

Antonia Hover

From: Ellen Plendl
Sent: Friday, July 29, 2022 11:02 AM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: Consumer Inquiry - Duke Energy Florida and Florida Power & Light; Consumer Inquiry - Florida Power & Light Company; FW Duke energy and FP&L; FW Florida Power & Light Florida Public Service Commission; FW Consumer Inquiry - Florida Power & Light Company; FW Message from CSBizhub1; Consumer Inquiry - Florida Power & Light Company; FW Largest FPL Rate Increase EVER - Under Your Watch!!!!; RE Consumer Inquiry - Florida Power & Light Company; Re Consumer Inquiry - Florida Power & Light Company; RE Consumer Inquiry - Florida Power & Light Company; Re Consumer Inquiry - Florida Power & Light Company; sheri-cameron-response-letter.pdf

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

Antonia Hover

From: Shonna McCray
Sent: Friday, July 29, 2022 10:55 AM
To: 'judylmyers@icloud.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Duke Energy Florida and Florida Power & Light

Ms. Judy Myers
judylmyers@icloud.com

RE: FPSC Inquiry

Dear Ms. Myers:

The Governor's office forwarded a copy of your email regarding Duke Energy Florida (DEF) and 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.

The FPSC approved settlement agreements for Duke Energy (Docket No. 20210016), and Florida Power & Light (Docket No. 20210015) which included the monthly minimum charge. Both DEF and FPL explained that the minimum bill provisions were 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 agreements as being in the public interest when taken as a whole, and providing a comprehensive and balanced resolution to DEF and FPL's original petition for a base rate increase that provides rate stability for FPL's customers.

DEF and FPL's new minimum monthly bill is separate and apart from requirements that utilities allow customers to net meter. DEF and FPL's net metering programs will continue to function as it always has. Credits for kWhs delivered to the grid, compared to the kWhs taken from the grid will be calculated as they have been historically.

Under Rule 25-6.065, Florida Administrative Code (F.A.C.), net metering is defined as "a metering and billing methodology whereby customer-owned renewable generation is allowed to offset the customer's electricity consumption on-site." The rule states that "[d]uring any billing cycle, excess customer-owned renewable generation delivered to the investor-owned utility's electric grid **shall** be credited to the customer's energy consumption for the next month's billing cycle" (Rule 25-6.065(8)(e), F.A.C., emphasis added). Further, excess energy credits produced by the customer "**shall** accumulate and be used to offset the customer's energy usage in subsequent months" (Rule 25-6.065(8)(f), F.A.C., emphasis added).

The net metering rule requires utilities to offset customer energy consumption during each billing cycle with excess renewable energy credits accumulated by that customer. For some customers, the requirement on the utility to offset the customers' energy consumption with accumulated credits may result in a monthly bill that falls below \$25. If that is the case, the new minimum monthly bill charge will be applied to bring the monthly bill up to \$25. Some customers have suggested that the utility only offset consumption to the point that they stay at or above a \$25 monthly bill, thereby reserving the credits that would bring them below the minimum bill. However, the net metering rule does not provide the utility with discretion to offset "some" of the customer's energy consumption in order to not go below \$25. The utility is required to apply energy credits to the customer's consumption until either the credits or the consumption reach zero.

Commission staff has confirmed that FPL continues to implement net metering practices pursuant to the requirements of the net metering rule.

If you have questions or concerns, please contact Ms. Ellen Plendl at 1-800-342-3552.

Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission

Antonia Hover

From: Shonna McCray
Sent: Friday, July 29, 2022 10:36 AM
To: 'jimmymac3382@gmail.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. James McCarthy
jimmymac3382@gmail.com

RE: FPSC Inquiry 1400604C

Dear Mr. McCarthy:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company (FPL) and the 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 (FPL) 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.

FPL's net metering program will continue to function as it always has. Credits for kWhs delivered to the grid, compared to the kWhs taken from the grid will be calculated as they have been historically. The only change is that customers who have a bill under \$25 after net metering in any given month will now receive the minimum bill of \$25. Commission staff has confirmed that FPL continues to implement net metering practices pursuant to the requirements of the net metering rule.

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.

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.

If you have questions or concerns, please contact Ms. Ellen Plendl at 1-800-342-3552.

Sincerely,

Shonna McCray
Regulatory Program Administrator

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, July 28, 2022 4:17 PM
To: EOG-Referral
Subject: FW: Duke energy and FP&L

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 Myers <judyomyers@icloud.com>
Sent: Wednesday, July 20, 2022 5:27 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke energy and FP&L

Why are these companies allowed to charge people a minimum bill when people with solar panels can actually sell their power back to the utility company? This is an absolutely an attack on solar power in the SUNSHINE STATE. How is this fucking legal?

Sent from my iPad

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: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, July 28, 2022 4:28 PM
To: EOG-Referral
Subject: FW: Florida Power & Light / Florida Public Service Commission

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: James McCarthy <jimmymac3382@gmail.com>
Sent: Thursday, July 28, 2022 11:52 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power & Light / Florida Public Service Commission

Honorable Sir,

I would like to know if you're aware of recent charges that Florida Power & Light (FPL) has imposed on their solar customers?.

Starting June 1st of this year FPL started charging me \$25.00 +/- because I have a solar system on my home. I have tried to do the right thing (Going Green). I am not looking for FPL to reimburse me for the extra power I generate, I just Do Not want to be ripped off!.

FPL is saying they are adding this charge to offset fuel charges. I'm not using any fuel anymore. I'm solar, Myself and every other solar household are actually assisting FPL offset their fuel consumption and now FPL is stealing our money.

I already pay a service or line fee which is fine.

But now a solar generator in Florida has to pay the line fee plus the underconsumption fee, This Is Insane!

Why are Floridians who live In The SunShine State being punished for trying to reduce fossil fuel consumption and help the environment?

Respectfully,

James McCarthy
3382 SE East Snow Rd, Port St. Lucie, FL 34984
(315) 269-2900
jimmymac3382@gmail.com

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: Shonna McCray
Sent: Thursday, July 28, 2022 2:24 PM
To: Ellen Plendl
Subject: FW: Consumer Inquiry - Florida Power & Light Company

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

From: Richard Shellow <richardshellow@yahoo.com>
Sent: Thursday, July 28, 2022 2:23 PM
To: Shonna McCray <SMcCray@PSC.STATE.FL.US>
Subject: Re: Consumer Inquiry - Florida Power & Light Company

My bill went from \$520 per month to \$1282 monthly due to a little higher usage and fpl price increases. I'd be happy to show you that bill. Fpl said it was 20% increase plus 5% p/hour increase during peak usage.

Richard Shellow

> On Jul 28, 2022, at 2:17 PM, Shonna McCray <SMcCray@psc.state.fl.us> wrote:

>

> Mr. Richard Shellow

> richardshellow@yahoo.com

>

> RE: FPSC Inquiry 1400521C

>

> Dear Mr. Shellow:

>

> 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.
- >
- > You also expressed concern about the fuel cost adjustment. Originally, fuel costs were included as part of base rates and were not shown separately on the bill. As the price of oil increased dramatically in the 1970’s and 1980’s, utilities were filing for base rate increases on a yearly basis, simply to recognize the changing fuel costs. Base rate cases are intensive, expensive reviews of a utility’s total operations, and take eight months to complete. The Commission decided at that point to require utilities to remove fuel from base rates and to set fuel charges in a separate proceeding. Since the early 1980’s fuel has been shown as a separate line item on customers’ bills.
- >
- > Fuel rates are set annually in public hearings before the Commission. Fuel charges are set on a projected basis each November to be effective January of the following year. Therefore, the fuel charge component of your electric bill will increase or decrease in January based on the outcome of this annual hearing (all other things, such as your usage, equal). Utilities are required to file extensive data on their fuel costs, both past and projected. These filings often reach thousands of pages of testimony and exhibits. FPSC staff and interveners spend several months reviewing and questioning the utility on the information presented. Fuel hearings generally have several interveners who may raise any issues they choose. Intervenors in the last fuel docket included the Office of Public Counsel (the legislative agency representing consumers such as yourself before the Commission), the Office of the Attorney General, the Florida Retail Federation, Florida Industrial Power Users Group, and the Federal Executive Agencies.
- >
- > Fuel costs charged to customers include only costs directly associated with the purchase, handling and storing of fuel. The utilities recover only the actual costs incurred and do not earn a return or profit on those costs. During each annual hearing, the utility must justify the costs it has incurred in the prior time period and the costs it expects to incur in the upcoming year. In addition, costs and revenues are “trued up.” In the true up process, the revenues collected in the past year are compared to the actual costs incurred. If the company recovered more than its actual costs, that over recovery reduces the costs to be charged for the next year. If the utility under recovers in the prior year, that under recovery is added to the projected fuel cost for the next year.
- >
- > The price of gas fluctuates almost daily, therefore there are two main reasons why the utility’s fuel charge does not reflect short term market fluctuations. First, the utility is responsible for ensuring that enough fuel is available to meet

the projected need for power. This may involve a combination of short and long term fuel purchase contracts. The utility must buy its fuel in the open market the same way any other user would. It must accept the terms and prices offered in the international market at the time it makes its purchases. Second, the true up provision also tempers the total fuel costs recovered from customers. If the utility significantly under recovered in the prior period, that shortfall must be made up in the next period. This can result in what seems like an increase in the cost of fuel when market prices may be declining.

>

> You may review all the information filed for Commission consideration in setting fuel rates by accessing the FPSC website at www.floridapsc.com. Under the Clerk's Office tab at the top of the page, click on Dockets. Type in the docket number 20210001. 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 utilities and other parties in the fuel cost recovery docket.

>

> 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: Cimmino-Lynn, Martha <Martha.Cimmino-Lynn@eog.myflorida.com>
Sent: Thursday, July 28, 2022 2:19 PM
To: EOG-Referral
Subject: FW: Message from CSBizhub1
Attachments: 918315-cameron-outgoing.pdf; 918315-CAMERON.pdf

Please find attached email received and responded to 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: CSBizhub1@eog.myflorida.com <CSBizhub1@eog.myflorida.com>
Sent: Thursday, July 28, 2022 1:50 PM
To: Cimmino-Lynn, Martha <Martha.Cimmino-Lynn@eog.myflorida.com>
Subject: Message from CSBizhub1

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.



RON DESANTIS
GOVERNOR

STATE OF FLORIDA

Office of the Governor

THE CAPITOL
TALLAHASSEE, FLORIDA 32399-0001

www.flgov.com
850-717-9418

July 29, 2022

Ms. Sheri Cameron
4309 Legend Place
Panama City, Florida 32411

Dear Ms. Cameron:

Thank you for contacting Governor Ron DeSantis. We are sorry to hear of your difficulties and appreciate the opportunity to respond to your letter.

The Public Service Commission is an arm of the legislative branch of government and regulates certain public utilities in Florida. To assist you, I forwarded a copy of your letter to PSC for their review. If you want to contact PSC directly, please use the information provided below. Enclosed is a brochure which explains what the PSC regulates.

The Low-Income Home Energy Assistance Program (LIHEAP) assists households that have incomes below 150% of the federal poverty income guidelines who need assistance in paying their utility bills.

Thank you again for contacting Governor DeSantis.

Sincerely,

A handwritten signature in black ink that reads "Martha Lynn".

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

ML/cas
Enclosure

cc: Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-6100

918315
8/12/22
m.g.

Utilities
Marty

July 11, 2022

✓ Office of Governor DeSantis
Florida Public Service Commission – Docket #20210015
Secretary of State of Florida

RE: Florida Power and Light's Rate Increases

To Whom It May Concern:

I'm just one of many, many residents of the State of Florida who are experiencing rate increases for electrical power usage since Gulf Power was taken over by Florida Power and Light. In today's economic turndown, high inflation, rising food costs and soaring prices for gasoline, NOW IS NOT THE TIME to increase demands on resident's pocketbooks. There are so many of us in the working class (I'm 64 and widowed) who, like so many elderly and lower income residents, are on fixed incomes. My parents who are on a fixed income – my father a retired full-bird Colonel in the Army - are paying to have home health caregivers, so that they may stay in their home in lieu of selling their home to afford residence in a nursing home - and any increase in what they pay out to stay in their home is a massive burden. We cannot control what the administration in Washington is doing to us, but Praise the Lord, I hope we have a voice for what our government here in Florida is doing. FPL rate increases make no sense – sort of like Comcast – raise the rates for no better service – just lining pockets of those who are capable of reaching into ours to take and put in theirs.

PLEASE – listen to all of us who are at the mercy of FPL. Please investigate. Please respond. Please act. Please do something!

Thank you,



Sheri Cameron
4309 Legend Place
Panama City, FL 32411
603-340-3118

Cameron
PO Box 27974
PC, FL 32411

PENSACOLA FL 325

12 JUL 2022 PM 21



quadjent

FIRST-CLASS MAIL

IMI

\$000.57⁰

07/12/2022 ZIP 32408

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US POSTAGE

Governor DeSantis
Executive Office
400 S. Monroe St.
Tallahassee, FL 32399

32399-653699



Antonia Hover

From: Shonna McCray
Sent: Thursday, July 28, 2022 2:17 PM
To: 'richardshellow@yahoo.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Richard Shellow
richardshellow@yahoo.com

RE: FPSC Inquiry 1400521C

Dear Mr. Shellow:

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.

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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.

You also expressed concern about the fuel cost adjustment. Originally, fuel costs were included as part of base rates and were not shown separately on the bill. As the price of oil increased dramatically in the 1970's and 1980's, utilities were filing for base rate increases on a yearly basis, simply to recognize the changing fuel costs. Base rate cases are intensive, expensive reviews of a utility's total operations, and take eight months to complete. The Commission decided at that point to require utilities to remove fuel from base rates and to set fuel charges in a separate proceeding. Since the early 1980's fuel has been shown as a separate line item on customers' bills.

Fuel rates are set annually in public hearings before the Commission. Fuel charges are set on a projected basis each November to be effective January of the following year. Therefore, the fuel charge component of your electric bill will increase or decrease in January based on the outcome of this annual hearing (all other things, such as your usage, equal). Utilities are required to file extensive data on their fuel costs, both past and projected. These filings often reach thousands of pages of testimony and exhibits. FPSC staff and interveners spend several months reviewing and questioning the utility on the information presented. Fuel hearings generally have several interveners who may raise any issues they choose. Intervenors in the last fuel docket included the Office of Public Counsel (the legislative agency representing consumers such as yourself before the Commission), the Office of the Attorney General, the Florida Retail Federation, Florida Industrial Power Users Group, and the Federal Executive Agencies.

Fuel costs charged to customers include only costs directly associated with the purchase, handling and storing of fuel. The utilities recover only the actual costs incurred and do not earn a return or profit on those costs. During each annual hearing, the utility must justify the costs it has incurred in the prior time period and the costs it expects to incur in the upcoming year. In addition, costs and revenues are "trued up." In the true up process, the revenues collected in the past year are compared to the actual costs incurred. If the company recovered more than its actual costs, that over recovery reduces the costs to be charged for the next year. If the utility under recovers in the prior year, that under recovery is added to the projected fuel cost for the next year.

The price of gas fluctuates almost daily, therefore there are two main reasons why the utility's fuel charge does not reflect short term market fluctuations. First, the utility is responsible for ensuring that enough fuel is available to meet the projected need for power. This may involve a combination of short and long term fuel purchase contracts. The utility must buy its fuel in the open market the same way any other user would. It must accept the terms and prices offered in the international market at the time it makes its purchases. Second, the true up provision also tempers the total fuel costs recovered from customers. If the utility significantly under recovered in the prior period, that shortfall must be made up in the next period. This can result in what seems like an increase in the cost of fuel when market prices may be declining.

You may review all the information filed for Commission consideration in setting fuel rates by accessing the FPSC website at www.floridapsc.com. Under the Clerk's Office tab at the top of the page, click on Dockets. Type in the docket number 20210001. 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 utilities and other parties in the fuel cost recovery docket.

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: Thursday, July 28, 2022 10:27 AM
To: EOG-Referral
Subject: FW: Largest FPL Rate Increase EVER - Under Your Watch!!!!

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: Richard Shellow <richardshellow@yahoo.com>
Sent: Wednesday, July 27, 2022 2:52 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Cc: Annette Shellow <annette@shellow.com>
Subject: Largest FPL Rate Increase EVER - Under Your Watch!!!!

Dear Ron DeSantis,

In October 2021, the Florida Public Service Commission (PSC) approved the [largest rate increase](#) in Florida Power and Light (FPL) history. In November, FPL received approval for an additional \$800+ million charge to customers due to surging natural gas prices. Combined, FPL residential customers have started paying nearly 20% more for electricity service starting in January 2022. Why are Floridians being forced to pay for such a large price increase for essential electricity?

Disney spoke out against your policies regarding education, and you went after them. The PSC approved the largest rate increase ever and you do nothing?

Is this the type of leadership you offer your constituents?

Richard Shellow
[RAS3](#)
Phone - 786-797-7836
Office - 305-661-9690

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Antonia Hover

From: Ellen Plendl
Sent: Thursday, July 28, 2022 8:25 AM
To: 'Marjorie Shires'
Subject: RE: Consumer Inquiry - Florida Power & Light Company

Dear Ms. Shires:

Thank you for your comments.

You may also contact the Office of Public Counsel at (850) 488-9330 to share your concerns. The Office of the Public Counsel represents customers in utility related matters in proceedings before the Florida Public Service Commission.

I will add your comments to the public record.

Sincerely,

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

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

From: Marjorie Shires <mnshires@mail.com>
Sent: Wednesday, July 27, 2022 6:58 PM
To: Ellen Plendl <EPlendl@PSC.STATE.FL.US>
Subject: Re: Consumer Inquiry - Florida Power & Light Company

Ellen, I'm not low income. I may become low income if something isn't done to stop FLP from increasing our rates. Does anyone in Tallahassee realize that people who try to be comfortable in their homes (75 to 78 degrees) in this heat face \$500.00 to \$700.00 electric bills? I really wonder if anyone over there understands what is going on with Floridians. As I said in my original email, I must keep my thermostat on 80 to 81 degrees in order to keep my bill under \$300.00. I thank the Lord that I have gas heat, gas stove, and gas hot water heater or my bill would be even higher. I hear how high gas is but my highest gas bill this past winter was \$74.06 and I kept my home comfortable.

I don't mean to keep pounding on the subject but someone needs to listen to the realities.

Ok, I won't be writing anymore. I'm just trying to find someone who understands what is happening in our great state and willing to stop it. The PSC has given FPL what they "need" to stay viable, but how are the consumers supposed to receive what they "need" to stay viable. I'm not talking about the poor, but the average citizen.

Thanks
Marjorie

Sent from my iPad

> On Jul 27, 2022, at 3:29 PM, Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

>

> Dear Ms. Shires:

- >
- > Thank you for sharing your additional feedback. I will add your comments to our public record on Docket 20210015.
- >
- > You might consider a complimentary energy audit, which will provide you with an analysis of your energy use and appliances, and recommendations to minimize your usage. Home energy audits are available to every FPL customer at no charge, once every twelve months.
- >
- > 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 --- <https://www.floridajobs.org/community-planning-and-development/community-services/low-income-home-energy-assistance-program/find-your-local-low-income-home-energy-assistance-program-provider-for-help>
- >
- > * 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/>
- >
- > I hope this information is helpful.
- >
- > 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: Marjorie Shires <mnshires@mail.com>
Sent: Wednesday, July 27, 2022 6:58 PM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Florida Power & Light Company

Ellen, I'm not low income. I may become low income if something isn't done to stop FLP from increasing our rates. Does anyone in Tallahassee realize that people who try to be comfortable in their homes (75 to 78 degrees) in this heat face \$500.00 to \$700.00 electric bills? I really wonder if anyone over there understands what is going on with Floridians. As I said in my original email, I must keep my thermostat on 80 to 81 degrees in order to keep my bill under \$300.00. I thank the Lord that I have gas heat, gas stove, and gas hot water heater or my bill would be even higher. I hear how high gas is but my highest gas bill this past winter was \$74.06 and I kept my home comfortable.

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Thanks

Marjorie

Sent from my iPad

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>

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>

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>

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>

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

>

> I hope this information is helpful.

>

- > 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: Ellen Plendl
Sent: Wednesday, July 27, 2022 4:30 PM
To: 'Marjorie Shires'
Subject: RE: Consumer Inquiry - Florida Power & Light Company

Dear Ms. Shires:

Thank you for sharing your additional feedback. I will add your comments to our public record on Docket 20210015.

You might consider a complimentary energy audit, which will provide you with an analysis of your energy use and appliances, and recommendations to minimize your usage. Home energy audits are available to every FPL customer at no charge, once every twelve months.

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

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* 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:

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I hope this information is helpful.

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: Marjorie Shires <mnshires@mail.com>
Sent: Wednesday, July 27, 2022 4:26 PM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Florida Power & Light Company

I understand everything you've said. However, one question wasn't answered: How are the consumers going to be able to afford the FPL rates when 3 more rate increases have already been approved? If we are forced to keep our thermostats between 80-82 now, what is going to happen later? Perhaps the FPSC should take a much harder look at FPL's needs.

Regards
Marjorie Shires

Sent from my iPad

> On Jul 27, 2022, at 10:41 AM, Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

>
> Ms. Marjorie Shires
> mnshires@mail.com
>
> RE: FPSC Inquiry 1400425C
>

> Dear Ms. Shires:

>
> 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.
- >
- > You also expressed concern about the fuel cost adjustment. Originally, fuel costs were included as part of base rates and were not shown separately on the bill. As the price of oil increased dramatically in the 1970's and 1980's, utilities were filing for base rate increases on a yearly basis, simply to recognize the changing fuel costs. Base rate cases are intensive, expensive reviews of a utility's total operations, and take eight months to complete. The Commission decided at that point to require utilities to remove fuel from base rates and to set fuel charges in a separate proceeding. Since the early 1980's fuel has been shown as a separate line item on customers' bills.
- >
- > Fuel rates are set annually in public hearings before the Commission. Fuel charges are set on a projected basis each November to be effective January of the following year. Therefore, the fuel charge component of your electric bill will increase or decrease in January based on the outcome of this annual hearing (all other things, such as your usage, equal). Utilities are required to file extensive data on their fuel costs, both past and projected. These filings often reach thousands of pages of testimony and exhibits. FPSC staff and interveners spend several months reviewing and questioning the utility on the information presented. Fuel hearings generally have several interveners who may raise any issues they choose. Intervenors in the last fuel docket included the Office of Public Counsel (the legislative agency representing consumers such as yourself before the Commission), the Office of the Attorney General, the Florida Retail Federation, Florida Industrial Power Users Group, and the Federal Executive Agencies.
- >
- > Fuel costs charged to customers include only costs directly associated with the purchase, handling and storing of fuel. The utilities recover only the actual costs incurred and do not earn a return or profit on those costs. During each annual hearing, the utility must justify the costs it has incurred in the prior time period and the costs it expects to incur in the upcoming year. In addition, costs and revenues are "trued up." In the true up process, the revenues collected in the past year are compared to the actual costs incurred. If the company recovered more than its actual costs, that over recovery reduces the costs to be charged for the next year. If the utility under recovers in the prior year, that under recovery is added to the projected fuel cost for the next year.
- >
- > The price of gas fluctuates almost daily, therefore there are two main reasons why the utility's fuel charge does not reflect short term market fluctuations. First, the utility is responsible for ensuring that enough fuel is available to meet the projected need for power. This may involve a combination of short and long term fuel purchase contracts. The utility must buy its fuel in the open market the same way any other user would. It must accept the terms and prices offered in the international market at the time it makes its purchases. Second, the true up provision also tempers the

total fuel costs recovered from customers. If the utility significantly under recovered in the prior period, that shortfall must be made up in the next period. This can result in what seems like an increase in the cost of fuel when market prices may be declining.

>

> You may review all the information filed for Commission consideration in setting fuel rates by accessing the FPSC website at www.floridapsc.com. Under the Clerk's Office tab at the top of the page, click on Dockets. Type in the docket number 20210001. 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 utilities and other parties in the fuel cost recovery docket.

>

> 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)

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>

STATE OF FLORIDA

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OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

July 29, 2022

Ms. Sheri Cameron
4309 Legend Place
Panama City, FL 32411

RE: FPSC Inquiry 1400563C

Dear Ms. Cameron:

The Governor's office forwarded a copy of your correspondence 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."

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Ms. Sheri Cameron

Page 2

July 29, 2022

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.

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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.

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

Office of Consumer Assistance & Outreach

SM:mep