

Antonia Hover

From: Ellen Plendl
Sent: Monday, July 11, 2022 2:08 PM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: Consumer Inquiry - Florida Power & Light Company; FW Florida Power; RE Consumer Inquiry - Florida Power & Light Company; Re Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW

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

Antonia Hover

From: Ellen Plendl
Sent: Monday, July 11, 2022 1:02 PM
To: 'jtex1015@yahoo.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Judy Inclan
jtex1015@yahoo.com

RE: FPSC Inquiry 1399290C

Dear Ms. Inclan:

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.

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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)

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, July 11, 2022 12:45 PM
To: EOG-Referral
Subject: FW: Florida Power

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

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

From: Judy Inclan <jtex1015@yahoo.com>
Sent: Sunday, July 10, 2022 3:19 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power

Dear Governor Desantis,

I live in Pensacola and our electric bill is truly getting out of hand. I just paid 796.00 and it was extremely painful and difficult to do during the high costs of living. I have lived in this home since 1994 and never have I had a bill that high during the summer months.

Please help us here in Northwest florida. I can't continue to pay this for the next 3 1/2 years.

Sincerely,

Judy Inclan
Pensacola, FL

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.

Antonia Hover

From: Ellen Plendl
Sent: Monday, July 11, 2022 6:56 AM
To: 'randy L'
Subject: RE: Consumer Inquiry - Florida Power & Light Company

Mr. Randall Langham
l.randy86@gmail.com

RE: FPSC Inquiry 1398994C

Dear Mr. Langham:

Thank you for your additional comments. I will add your correspondence to Docket 20210015.

Please call me at 1-800-342-3552 if you have additional questions or concerns.

Sincerely,

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

From: randy L <l.randy86@gmail.com>
Sent: Sunday, July 10, 2022 7:07 PM
To: Ellen Plendl <EPlendl@PSC.STATE.FL.US>
Subject: Re: Consumer Inquiry - Florida Power & Light Company

Good afternoon,

While I greatly appreciate your feed back on how this all works, I have to respectfully say that it doesn't make it right. The commission, I feel made a great mistake when approving FPL's purposal. Again this month my bill when up another \$70. What interesting is that I I documented our power usage this month vs. Last month as it reads on my homes meter. Being out of two for 2 weeks and no one being in the house I have to say it's a far cry to say that my rate increased this month from last month, and the meter reflects that. Woth this said what is the next step to getting this on the governors dest and him taking a look at it. Am I wrong when I say that monopolies are not lawful. There is no other option and I am forced to pay this rate or not have power. I'm puzzled by the fact that this hadn't been an issue for the commission to act on prior to now. Our governor should be letting the people of the state know what is going on. The severe price gouging is killing North West Florida, as well as killing the integrity of the goverbors office, the commission and most definately FPL. Please let me know what step need to be taken to ensire that our governor is being made aware of these issue?!

Randall Langham

On Wed, Jul 6, 2022, 7:31 AM Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

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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Ellen Plendl
Regulatory Consultant
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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)

Antonia Hover

From: Shonna McCray
Sent: Friday, July 8, 2022 1:16 PM
To: 'furfacepaintings@gmail.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Michael Biernaski
furfacepaintings@gmail.com

RE: FPSC Inquiry 1398185C

Dear Mr. Biernaski:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company's (FPL) minimum billing 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 FPSC approved FPL'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

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, July 8, 2022 12:06 PM
To: EOG-Referral
Subject: FW:

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: Michael Biernaski <furfacepaintings@gmail.com>
Sent: Wednesday, June 8, 2022 6:40 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject:

Dear Governor Desantis,

I just got my electric bill from Florida Power and Light and was charged an extra 25 bucks this month for not using electricity. I just installed a solar panel system to lower my electric bills and do my part in going green. However, now I think I made a big mistake. I originally ordered my solar system with a battery storage backup to be self sufficient and not rely on the grid. The installers told me that the batteries would not run the whole house air conditioner system. So I dumped the batteries and installed enough panels on my roof to offset the electricity charges I use at night from the grid. Before the solar system my bills were 100 bucks a month average. Financing the solar panels cost 100 bucks a month. I went green and went cost neutral. Now I'm being charged 8.99 a month to access the grid for night power, 25 bucks for not using electricity plus taxes and fees. My monthly charges for electricity now are 137 bucks a month. I'm 66 and thought I was settling down and saving money. Now my electric bill has gone up 30 percent. I was lied to by the solar company or at least misled and not provided enough information. It seems that solar power is a big rip-off in Florida. I'm generating more power than I use, exporting it back to the grid, and paying for it. The public utility commission authorized these charges but they won't accept any complaints about it. You can't go totally off the grid here unless you install such an expensive battery system and you can't finance it into your loan once the panels are already installed. Furthermore, because I am now connected to the grid, when the grid goes down my solar panels don't work. I bought the panels in case power went down after a hurricane. Again the solar company misled me. I feel like I should put a big sign on my lawn stating solar power is not feasible in Florida when both the utility and the PUC are against it. I am frustrated and now in debt for believing the going green eco hype. I'm trying to use less and save more but the system is working against me. Everybody is out for a buck. Nobody wants to hear my complaint. No lawyers have gotten involved in these problems. Can you please refer my problem to whomever can help me? Installing solar on my roof in the sunshine state was a 30 thousand dollar mistake that saved me no money on my electric bill. In actuality my bill went up and I am generating power for the utility and they are charging me for it. Frustrated but thank you for your time.

Michael Biernaski
furfacepaintings@gmail.com

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