

Hiep Nguyen

From: John Plescow
Sent: Tuesday, June 7, 2022 9:09 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20210015
Attachments: E-Form Improper Billing TRACKING NUMBER 187257; Base payment increase for Solar Panel Customers; E-Form Other Complaint TRACKING NUMBER 187260; You approved 300% of my normal bill!; E-Form Other Complaint TRACKING NUMBER 187268; E-Form Other Complaint TRACKING NUMBER 187277

Please, add the attached documents to Docket 20210015.
Thank you.

From: Diane Hood <DHOOD@PSC.STATE.FL.US>
Sent: Monday, June 06, 2022 4:27 PM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: To CLK Docket 20210015

Hiep Nguyen

From: consumerComplaint@psc.state.fl.us
Sent: Friday, June 3, 2022 3:37 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 187257

CUSTOMER INFORMATION

Name: Ricardo Sotolongo
Telephone:
Email:
Address: 1565 Tisbury Pt Sanford FL 32771

BUSINESS INFORMATION

Business Account Name: Ricardo Sotolongo Account Number: 1270260159
Address: 1565 Tisbury Pt Sanford FL 32771

COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company
Details:
Hello,

My name is Ricardo Sotolongo. I am an FPL customer in Central FL. I noticed a new base minimum amount bill of \$16 in my energy bill this month. This bill penalizes solar panel customers whom purchased a system to help the environment and be more environmentally conscious. I am writing to you because posted on FPL's website is that consensus of punishing and hiking costs on environmentally conscious customers noted this entity as one that agreed with this unfair act. I will continue to reach out till FPL pays \$16 monthly for my solar panel loan.

Thank you for your time

Hiep Nguyen

From: nancy emery <nemery2@att.net>
Sent: Saturday, June 4, 2022 9:35 AM
To: Consumer Contact
Subject: Base payment increase for Solar Panel Customers

I paid 26 thousand dollars to install solar panels on my home, thinking I was doing something for the environment as well as reducing my utility costs. Your recent approval of \$25.00 base charge has increased my utility bill by almost three times what it was before. At the same time I am banking a reserve of 1266. When will I ever see a reduction in my power bill for that 1266 reserve? Is there never any way to get ahead? Seriously, I can see this happening periodically over the rest of my lifetime until I am paying the same for utilities as I was before I installed the panels. You are not looking out for the citizens of Florida. What the heck? I protest!

Most sincerely,

Nancy C. Emery
324 Pin Oak Court
Pensacola, Florida

Hiep Nguyen

From: consumerComplaint@psc.state.fl.us
Sent: Friday, June 3, 2022 5:43 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 187260

CUSTOMER INFORMATION

Name: Linda Ciabattari
Telephone: (239) 272-3901
Email: linda.ciabattari@gmail.com
Address: 2206 Imperial Golf Course Blvd Naples FL 34110

BUSINESS INFORMATION

Business Account Name: Linda Ciabattari
Account Number: 04786-37176
Address: 2206 Imperial Golf Course Blvd Naples FL 34110

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company
Details:

I received my electric bill this month and found my service fee went from \$9.23 to \$25.00 with this explanation. A new minimum base bill of \$25, which was approved by the Florida Public Service Commission, is now in effect for metered residential customers whose monthly base electric service costs fall below \$25. I spent \$40,000 to install solar Panels on My roof to supply my own energy. I was not given any grants or rebates for installing solar nor did FPL give me any grants or rebates. We have a net metering system which has 1975 kilowatt hours in reserve. Now I'm being told I have to pay \$300 per year because I use less than \$25 per month in service. That is a total rip off. This should not be allowed when I paid for my solar system. I think I should not even have to pay a customer service fee since I am giving my stored energy back to the grid. I believe this is unfair treatment to those of us who have decided to pay for and install their own systems and go green. Is FPL going to pay for repairs to my system when repairs are needed? This is unfair practice and should be abolished for those of us supplying our own energy. If this continues I will buy storage batteries and take myself totally off the grid and FOL will get nothing from us.

Hiep Nguyen

From: Todd <underh2oguy@bellsouth.net>
Sent: Saturday, June 4, 2022 3:58 PM
To: Consumer Contact
Subject: You approved 300% of my normal bill!

My latest FPL Bill is 300% of normal and it says the Florida Public Service Commission approved of this. What is going on? The first I hear of this ridiculous increase in my bill is after it is sent.

I invested \$30000 in a solar system that provides more than 100% of my energy needs. I give energy to the FPL grid during the day to help with peak energy needs. And for that I suddenly get a 200% increase in my monthly bill!

My bill for the privilege of being connected has been \$9.98 per month and overnight it is now \$29.90! Please give me the names of the commissioners who approved this!

FPL charges over \$.12 per kWh but at the end of the year they only pay me \$.02 per kWh for the excess I generate.

Please tell me that you also approved an increase for that!

This is horrible and certainly not any incentive for someone to go solar to help the environment!

What is the purpose of this Commission if it is not to help the consumer?

No one asked me or informed me of the potential for this happening.

Please contact me and let me know why this sudden increase would be approved by the Commission.

Todd Tracy
FPL 15221-39359
954 263-6574
Pompano Beach, FL 33062

Sent from my iPad

Hiep Nguyen

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, June 4, 2022 4:03 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 187268

CUSTOMER INFORMATION

Name: Todd Tracy
Telephone: (954) 263-6574
Email: Underh2oguy@bellsouth.net
Address: 2915 NE 19th ST Pompano Beach FL 33062

BUSINESS INFORMATION

Business Account Name: Todd Tracy
Account Number: 15221-39359
Address: 2915 NE 19th ST Pompano Beach FL 33062

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company
Details:

My latest FPL Bill is 300% of normal and it says the Florida Public Service Commission approved of this. What is going on? The first I hear of this ridiculous increase in my bill is after it is sent.

I invested \$30000 in a solar system that provides more than 100% of my energy needs. I give energy to the FPL grid during the day to help with peak energy needs. And for that I suddenly get a 200% increase in my monthly bill!

My bill for the privilege of being connected has been \$9.98 per month and overnight it is now \$29.90! Please give me the names of the commissioners who approved this!

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No one asked me or informed me of the potential for this happening.

Please contact me and let me know why this sudden increase would be approved by the Commission.

Todd Tracy

FPL 15221-39359

954 263-6574

Pompano Beach, FL 33062

Hiep Nguyen

From: consumerComplaint@psc.state.fl.us
Sent: Monday, June 6, 2022 10:36 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 187277

CUSTOMER INFORMATION

Name: Domenic Caloia
Telephone: (561) 779-1231
Email: techdom@ymail.com
Address: 8501 Beaconhill Rd Palm Beach Gardens FL 33410

BUSINESS INFORMATION

Business Account Name: Domenic Caloia
Account Number: 25225-57525
Address: 8501 Beaconhill Rd Palm Beach Gardens FL 33410

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company
Details:

This month's bill added a \$25 minimum. A year ago we installed a \$27,000 solar system. The decision was based on financial analysis over the 25 year life span of the system. The goal was to eliminate our electric bill with this upfront investment. This new base fee will cost us an additional \$4,500 over 25 years. This now makes the investment questionable. The minimum fee will not be noticed by my neighbors as their monthly bills are way in excess of the minimum. It seems that this is targeted against the minority of homeowners with solar panels.

I do not know the reason for the minimum base fee, but should it apply to homes that are generating power for FPL? Surely it is to FPL's advantage that we continue to do so. As we near retirement, the goal was to keep living expenses to the minimum to help enable us to remain in our home. I am asking the Board to consider exempting residents that are generating power for FPL from the minimum fee.

Thank you for your consideration of this matter.

Domenic and Donna Caloia