

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, September 13, 2022 3:55 PM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: Consumer Inquiry - Florida Power & Light Company; FW Florida light & power is killing us; Consumer Inquiry - Florida Power & Light Company; 1403619c.pdf

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

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, September 13, 2022 3:50 PM
To: 'thecabinetguy19@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Nick Johnson
thecabinetguy19@gmail.com

RE: FPSC Inquiry 1403727C

Dear Mr. Johnson:

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 rate case

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: Tuesday, September 13, 2022 3:44 PM
To: EOG-Referral
Subject: FW: Florida light & power is killing us

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: Nick Johnson <thecabinetguy19@gmail.com>
Sent: Thursday, September 8, 2022 2:08 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida light & power is killing us

Please stop FPL. I've lived in the same house for 20 years, never had a electric bill over \$200. As sooas they took over my bill jumped to \$450.

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, September 12, 2022 3:26 PM
To: 'lindasbarber@yahoo.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Linda McClain
lindasbarber@yahoo.com

RE: FPSC Inquiry 1403619C

Dear Ms. McClain:

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 rate case.

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/>

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)

From: [Governor's Office of Citizen Services](#)
To: [EOG-Referral](#)
Subject: FW: High electric bills. Who is going to stop FPL from raising rates when they make millions. It is really out of hand. I am one person in my home and my last 2 bills were \$269 and \$277 and I am on social security. My bills were \$100 more a month from la
Date: Monday, September 12, 2022 3:20:31 PM

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: Linda McClain <lindasbarber@yahoo.com>
Sent: Sunday, September 11, 2022 10:20 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: High electric bills. Who is going to stop FPL from raising rates when they make millions. It is really out of hand. I am one person in my home and my last 2 bills were \$269 and \$277 and I am on social security. My bills were \$100 more a month from las...

Sent from my iPhone

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