

**Antonia Hover**

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**From:** Ellen Plendl  
**Sent:** Tuesday, August 2, 2022 8:11 AM  
**To:** Consumer Correspondence  
**Subject:** Docket No. 20210015  
**Attachments:** Consumer Inquiry - Florida Power & Light Company; Re Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW Help with Rising Electric Bills for Florida Residents; meredith-young-response-letter.pdf

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

## **Antonia Hover**

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**From:** Ellen Plendl  
**Sent:** Wednesday, July 27, 2022 12:30 PM  
**To:** 'mkarabi@g.clemson.edu'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Meredith Young  
mkarabi@g.clemson.edu

RE: FPSC Inquiry 1400424C

Dear Ms. Young:

Thank you for your swift reply. This is an acknowledgement of the inquiry filed on your behalf by the Florida Public Service Commission (FPSC) regarding Florida Power & Light Company (FPL)

Upon completion of the investigation, we will contact you. In the meantime, FPL staff will be contacting you directly to discuss your billing concerns directly with you.

If you have any questions or concerns 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

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**From:** Meredith Karabinos <mkarabi@g.clemson.edu>  
**Sent:** Wednesday, July 27, 2022 12:11 PM  
**To:** Ellen Plendl  
**Subject:** Re: Consumer Inquiry - Florida Power & Light Company

Hi Ellen,

Thank you for your quick response! My info is below...

Service & Mailing Address: 9860 NW 15 St Plantation, FL 33322  
Service & Daytime Contact number: 864-909-3964  
Account Name: Michael Young  
Account number: 9746504258

Sincerely,  
Meredith Young

**Meredith K. Young, MS, RD, LD**  
<https://ourdailykale.wordpress.com/>

On Jul 27, 2022, at 11:33 AM, Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

Ms. Meredith Young  
mkarabi@g.clemson.edu

RE: FPSC Inquiry 1400424C

Dear Ms. Young:

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 assist you.

To assist you, please provide us with the following:

- \* Your service address
- \* Your mailing address
- \* Your service telephone number
- \* Your daytime contact telephone number
- \* The name in which your electric bill is addressed
- \* Your account number

You may respond by return e-mail or by calling me at 1-800-342-3552. I will look forward to

hearing from you.

Sincerely,

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

## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Wednesday, July 27, 2022 11:34 AM  
**To:** 'mkarabi@g.clemson.edu'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Meredith Young  
mkarabi@g.clemson.edu

RE: FPSC Inquiry 1400424C

Dear Ms. Young:

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 assist you.

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You may respond by return e-mail or by calling me at 1-800-342-3552. I will look forward to hearing from you.

Sincerely,

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

## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Wednesday, July 27, 2022 10:50 AM  
**To:** EOG-Referral  
**Subject:** FW: Help with Rising Electric Bills for Florida Residents

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

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**From:** Meredith Young <mkarabi@g.clemson.edu>  
**Sent:** Tuesday, July 26, 2022 7:58 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Help with Rising Electric Bills for Florida Residents

Good evening Governor Desantis,

I think I speak for many people as I write this letter regarding the severe increase in FPL electric bills this last month. My family as well as many others I have spoken to have had an increase of \$100 or more, for my family personally \$120 increase in our bill this month compared to last. The numbers are adding up. I have tracked our bills and amounts for over 7 years and this is by far the highest and nuggets outlier in costs. My projected bill for next month is \$345. The amount of Kwh is not adding up compared to other years in our same house. I have spoken to multiple FPL representatives and a FPL electric specialist this past week who gave no explanation for the increase in my bill other than it's hot outside and rates increased in January. FPL could not provide an explanation for the "other factors" fees of \$92 that were added to my bill last month causing the majority of the increase in my family's electric bill. I think I speak for many when I say we are getting crushed financially by this rise in our bills with no clear explanation from FPL. This is very frustrating and so very hard on families like mine who are paying \$356 in electric bills compared to \$230 the previous month. I am reaching out to you for your help in getting this issue resolved and getting our electric bills back to accurate readings and realistic charges! How can you help the American people with this monopoly? Please show mercy to your people and help us with this issue!

Sincerely,  
Meredith Young

P.S. - Please run for president!  
#RonDesantis2024

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Meredith Karabinos Young, MS, RD, LD

<https://ourdailykale.wordpress.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.

STATE OF FLORIDA

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CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

# Public Service Commission

August 2, 2022

Mr. & Mrs. Michael Young  
9860 NW 15 Street  
Plantation, FL 33322

RE: FPSC Inquiry 1400436E

Dear Mr. & Mrs. Young:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Florida Power & Light Company (FPL).

We have learned that FPL staff have been in contact with you regarding your billing concern. I have enclosed a copy of the company's written response for your records.

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.

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

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)



Mr. & Mrs. Michael Young

Page 2

August 2, 2022

We will add your feedback to Docket No. 20210015, regarding FPL's rate case.

Complaints are a valuable source of information, and we will keep your complaint on file. We closely monitor complaints to track any trends indicating where further Commission action might be needed.

If you have any questions or concerns please contact 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

Enclosure



## 3 Day Resolution Response

### CUSTOMER INFORMATION

**Customer First/Middle Name:** MICHAEL  
**Last / Business Name :** YOUNG  
**Alternate Name :** MEREDITH YOUNG  
**Service Address :** 9860 NW 15TH ST  
 PLANTATION, FL 33322  
**Date of Contact :** 7/27/2022      **How Was Cust. Contacted?** Phone  
**Status of Account :** Active      **Total Credit :** N/A  
**Service Status :** On

### COMPLAINT INFORMATION

**FPSC Log # :** 1400436E      **FPSC Contact :** Ellen Plendl  
**Date FPL Received :** 7/27/2022      **Date Submitted to FPSC :** 8/01/2022

**Brief Description of Customer's Concern:**

The customer was concerned the amount of their bill was higher than expected and indicated a prior Phone Energy Survey did not resolve their concern.

### RESOLUTION

**The Customer Advocate spoke with the customer and addressed their concern. The following action plan was agreed upon:**

Item No.	Action	Date Completed	Date Pending Completion
1	Customer Advocate Ms. Hall spoke with Mrs. Young and verified her bills are based on actual meter readings. Mrs. Young obtained a reading from her meter which verified her usage advanced since her last meter reading. Factors that contribute to high summer bills were discussed such as hot weather causing the air conditioner to run longer – increasing energy use. Utilizing the Energy Dashboard was encouraged. To help understand the energy usage, a Home Energy Survey and meter test were offered; only the meter test was accepted.	7/27/2022	
2	Ms. Hall confirmed the meter was removed for testing and advised she would follow up after completion.	7/29/2022	8/15/2022
3	The customer was satisfied with FPL's action plan.	7/29/2022	

### FPL CONTACT

**FPL Company Contact :** SharedMailbox, FPL-FPSC-Complaints, (561) 694-3156,  
 FPL\_FPSC\_Complaints@FPL.com