

**Hiep Nguyen**

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**From:** John Plescow  
**Sent:** Wednesday, June 15, 2022 1:41 PM  
**To:** Diane Hood; Consumer Correspondence  
**Subject:** FW: To CLK Docket 20210015

Please, add to docket 20210015.

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**From:** Consumer Contact <[Contact@PSC.STATE.FL.US](mailto:Contact@PSC.STATE.FL.US)>  
**Sent:** Wednesday, June 15, 2022 1:40 PM  
**To:** John Plescow <[JPlescow@PSC.STATE.FL.US](mailto:JPlescow@PSC.STATE.FL.US)>  
**Subject:** To CLK Docket 20210015

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**From:** Justin Macnak <[drkhelmet@hotmail.com](mailto:drkhelmet@hotmail.com)>  
**Sent:** Wednesday, June 15, 2022 1:08 PM  
**To:** Consumer Contact <[Contact@PSC.STATE.FL.US](mailto:Contact@PSC.STATE.FL.US)>  
**Subject:** RE: Florida Power & Light Company

Thank you. I was contacted by FPL, and received a very dissatisfactory response.

They confirmed that if I have remaining banked kWh they would pay me at the end of the year for that. However, given the calculation below, they are effectively denying me 126kWh per month in payments, which they confirmed would be otherwise paid to me at the end of the year.

This is an untenable billing structure, and not only denies the benefits solar customers bring to the grid, but also double charges them for energy they've produced – by denying revenue and charging them at the same time for the energy (approximately 126kwh per month), or \$16.01 per month.

Thank you,

Justin Macnak

Sent from [Mail](#) for Windows

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**From:** [Consumer Contact](#)  
**Sent:** Wednesday, June 15, 2022 10:43 AM  
**To:** '[drkhelmet@hotmail.com](mailto:drkhelmet@hotmail.com)'  
**Subject:** RE: Florida Power & Light Company

06/15/2022

Dear Mr. Macnak:

This is to acknowledge your communication regarding Florida Power & Light Company (FPL). Thank you for sharing your concerns. We have forwarded your information to FPL and requested they contact you regarding bill calculations.

Sincerely,

John Plescow  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

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.

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) <[consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us)>  
Sent: Wednesday, June 15, 2022 8:15 AM  
To: Consumer Contact <[Contact@PSC.STATE.FL.US](mailto:Contact@PSC.STATE.FL.US)>  
Subject: E-Form Improper Billing TRACKING NUMBER: 187379

#### CUSTOMER INFORMATION

Name: Justin Macnak  
Telephone: (870) 405-4243  
Email: [drkhelmet@hotmail.com](mailto:drkhelmet@hotmail.com)  
Address: 3326 Orange Tree Drive Edgewater FL 32141

#### BUSINESS INFORMATION

Business Account Name: Justin Macnak  
Account Number: 9066345449  
Address: 3326 Orange Tree Drive Edgewater FL 32141

#### COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company  
Details:  
To whom it may concern,

On my bill there is a line item which states:

796 kWh were sent to the grid this period. 816 kWh were applied to reduce your bill. Your kWh reserve decreased by 20. The kWh in your reserve is 589.

This is a lie. With the new minimum base charge, a significant portion of the 796kWh was not used to reduce my bill by failing to reduce the bill below the defined minimum portion of the bill. This is because even by reducing the effective kWh, the bill is not reduced per the agreement.

By my calculations, the effective rate per kWh on my bill is \$0.127179, and the "minimum base charge" amount on the bill was \$16.01. This means, of that 796kWh that is claimed to reduce my bill, only 670.11kWh was used to reduce my bill. Instead of my reserve going down by 20kWh, it should go up by 126kwh (rounded). Effectively, FPL is double billing - by deducting energy not used from my reserve, and then charging me for not using it.

Thank you,

Justin Macnak