

Antonia Hover

From: Ellen Plendl
Sent: Friday, April 8, 2022 8:08 AM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: FW ccFPSC & LPRNatalie BaileyFPL Audit Request not Satisfied by Meter Test2nd Request for Legitimate Audit; FW ccFPSC & LPRNatalie BaileyFPL Audit Request not Satisfied by Meter Test2nd Request for Legitimate Audit; Consumer Inquiry - Florida Power & Light Company; Ms. Ellen PlendlFPSC Failure to Address Inquiry 1391627EConsumer Inquiry FPL (Florida Power & Light Company)

See attached customer correspondence for Docket No. 20210015.

Antonia Hover

From: Office of Commissioner La Rosa
Sent: Thursday, March 31, 2022 8:26 AM
To: Ellen Plendl
Subject: FW: cc:FPSC & LPR::Natalie Bailey:FPL Audit Request not Satisfied by Meter Test::2nd Request for Legitimate Audit

I see this has been ongoing in CATS, but will you please keep me posted?

Thanks!
Cristina

From: Doc Jody <jodygrenga@gmail.com>
Sent: Wednesday, March 30, 2022 10:54 PM
To: Bailey, Natalie <Natalie.Bailey@fpl.com>
Cc: jennifer.smith@fpl.com; Consumer Contact <Contact@PSC.STATE.FL.US>; Office of Chairman Fay <Commissioner.Fay@psc.state.fl.us>; Office of Commissioner Passidomo <Commissioner.Passidomo@psc.state.fl.us>; Office of Commissioner La Rosa <Commissioner.LaRosa@psc.state.fl.us>; Office of Commissioner Graham <Commissioner.Graham@PSC.STATE.FL.US>; Office of Commissioner Clark <Commissioner.Clark@psc.state.fl.us>; Sara Stephens <sstephens@levinlaw.com>; Diana Bailey <dbailey@levinlaw.com>
Subject: cc:FPSC & LPR::Natalie Bailey:FPL Audit Request not Satisfied by Meter Test::2nd Request for Legitimate Audit

FPL NW FL Acct. #21015-93966

**cc: Honorable FPSC Chairman, Members
Levin Papantonio Rafferty Law Firm Staff**

Miss Bailey:

Please note, Meter Test (09MAR2022) might measure post-removal accuracy of Smart Meter, but clearly neither demonstrates nor proves *billing accuracy*.

Thus, Customer (again) requests bonafide Audit to legitimately account for disturbing discrepancies vis-à-vis Elec. Co. practice(s). Seems a mysterious force could be at work influencing (and preceding!) meter readings, effecting inexplicable (fraudulent, it begs) e\$calation of Customer bill\$.

Other Customers report bewildering FPL billing, too.

Thank you. I look forward to 100% demystification of these Bills. If unsatisfied by 15APR2022, I'm prepared to seek redress elsewhere.

**V/R,
Dr. Jody Grenga
FPL Customer**

On Fri, Mar 18, 2022, 08:59 Bailey, Natalie <Natalie.Bailey@fpl.com> wrote:

Ms. Grenga,

I am working with Jennifer Smith whom you have previously spoken with regarding your billing concerns. In your most recent contact with the Florida Public Service Commission you requested you daily meter readings for the time period of when your meter was changed out on March 9, 2022. I have attached the readings for you for the time period of January 1, 2022 to March 9, 2022. At the time your meter was removed the change out reading was 19607 as communicated by the Field Technician on site. Additionally, I have attached a letter with the results of the meter test for previous meter 5843175 along with the billing and payment history for your account.. What is important to know is that your January and February bills were rendered based on an actual month to month meter reading, which recorded the energy you used at your home. To allay any concerns regarding the accuracy of the meter serving your residence, we tested the meter, and the results reflect it was accurately registering your energy usage, in accordance with Florida Administrative Code Rule (F.A.C.) 25-6.052. As demonstrated by the meter test results, the bills issued were accurate. While the test does not show how the electricity was used, it verifies the meter was accurately recording the electric consumption.

If I can answer any additional questions you may have please do not hesitate to contact me during regular business hours at 850-444-6086.

Best Regards,

Natalie Bailey

Sr. Business Analyst

Customer Advocacy

Florida Power & Light Company

850-444-6086 (Office)

Natalie.Bailey@fpl.com

Antonia Hover

From: Office of Commissioner Passidomo
Sent: Thursday, March 31, 2022 8:29 AM
To: Ellen Plendl
Cc: Mark Futrell; Adria Harper
Subject: FW: cc:FPSC & LPR::Natalie Bailey:FPL Audit Request not Satisfied by Meter Test::2nd Request for Legitimate Audit

Ellen - Please see the complaint below. You may have already received it, but I wanted to send just in case.

Mark and Adria – FYI

From: Doc Jody <jodygrenga@gmail.com>
Sent: Wednesday, March 30, 2022 10:54 PM
To: Bailey, Natalie <Natalie.Bailey@fpl.com>
Cc: jennifer.smith@fpl.com; Consumer Contact <Contact@PSC.STATE.FL.US>; Office of Chairman Fay <Commissioner.Fay@psc.state.fl.us>; Office of Commissioner Passidomo <Commissioner.Passidomo@psc.state.fl.us>; Office of Commissioner La Rosa <Commissioner.LaRosa@psc.state.fl.us>; Office of Commissioner Graham <Commissioner.Graham@PSC.STATE.FL.US>; Office of Commissioner Clark <Commissioner.Clark@psc.state.fl.us>; Sara Stephens <sstephens@levinlaw.com>; Diana Bailey <d Bailey@levinlaw.com>
Subject: cc:FPSC & LPR::Natalie Bailey:FPL Audit Request not Satisfied by Meter Test::2nd Request for Legitimate Audit

FPL NW FL Acct. #21015-93966

**cc: Honorable FPSC Chairman, Members
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FPL Customer**

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Best Regards,

Natalie Bailey

Sr. Business Analyst

Customer Advocacy

Florida Power & Light Company

850-444-6086 (Office)

Natalie.Bailey@fpl.com

Antonia Hover

From: Ellen Plendl
Sent: Friday, April 1, 2022 3:49 PM
To: 'jodygrena@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company
Attachments: dr-jody-grena-usage-history.pdf

Dr. Jody Grena
jodygrena@gmail.com

RE: FPSC Inquiry 1391627E

Dear Dr. Grena:

This is a follow up to our April 1 telephone conversation, the E-mails you sent on March 31, 2022, and the inquiry filed on your behalf by the Florida Public Service Commission (FPSC) regarding Florida Power & Light Company (FPL). You expressed a high bill concern.

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. On March 9, 2022, a FPL meter electrician made a premise visit and tested meter number 5843175. The meter test indicated a weighted average of 99.83 percent, which was within the limits set by the F.A.C. 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.

It is my understanding at the time of the meter test, you requested that a non-standard meter be installed at your residence. The meter electrician removed smart meter number 5843175 and installed non-standard meter number 227440.

If you remain concerned about the accuracy of meter 5843175 that was registering your kilowatt hour consumption prior to March 9, we can facilitate a FPSC witnessed meter test. One of our FPSC engineers will observe FPL conducting a second meter test on former meter number 5843175. Please let me know if you are interested in a FPSC witnessed meter test.

We also reviewed your consumption history over the past 24 months, which I have attached for your records. Between September and December, your consumption showed a decrease comparing month to same month in 2021 compared to 2020. Your January 2022 consumption was in excess of your December 2021 consumption. However your consumption reflected a notable decrease in January and February 2022 compared to January and February 2021. In solely reviewing 2021 and 2022, your consumption increased each month over the previous month from May forward, with peaks in July 2021 and January 2022, followed by subsequent decreases.

We can also facilitate a FPL energy audit at your residence, which will provide you with an analysis of your energy use and appliances, and recommendations to minimize your usage. Home energy audits are available to FPL customers at no charge, once every twelve months.

You also expressed concern about the increase in rates. 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 by using the following link:

<http://www.floridapsc.com/Publications/RateCaseOverviews>

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.

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.

Please contact me at 1-800-342-3552, if you are interested in the FPSC witnessed meter test or for FPL to conduct an energy audit at your residence.

Sincerely,

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

1-800-511-0809 (fax)

Dr. Jody Grenga
10715 Beulah Road
Pensacola, FL 32526

RE: FPSC Inquiry 1391627E

Month	2020 Kilowatt- Hours	2021 Kilowatt Hours	2022 Kilowatt Hours
January		1,723	1,070
February		1,215	783
March	187	940	
April	406	696	
May	366	524	
June	471	549	
July	660	711	
August	581	633	
September	658	652	
October	865	580	
November	554	533	
December	849	647	

Antonia Hover

From: Doc Jody <jodygrena@gmail.com>
Sent: Friday, April 8, 2022 3:03 AM
To: Ellen Plendl
Cc: Office of Commissioner Clark; Office of Chairman Fay; Office of Commissioner Graham;
Office of Commissioner La Rosa; Office of Commissioner Passidomo;
sstraughn@sbgvtv.com; Nikki.Fried@fdacs.gov
Subject: Ms. Ellen Plendl:FPSC Failure to Address Inquiry 1391627E::Consumer Inquiry FPL
(Florida Power & Light Company)

FPSC Inquiry 1391627E

**cc: Commissioner Nikki Fried
FPSC Chairman and Commissioners
Sue Straughn, WEAR-TV
FP&L Price Gouging - Northwest Florida
Facebook Group**

Ms. Ellen Plendl, FPSC:

Thank you for your thoughtful reply.

**Cust. reserves right to accept FPSC's Options
(1/ Witnessed Meter Test 2/ Energy Audit).
However, these Customer-centric Options fail to
address said Inquiry. PSC's lengthy Rate Hike
explanations red-herringly attempt to deflect
from issue at-hand: *FPL-centric kWh Mismatching.***

**Focus on original Inquiry: Cust. reiterates
discrepancies between true kWh usage vs. FPL-
billed kWh. Customer repeats demand for
*independent, third-Party scientific Forensic
Investigation* into kWh variances *that cannot be
brushed aside by "Rate Hikes."* kWh disparities
cannot be rectified by unscientific 7-min. Meter
Tests or air-duct inspections of Customers too**

mortified to turn on their air conditioners or furnaces.

V/R

Dr. Jody Grenga

FPL NW FL Customer

On Fri, Apr 1, 2022 at 2:48 PM Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

Dr. Jody Grenga

jodygrenga@gmail.com

RE: FPSC Inquiry 1391627E

Dear Dr. Grenga:

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