benefits of the subject rate case.

Does the FL PSC see how they and the residents of NW FL were misled about the rate case as a whole?

DISCUSSION:

The communications that were provided to the residents of NW FL can be construed as "misleading" at best. In reality, the truth has been covered up by misdirection. For example, one communication from the Pensacola News Journal on October 21, 2021 wrote: "Under the plan, Gulf Power residential customers who use 1,000 kilowatt hours a month will see their bills go from the current \$129.24 to \$137.49 in January. They then would see the bills decrease to \$134.44 in 2023, \$130.25 in 2024 and \$126.47 in 2025." Simple math for 2022..... (\$137.49 / \$129.24)/\$129.24 = 6.4%. Obviously, this is for the elusive 1,000-kWh "average" user.

Compare this to the rate case filed, 10.8% is the stated increase.

Later in this message, you will see the post rate case approval reflect changes again where Gulf Power residential customers who use 1,000 kilowatt hours a month will see their bills go from the current \$129.24 to \$144.32 in January 2022 which is a difference of about \$7 to what was communicated in October 2021.

Directly from the approved settlement news release, "As part of the approved agreement, FPL's typical 1,000-kWh residential customer bill is expected to grow from 2021-2025 at an average annual rate of 2.8% and remain well below the national average. " Ouch! According to the U.S. Energy Information Administration, Florida's average rate is 11% above the national average. Most publications I have seen and researched mostly avoid talking about the real majority of customers in hot, sunny Florida. And again, no communication as to the planned impact on consumers who use more than 1,000-kWh. **Show me one publication or communication published by FPL or the PSC that said consumers who use over 3000 kWh/ billing period will see an increase in RATES by 33%+ in 2022.**

Misleading! Again quoting the Settlement news release, As part of the approved agreement, FPL's typical 1,000-kWh residential customer bill. The FPL case and all communications centered around the average customer. This again appears that FPL is hiding the impact to the approximately 50% of the residential customers who use more than 1,000-kWh.

We should all know that this is not true. FPL knows it is not true which is why once they got the rate case approved the public release statement changed from the average customer of 1,000-kWh to the typical 1,000-kWh residential customer bill. Whoa! So the average of ALL FPL customers use 1,000-kWh has changed to a "typical" 1,000-kWh bill. Misleading and downright not truthful!

I also ask that you respond with your documentation and proof of communications made to the public regarding customer usage of over 1000kWh? Surely there has been a major void of communication to the public. I think the PSC should take responsibility for this because you know FPL didn't want the public to know the HUGE impacts.

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Summarizing the miscommunications and the misleading inconsistent communications from the PSC and FPL.

From the FPL Settlement Agreement Approved Fact Sheet

Based on current projections for fuel and other costs, the typical residential bill in Northwest Florida will be lower at the end of the four-year plan than it is today.

FPL Northwest Florida Bills – 2021-2025	
2021	\$129.24
2022	\$144.32
2023	\$136.84
2024	\$132.31
2025	\$127.84

2022 reflects the PSC's approved bill for 2022. 2023-2025 reflects the current projection for the typical 1,000-kWh customer in Northwest Florida from FPL's 2022 rate case. Projections are based on current prices for fuel and other costs. Projections are based on the typical residential customer in Northwest Florida. Projections are based on the typical residential customer in Northwest Florida. Projections are based on the typical residential customer in Northwest Florida. Projections are based on the typical residential customer in Northwest Florida.

Based on what has been published, the increases for the typical 1,000-kWh bill each year as compared to 2021 are:

- 2022 11.7% Increase
- 2023 5.9% Increase
- 2024 2.4% Increase
- 2025 1.1% Decrease

From Rate Case for 2022 Test Year and 2023

Based on the Approved Rate Case Summary of Tariffs, the increases in 2022 and 2023 as laid out for the Base Energy Charge (this excludes the Fuel Charges) is:

2022 10.8% / 8.3% Increase (First 1000kWh / All Additional)

2023 17.9% / 14.4% Increase (First 1000kWh / All Additional)

These publications do not match the actual rates being charged.

Respectfully,

J. RIPOLL

Diane Hood

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, February 24, 2022 5:04 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 186422

CUSTOMER INFORMATION

Name: Jim Ripoll
Telephone: (601) 918-3242
Email: ripolljim@gmail.com
Address: 7006 Pro Am Ct. Navarre FL 32566

BUSINESS INFORMATION

Business Account Name: Maurice Ripoll
Account Number: 21027-80141
Address: 7006 Pro Am Ct Navarre FL 32566

COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company
Details:
Dear Public Service Commission:

This email is addressed to you requesting you address my complaint filed in regard to the increase in utility rates for NW Florida residents with service provided by FLP / NextEra. I trust that you will respond with fact and sincerity and hence, I am thanking you in advance.

After having worked with many utility companies over the last 20 years, I can tell you that I know independently owned utilities are no different than any other corporation or business with roots as deep as it can go for satisfying their investors. Satisfying investors are number one, regardless of what they want you to believe. Unfortunately, in this state of Florida, there is no competition for utilities. We have to buy from only one vendor. And as such, the general consumer is represented by a group of appointees to represent us. We the people have NO OTHER VOICE than you the Florida Public Service Commission. You represent the residents of Florida. You should know and understand our needs. But you have failed us!

I request that you clearly respond to this complaint answering just a few questions with likely the most important one below being: The published approved rate by the PSC in the Electric Tariff Document Schedule RS-1, Sheet 8.201 dated January 1, 2022, does not equal what FLP is actually charging us starting with the January billing! These seems to be a breach of contract with the FL PSC..

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POINT #1: The actual rate increases based on the January 2022 billings are not what was communicated to residential customers of NW FL whether as approved or provided as information during the rate case process. The RS-1 schedule in the approved Electric Tariff Section 8 document are not the rates I am being billed.

QUESTION: When you (the FL PSC) approved the rate case, did you know that you would have residential customers with increases of 33% and 39% in Energy and Fuel rates in 2022? Those are the increased in cost per KWH in my case.

DISCUSSION:

1. My utility increase, based on the rate charged, between last year and January 2022 is 33% and 39% in Energy Rate/kWH and Fuel Rate/kWH.

2. My price/kWH from 2021 to 2022 at the ratcheting rate (this is another penalty added to the majority of power consumers, it is not an incentive as broadcasted) went from 8.649 cents to 10.775/11.775 cents. That is a 24.6% in Energy Charges for 1000 kWH portion. As for Fuel Charges, it has gone from 3.070 to 3.487 / 4.487 or 13.6% for 1000kWH and a 46.2% increases for kWH above 1000 kWH. With the additional fees and from the blending of the below and above 1000kWH charges, my increases were 33% and 39% above last year's Energy and Fuel rates for the month of January!

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