

Hiep Nguyen

From: Ellen Plendl
Sent: Wednesday, July 6, 2022 8:39 AM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW Florida Power and Light; FW Florida Power and Light; FW Florida Power and Light-Pensacola; FW Florida power and light (FPL) Raping Floridians; FW Florida Power and Light in the Panhandle; FW Consumer Inquiry - Florida Power & Light Company

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

Hiệp Nguyen

From: Ellen Plendl
Sent: Wednesday, July 6, 2022 8:35 AM
To: 'beachsand4u@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Angela Freeman
beachsand4u@gmail.com

RE: FPSC Inquiry 1398995C

Dear Ms. Freeman:

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.

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.

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)

Hiệp Nguyen

From: Ellen Plendl
Sent: Wednesday, July 6, 2022 8:31 AM
To: 'l.randy86@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Randall Langham
l.randy86@gmail.com

RE: FPSC Inquiry 1398994C

Dear Mr. Langham:

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.

Customers who are experiencing difficulty in providing payment on their account can contact the following resources for financial assistance:

* Low Income Home Energy Assistance Program --- Community Action Program Committee, Inc. at (844) 356-8139

* Elderly Electric Assistance (EHEAP), which provides assistance for home-energy emergencies to qualified, low-income households with at least one person 60 years of age or older. To find out about qualifications, you may contact your county's local EHEAP agency, or by calling 1-800-963-5337.

* Our Florida offers electric assistance. The program is administered by the Florida Department of Children & Families. You can learn more information about Our Florida assistance by using the following link:

<https://www.ourflorida.com/>

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)

Hiệp Nguyễn

From: Ellen Plendl
Sent: Wednesday, July 6, 2022 8:25 AM
To: 'Manguiano@outlook.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Misty Anguiano-Spanberger
Manguiano@outlook.com

RE: FPSC Inquiry 1398993C

Dear Ms. Anguiano-Spanberger:

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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Sincerely,

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

Hiep Nguyen

From: Ellen Plendl
Sent: Wednesday, July 6, 2022 8:21 AM
To: 'wwiehl@live.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. William Wiehl
wwiehl@live.com

RE: FPSC Inquiry 1398992C

Dear Mr. Wiehl:

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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Sincerely,

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
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1-800-342-3552 (phone)
1-800-511-0809 (fax)

Hiiep Nguyen

From: Ellen Plendl
Sent: Wednesday, July 6, 2022 8:19 AM
To: 'benjosey@cox.net'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Ben Josey
benjosey@cox.net

RE: FPSC Inquiry 1398991C

Dear Mr. Josey:

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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Sincerely,

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

Hiep Nguyen

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, July 6, 2022 8:18 AM
To: EOG-Referral
Subject: FW: Florida Power and Light

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. FYI

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

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

From: Angela Freeman <beachsand4u@gmail.com>
Sent: Tuesday, July 5, 2022 6:26 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power and Light

Dear Governor DeSantis,

I believe you need to monitor price gouging with this electric company.

My bill went up \$20 this past billing cycle and I was not at my home for 3 weeks during this billing cycle and had the air set at 78°. They can see that there was less usage, but are still charging me more. I spent all day trying to make sense of this. Now if I were home and the bill was higher, I could believe it, because it is hotter. Can you please help?

Sent from my iPhone Sent from my iPhone

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

Hiep Nguyen

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, July 6, 2022 8:17 AM
To: EOG-Referral
Subject: FW: Florida Power and Light

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. FYI

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: randy L <l.randy86@gmail.com>
Sent: Monday, June 6, 2022 7:15 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power and Light

Good afternoon Mr. Governor,

Let me start by saying than you for all that you have done for the state of Florida in the few short years you have been our governor. I am contacting you this evening g in regards to what FPL is doing to us here in North west Florida. I am a retire army/combat wounded veterans on a fixed income. Woth that said FPL has steadily raised pur power bill to an astronomical rate. This month for example, my usage is currently 2/3 what it was this time last year and my bill is currently at \$510.88. FPL has no way of showing how they are billing per kilowatt at my request. They have monopolized our electricity and are using n g the people to pay to for the mess ups they chose to purchase from Gulf power. We desperately need your help. I have cut back all of the usage that I can and will be hard pressed to make this month's payment. FPL is doing little to help. They can push back payments, but for a fee. This has gotten out of hand, we need you to step in! Please Sir, help me keep the lights on for my wife and four kids.

Thank you for your time,
Randall Langham

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Hiep Nguyen

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, July 6, 2022 8:16 AM
To: EOG-Referral
Subject: FW: Florida Power and Light-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: Misty Anguiano <Manguiano@outlook.com>
Sent: Monday, June 6, 2022 1:34 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power and Light-Pensacola

Governor

I am writing to you regarding Florida Power and Light in the Pensacola area. I just got my June electric bill and it is outrageously increased from last month. I did my due diligence and called the customer service number to discuss how my monthly light bill went from \$98.00 to \$245.00. Base on the utilization thru out the last 12 months our electric use is approximately the same, so it is hard for me to understand the logic that FP&L uses to charge our household. I expected some sort of increase in cost because of all the supply issues we have in our country but 145.00.

In discussing with the FP&L representative there were no options presented to me that would help in decreasing costs of monthly bill. Our account has been on a fixed rate plan that was established when our electric was under Gulf Power. FP&L grandfathered our account when they took over here in the Pensacola area. I was told that I could come off that plan and try to lower costs month to month. That defeats the point of a fixed rate plan in my opinion. I still can't figure out what formula was used to calculate an average figure which is what the 245.00 is supposed to represent. The \$98 average we had been paying was the average for a 12-month period.

We are not unique. I have seen many Pensacola citizens report the same experience on social media, but it does not take away the pain to our bank account. We live in a 700 sq ft house and just installed a more energy efficient HVAC unit (which was 20% more expensive due to supply chain issue) to keep our electric costs low over time. Apparently, clearly these are not factors that will lower the FP&L bill ever.

I am going to email the Florida BBB also once I send this email. I figured I would start with your office first since I believe in what you represent. I hope the FP&L lobbyists haven't done too much damage that will block your office from helping mitigate what FP&L is doing to us here in Pensacola. Price gouging and holding our ability to live comfortably hostage. I am asking you to do something. My husband and I work hard to earn decent living and like all taxpayers these kinds of abuses make it difficult to focus on handling other daily struggles like food and gas purchases.

If your office decides to do something about this electric company I am more than happy to share a copy of my bill. Its very generic and does not itemize why the massive price increase has occurred. I feel its deliberate and shady practice at best.

Appreciate your time in reading my email and await some sort of resolution to this terrible situation.

Misty Anguiano-Spanberger

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Hiep Nguyen

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, July 6, 2022 8:15 AM
To: EOG-Referral
Subject: FW: Florida power and light (FPL) Raping Floridians

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: william wiehl <wwiehl@live.com>
Sent: Friday, June 24, 2022 3:31 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida power and light (FPL) Raping Floridians

Dear Governor DeSantis,

My name is William Wiehl (41). I'm a personal chef, a homeowner, a father of two, and an America first conservative that's been living in Panama City Florida since 1991.

First off let me express my extreme gratitude to you for being the most outstanding politician I've witnessed in my lifetime. Thank you so much for standing up to all of the BS for us. It truly means more than you know.

I figured if anybody could get to the bottom of this it would be you. Since Florida power and light has took over Gulf power, energy bills have been through the roof. I just received a \$470 power bill and they say I'm on par for a \$480 bill next month. When your power bill is coming close to the cost of your mortgage, something is definitely not right. I got off the phone with FPL and they told me to suck it up basically. This was after they told me that compared to last year with comparable kilowatt usage my bill was \$170 higher this year than last year. Granted, undergo power my bills gradually went up year after year. But this jump since FPL took over is getting absolutely unreasonable and unsustainable. Nobody is going to be able to pay their power bills. Then what happens?

I know you have so much on your plate with the state of our country right now due to this illegitimate and illegally installed puppet. But if you could make it a point to address what's going on with the monopoly that FPL has on Floridians, you would have even more of my undying gratitude. We're dying out here in the panhandle. We need your help sir.

Thank you so much for being you! Seriously, we love you!

Chef William Wiehl

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Hiep Nguyen

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, July 6, 2022 8:14 AM
To: EOG-Referral
Subject: FW: Florida Power and Light in the Panhandle

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Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

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

From: Ben Josey <benjosey@cox.net>
Sent: Thursday, June 30, 2022 4:40 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power and Light in the Panhandle

Dear Sir,

I've been a voting Republican in Okaloosa County since 1973. My wife and I have contributed to many different candidates over those years. That will not be the case for the foreseeable future. That money will be used to pay the penurious Florida Power & Light rates.

Am I correct that you appointed the Public Service Commission members of the 2021 board?

Is there anything you can do to immediately ameliorate the rates they set? And please don't tell me about how the rate structure will decline in years to come. We are paying over \$245 dollars a month more for the same power consumption we've had for 20 years. Our current bill is \$585 compared to a maximum bill of \$340 in August 2021.

Although I agree with almost every position you have taken as our Governor, I will not support your future efforts whatever they may be. I, along with many other people, feel betrayed and taken for granted in this bastion of conservative voting power called The Panhandle.

If you can't do something now, I will respond in the coming primaries and elections to alter that conservative voting record for as many people as I can reach.

Very Respectfully,
Col Ben E. Josey, USAF (Ret)
4481 Woodbridge Rd
Niceville, FL 32578

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Hiep Nguyen

From: Shonna McCray
Sent: Tuesday, July 5, 2022 12:59 PM
To: Ellen Plendl
Subject: FW: Consumer Inquiry - Florida Power & Light Company

Please add to file.

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

From: Dennis D'Ettore <ddettore@gmail.com>
Sent: Tuesday, July 5, 2022 12:41 PM
To: Shonna McCray <SMcCray@PSC.STATE.FL.US>
Subject: Re: Consumer Inquiry - Florida Power & Light Company

Shanna McCroy,

you must be a robot to believe that your response is comforting... you surly are not a consumer! just a government agency robot...

all this still doesn't answer the question why! we!, non-demand consumers, doing our best to help with the problems facing the earth! we, are being penalized!... Penalize those who won't conform to using renewable, non fossil fuel consumption....

raise the base rate so everyone pays! not some minimum that penalizes only those whom are helping...

also our investment isn't cheap, Solar isn't free... what a mistake i made putting this in... you all in this younger generation and those thieving ways will cause you all much pain in the future... oh yes you are all going to pay, and suffer the consequences sooner or later.

i send you FREE electricity for you to use on non demand consumers and they pay no penalty. (minimum usage is BS you all came up with to gouge one more piece of flesh, and during troubling times like we are all in... Shame on you all!

the FEDERAL government, and world leaders around the earth, continues to encourage users to reduce the dependency on those things causing global warming changes, inflation and etc...

too charge me two fees, plus tax - and to round things off they added a penny to the \$16... give me a brake, please - \$.01 - one cent! - 24.99 didn't do it for you all eh!... thieves!

furthermore, i received no notice of any changes 30 days before the actual charge -

i have to use 290KWH plus all I generate to use that 16 dollars and 1 cent... And you'll get nothing!

this is a legal assault on conforming consumers... more shame on you all for allowing this..

the human race is failing! we've become a greed and violence promoting society... driven by the evil forces of demons... (don't think so - watch/listen to the news around the world)

there must be a God because we surely are controlled by those devils - soldiers for SATIN that broke away from the angels...

enjoy your ill gotten gains!

dennis s d'ettore
disgruntal consumer...

> On Jul 5, 2022, at 10:08 AM, Shonna McCray <SMcCray@PSC.STATE.FL.US> wrote:

>

> Mr. Dennis D'Ettore
> ddetto@gmail.com

>

> RE: FPSC Inquiry 1398914C

>

> Dear Mr. D'Ettore:

>

> The Governor's office forwarded a copy of your email regarding Florida Power & Light Company's (FPL) minimum bill charge 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.

>

> The Florida Public Service Commission approved Florida Power & Light Company's general base rate settlement agreement in Order No. PSC-2021-0446-S-EI, issued on December 2, 2021, in Docket No. 20210015-EI. The settlement agreement was entered into by FPL and various parties representing consumers, including the Office of the Public Counsel (OPC) who advocates on behalf of Florida consumers. The settlement agreement includes numerous provisions with regards to FPL's base rates through the end of 2025.

>

> The agreement also contains a provision that will raise the minimum bill charge to \$25 for all residential and general service non-demand customers. The minimum bill provision went into effect in June 2022. FPL was to notify its customers of the new minimum bill in bill inserts 30 days prior to implementation.

>

> The minimum monthly bill does not replace the existing customer charge; instead, FPL will only charge the minimum bill when a customer's total monthly bill does not exceed \$25, excluding any taxes or other additional charges.

>

> FPL explained that the minimum bill provision was included in the settlement agreement to ensure that all residential and general service non-demand customers contribute towards fixed costs of maintaining the electric system, costs which exist as a result of serving even limited amounts of energy to customers. The Commission approved the settlement agreement as being in the public interest when taken as a whole, and providing a comprehensive and balanced resolution to FPL's original petition for a base rate increase that provides rate stability for FPL's customers.

>

> We have added your concerns to our files as a protest to the FPL's Rate Case, docket 20210015.

>

> If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

>

> Sincerely,

>

> Shonna McCray
> Regulatory Program Administrator
> Florida Public Service Commission