

Hong Wang

**From:** John Plescow  
**Sent:** Thursday, December 1, 2022 12:03 PM  
**To:** Consumer Correspondence; Diane Hood  
**Subject:** FW: Please review and advise

Please, add to docket 20220015.

*12/1/22*

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

From: Consumer Contact <Contact@PSC.STATE.FL.US>  
Sent: Thursday, December 01, 2022 11:27 AM  
To: John Plescow <JPlescow@PSC.STATE.FL.US>  
Subject: Please review and advise

File for docket 20220015 and send the customer a Minimum bill charge letter for a non-solar user? DHood

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>  
Sent: Thursday, December 01, 2022 10:59 AM  
To: Consumer Contact <Contact@PSC.STATE.FL.US>  
Subject: E-Form Delay in Service TRACKING NUMBER: 189037

**CUSTOMER INFORMATION**

Name: Brad Henderson  
Telephone: (417) 233-1626  
Email: BIZZ@BRADDH.COM  
Address: 2295 CHAPARRAL ST Navarre FL 32566

**BUSINESS INFORMATION**

Business Account Name: Brad D Henderson  
Account Number: 21062-57245  
Address: 2295 CHAPARRAL ST Navarre FL 32566

**COMPLAINT INFORMATION**

Complaint: Delay in Service against Florida Power & Light Company  
Details:

Actual meter read date is 1 to 2 days prior to claimed meter read date on bill, resulting in a "Minimum base bill charge" for low usage customers. Had the meter been read on the date claimed on the bill, the "Energy Charge" portion of the bill would likely have been at least \$25 and not triggered the "Minimum base bill charge". FPL should not be able to trigger the "Minimum base bill charge" by reading the meter early for low usage customers.

There is already a "Base Charge" on electric bills that is supposed to cover the cost of being connected to the grid. Low usage customers alone should not be footing the extra cost if that base charge is not high enough. The "Energy Charge" and "Fuel Charge" are supposed to cover actual usage.