

**Iris Rollins**

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**From:** Ellen Plendl  
**Sent:** Wednesday, September 28, 2022 10:08 AM  
**To:** Consumer Correspondence  
**Subject:** Docket No. 20210015  
**Attachments:** Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW concerned mom from Escambia County Florida; FW ; FW Concerns; Re Consumer Inquiry - Florida Power & Light Company; FW FP&L; Consumer Inquiry - Florida Power & Light Company; FW FP&L

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

**From:** [Ellen Plendl](#)  
**To:** "[cdixon@highpointe.com](mailto:cdixon@highpointe.com)"  
**Subject:** Consumer Inquiry - Florida Power & Light Company  
**Date:** Wednesday, September 28, 2022 8:48:22 AM

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Ms. Christy Dixon  
[cdixon@highpointe.com](mailto:cdixon@highpointe.com)

RE: FPSC Inquiry 1405667C

Dear Ms. Dixon:

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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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.

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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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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.

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:  
**Date:** Wednesday, September 28, 2022 8:25:22 AM

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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:** Ann Johnson <asalvjohn@gmail.com>  
**Sent:** Thursday, August 25, 2022 12:45 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:**

Dear Governor DeSantis,

My name is Ann Johnson and my husband and I installed rooftop solar at our own expense 2 years ago in order to utilize the sun for energy freedom. After fighting against FPL's recent attempts to undermine private solar, we are all now experiencing a rate hike. Because we are limited to only putting enough panels to cover 105% of our usage, we now have higher bills. Unfortunately, this wasn't the only recent rate hike. We are now being unfairly charged a higher minimum bill because there are some months when we produce more than we use.

We believe this is unfair because we made this investment with our own money.

As solar homeowners, we went solar because we want to do the right thing for the environment and we save on our electric bill every month. The savings we realize have allowed us to use local businesses for some of our home projects, go out to eat more often, etc., and so we are able to support the local economy.

Using our own earned credits to reduce our bill and then hitting us with a higher minimum monthly charge, while selling our excess back to other consumers at a profit is just unfair.

Please advocate for these new fees to be reconsidered by the Public Service Commission. Thank you from impacted Floridians like me.

Sincerely,  
Ann S. Johnson and Jeff Haines  
2310 SE Maniton Terrace

Port St. Lucie, GL 34952-6834

(845) 616-1350

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.

**From:** [Governor's Office of Citizen Services](#)  
**To:** [EOG-Referral](#)  
**Subject:** FW: FP&L  
**Date:** Tuesday, September 27, 2022 10:22:36 AM

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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:** Brown, Brandy <Brandy.Brown@eog.myflorida.com>  
**Sent:** Friday, September 23, 2022 7:55 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FW: FP&L

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**From:** Mudhog Phillips <gator4369@outlook.com>  
**Sent:** Friday, September 23, 2022 12:39 PM  
**To:** Media <Media@eog.myflorida.com>  
**Subject:** FP&L

Governor DeSantis, please investigate FP&L. I'm on social security, when FP&L took over from Gulf Power they doubled my power bill rates. That hurt my SS check, FP&L is hurting your citizens. 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.

**From:** [Ellen Plendl](#)  
**To:** ["boggier06\\_segment@icloud.com"](mailto:boggier06_segment@icloud.com)  
**Subject:** Consumer Inquiry - Florida Power & Light Company  
**Date:** Wednesday, September 28, 2022 8:27:08 AM

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Mr. Nic Hollister  
[boggier06\\_segment@icloud.com](mailto:boggier06_segment@icloud.com)

RE: FPSC Inquiry 1405654C

Dear Mr. Hollister:

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.

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: Concerns  
**Date:** Wednesday, September 28, 2022 8:23:57 AM

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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: boggier06\_segment@icloud.com <boggier06\_segment@icloud.com>  
Sent: Tuesday, September 27, 2022 2:36 PM  
To: GovernorRon.DeSantis@eog.myflorida.com  
Subject: Concerns

Dear Governor DeSantis,

It is a great honor to be a new resident in the State of Florida. I consider myself to be a refuge from California. I moved here in 2021 for family and for economic relief from the burdens of living in California. Since coming here, my utility costs here in northwest Florida have skyrocketed since FPL took over from Gulf Power. My monthly costs are triple of what they were in CA. My question is: What is being done about these costs? I hear Charlie Crist saying that this issue is a priority in his campaign. I have not heard anything from your campaign on the matter. Please let us know what is being done.

Nic Hollister

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**From:** [Ellen Plendl](#)  
**To:** ["gator4369@outlook.com"](mailto:gator4369@outlook.com)  
**Subject:** Consumer Inquiry - Florida Power & Light Company  
**Date:** Tuesday, September 27, 2022 10:22:03 AM

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Mr. Mudhog Phillips  
[gator4369@outlook.com](mailto:gator4369@outlook.com)

RE: FPSC Inquiry 1405561C

Dear Mr. Phillips:

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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\* 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:

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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)

**From:** [Governor's Office of Citizen Services](#)  
**To:** [EOG-Referral](#); [commissioner@fldoe.org](mailto:commissioner@fldoe.org)  
**Subject:** FW: concerned mom from Escambia County Florida  
**Date:** Wednesday, September 28, 2022 8:26:42 AM  
**Attachments:** [Outlook-orxe5rip.png](#)

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Thank you.

Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

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**From:** Christy Dixon <[cdixon@highpointe.com](mailto:cdixon@highpointe.com)>  
**Sent:** Thursday, August 25, 2022 1:44 PM  
**To:** [GovernorRon.DeSantis@eog.myflorida.com](mailto:GovernorRon.DeSantis@eog.myflorida.com)  
**Subject:** concerned mom from Escambia County Florida

Dear Governor Desantis,

First of all thank you for being the best Governor in the world. Thank you for putting on your armor of god each and every day and not being afraid of left, woke mob and the Deep State Cabal. Your light shines so brightly. As a Florida resident, I have a few concerns that I wanted to discuss with you. The first one is FLP. FLP is out of control, and I am sure you have gotten plenty of emails in reference to FLP. Power bills have doubled if not tripled while FLP is out buying new drone planes and clearing multiple 600 acre lots for solar farms across the state of Florida. They are using customers' money to fund these projects and it is not right. Also, we will be losing even more of our trees. Trees provide oxygen, improve air quality, preserve soil and support wildlife. We need our trees. We are already losing so many trees, by thousands of neighborhoods being built to try and keep up with the supply and demand of everyone moving to Florida. I am sure you signed something with FLP but please Governor Desantis, can you undo it? There has got to be a better solution. Rent and homeowner's insurance premiums have already doubled. Here in Escambia County, we cannot afford these outlandish power bills. I have employees who literally cannot afford to keep their lights on. I have been helping them personally, but something has got to be done about FLP. I did look into solar panels to see if that is an option. The problem is if you have a new roof, homeowners insurance will not insure your roof if have solar panels installed, so that is not even an option for alot of us here in Florida. Please help us.

My second concern is about the public school system. Myself and thousands of other parents

are begging for a change with the curriculum. Elementary is now on a middle school level, middle school is now on a high school level and high school is at a college level and even greater. Why?? It is too hard. It is too much. Our kids and teachers are depressed, full of anxiety and do not have the mental and physical capability to keep up. My sophomore son failed math last year because guess what, I couldn't help him. I have a Bachelor's in Business Management, and I would consider myself educated but the math is way too high level. So many parents are suffering with this and there are no tutors to be found. My daughter is now a freshman, and I am going through the same process with her. If the parents can't help, then what are these students supposed to do? The teachers are forced to move so quickly, and they will flat out tell you if you can't keep up then that's on you. If you need help, that is on you. Public school has become way too difficult. The workload needs to change for the mental and physical health of the next generation.

With the teacher shortage, I suggest removing electives all together and shortening the hours of school. We also need new curriculum brought in other than the basics of math, science, history, art ect. Mental Health Awareness should be a mandatory class for all middle school and high schoolers. It is so devastating to see these teens hate school due to the mental ailments attached to school such as keeping up or fail. I have three teens, so this is a true passion of mine. I speak to so many parents that feel backed in a corner with the public school system. Please Governor Desantis, let's be the first state to truly make a change in our education system. Parents would gladly donate to help this cause just to try and help fix this generation full of suicidal, anxiety ridden teens.

We love you! I hope you actually get to read this! You are one busy man! I pray for you and your family daily.

Best Regards,

Christy Dixon

General Manager

**Homewood Suites Pensacola Airport**

5049 Corporate Woods Drive, Pensacola, FL 32504

Direct: 1 850 474 3777 Ext 750

[Homewood Suites by Hilton | Extended Stay Hotels](#)

**HOMWOOD**  
SUITES by Hilton™

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**From:** [Mudhog Phillips](#)  
**To:** [Ellen Plendl](#)  
**Subject:** Re: Consumer Inquiry - Florida Power & Light Company  
**Date:** Tuesday, September 27, 2022 11:45:05 AM

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In other words, you're letting FP&L screw us. It must be nice to have money, I'm on SS.

On Sep 27, 2022 9:22 AM, Ellen Plendl <[EPlendl@PSC.STATE.FL.US](mailto:EPlendl@PSC.STATE.FL.US)> wrote:

Mr. Mudhog Phillips  
[gator4369@outlook.com](mailto:gator4369@outlook.com)

RE: FPSC Inquiry 1405561C

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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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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: FP&L  
**Date:** Tuesday, September 27, 2022 10:16:00 AM

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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:** Griffin, Bryan <Bryan.Griffin@eog.myflorida.com>  
**Sent:** Friday, September 23, 2022 12:46 PM  
**To:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Subject:** FW: FP&L

**Bryan Griffin**  
Press Secretary  
Executive Office of the Governor  
850-717-9268  
[Bryan.Griffin@eog.myflorida.com](mailto:Bryan.Griffin@eog.myflorida.com)

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**From:** Mudhog Phillips <[gator4369@outlook.com](mailto:gator4369@outlook.com)>  
**Sent:** Friday, September 23, 2022 12:39 PM  
**To:** Media <[Media@eog.myflorida.com](mailto:Media@eog.myflorida.com)>  
**Subject:** FP&L

Governor DeSantis, please investigate FP&L. I'm on social security, when FP&L took over from Gulf Power they doubled my power bill rates. That hurt my SS check, FP&L is hurting your citizens. 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.