

**Antonia Hover**

**From:** Office of Chairman Fay  
**Sent:** Friday, July 15, 2022 3:11 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: FPL Minimum Billing

Please place the email below in Docket No. 20210015

Thanks

**From:** Clinton Burrow <clintburrow0730@gmail.com>  
**Sent:** Monday, July 11, 2022 4:14 PM  
**To:** Office of Chairman Fay <Commissioner.Fay@psc.state.fl.us>  
**Subject:** FPL Minimum Billing

Good afternoon Chairman Fay,

We recently contacted FPL about the way they are calculating the new minimum bill for Solar Net Metered customers. Their customer service representative really would not discuss the methodology and simply told us that it was approved in their new rate order by the PSC. We then filed a billing complaint on your web site which I have copied below and did get a call back from your staff but basically was told that the rate case was under appeal and that our complaint was attached to the rate case docket. After doing some research we filed a second complaint on your system checking the box indicating that this complaint was related to an existing filed complaint. It has been over a week since we filed the second complaint and I have heard nothing back nor seen it posted on the docket. We hope that you will read both of these short descriptions and take some action. Thank you for your consideration.

FPL recently started implementing their new minimum base bill charge. They released a letter explaining the new billing system which indicated in an example they provided that each customer has to use at least 240 kWh in a billing period or they will not meet the minimum billing amount and will be charged that minimum amount anyway. Their methodology for billing solar net metering customers like us is very discriminatory. We actually have two virtual meters when we have a solar system. One measuring energy we use "from FPL" and one measuring energy we deliver "to FPL". They in the end net these two meters and if we have excess net energy delivered to FPL it goes into our bank. Now with the new minimum billing system they are either taking energy from our bank or from the "from FPL" meter and saying we had zero energy used for the month and billing us for the 240 kWh which we actually used. Over the 12 month year at 240 kWh per month that adds up 2.88 mWh that they have in essence taken from us, since we are paying for it in the minimum bill each month. We think that the proper approach for billing net metered customers would be to take the first 240 kWh from the "from FPL" meter and apply it to the minimum bill and then the remainder applied, as they normally have done in the past, to the net metered equation. Since we are paying for that energy each month in the minimum bill they should not be allowed to take it from us as well.

Clinton & Laura Burrow  
FL PSC complaint tracking number 187421

Our previous complaint was simply added to the huge number of complaints that are attached to the Docket 20210015EI. We are not trying to appeal the FPL new rate order that the Commission has already approved and is being appealed to the Florida Supreme Court. Our complaint is with the method that FPL is using to implement the new minimum billing system as it relates to Solar Net Metered customers. We have looked at the new order that FPL is operating under and there are thousands of pages to the order that are not even searchable since they are scanned pdf documents. Was the billing calculation method specified within this

order and if so can the staff point us to this method within the order. If not, we feel that whether or not the order has been appealed should not preclude the Commission from reviewing how FPL is implementing the order. It seems to us that there is no question that FPL is simply taking from us 240 kWh each month (2.88 mWh over a year) that we have already paid for in our minimum monthly bill. They should not be allowed to do this. The new minimum billing process should account for the energy that we actually use from FPL each month before they do the net metering calculation. This process is under the purview of the Commission and they should review this process and make a determination as to whether FPL can continue to take energy from Net Metering customers each month that this order continues to be implemented.

Clinton & Laura Burrow  
FL PSC complaint tracking number 187597