

Iris Rollins

From: Ellen Plendl
Sent: Thursday, December 15, 2022 3:48 PM
To: Consumer Correspondence
Subject: Docket No. 20220001
Attachments: FW I voted for you and need a favor; Consumer Inquiry - Florida Power & Light Company; Re Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company

See attached customer correspondence and reply for Docket No. 20220001.

Iris Rollins

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, December 8, 2022 2:52 PM
To: EOG-Referral
Subject: FW: I voted for you and need a favor

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: Mike Goins <mike850g@gmail.com>
Sent: Wednesday, December 7, 2022 4:58 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: I voted for you and need a favor

Governor Desantis,

First off, congratulations on your victory! Also, is there anyway to stop FLP from raising rates. It's hurting us hard working people. Thanks for your time. May God Bless you and your family.

Michael Goins

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.

Iris Rollins

From: Ellen Plendl
Sent: Tuesday, December 13, 2022 2:05 PM
To: 'mike850g@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Mike Goins
mike850g@gmail.com

RE: FPSC Inquiry 1411635C

Dear Mr. Goins:

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)

Iris Rollins

From: Mike Goins <mike850g@gmail.com>
Sent: Tuesday, December 13, 2022 8:45 PM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Florida Power & Light Company

Hello Ellen Plendl,

Thank you for assisting me. Below is the information you needed from me.

Service address- 1203 yellowhammer dr
Crestview,FL 32539

Mailing address- 1203 yellowhammer drive
Crestview,FL 32539

Telephone number- 850-902-8087
Daytime phone - 850-902-8087

Name electric bill address- Michael Goins

FLP Account number# 2105643676

Thank you,
Michael Goins

On Tue, Dec 13, 2022, 1:05 PM Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

Mr. Mike Goins
mike850g@gmail.com

RE: FPSC Inquiry 1411635C

Dear Mr. Goins:

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)

Iris Rollins

From: Shonna McCray
Sent: Wednesday, December 14, 2022 8:09 AM
To: 'mike850g@gmail.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Mike Goins
mike850g@gmail.com

RE: FPSC Inquiry 1411635C

Dear Mr. Goins:

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. Thank you for your reply. We appreciate the opportunity to respond directly to you.

You expressed a concern about the fuel adjustment charge. The fuel adjustment charge recovers the actual expenses associated with securing and processing fuel necessary to run the power plants used to generate electricity. Fuel rates mirror rising and falling fuel costs as reflected in the international marketplace. The revenue generated by the fuel adjustment charge does not add to the profit of the utility companies, but goes to pay fuel suppliers and transporters. The cost of fuel is shown as a separate cents per kilowatt-hour charge, and fuel costs are not contained in any other charge on your bill.

Each year, utilities file their projected fuel expenses for the upcoming calendar year. The FPSC, along with the Office of Public Counsel and other consumer representatives closely examine the fuel costs requested by the utilities. Public hearings are held annually to set the fuel factors for the next year. Since rates are set on projected costs, at the end of the year, the costs are "trued-up" or compared to the audited actual expenses incurred by the utility. If the utility recovered more than its actual costs, the amount of over-recovery is used to reduce the next year's costs. If the utility under-recovered (costs were higher than expected) that deficit is likewise rolled into the next year. The fuel cost adjustment is recognized by virtually all state commissions, by the Federal Energy Regulatory Commission, and is also used by most municipal electric utilities and rural electric cooperatives.

On December 6, 2022, the FPSC set the 2023 fuel adjustment charge for the customers of FPL. The fuel adjustment charges were decided at a hearing where the Commission considered each utility's projected costs of fuel and the purchased power for 2023 as well as 'trued up' costs for 2022.

Below is the amount that FPL residential customers paid for 1,000 kilowatt-hours of electricity prior to January 2023, as well as the amount that customers will pay effective January 2023.

<u>Company</u>	<u>Prior to January 2023</u> (1,000 kilowatt-hours)	<u>As of January 2023</u> (1,000 kilowatt-hours)	<u>Decrease</u> (1,000 kilowatt-hours)
FPL	\$155.61	\$155.60	\$0.01

We will add your comments to the correspondence side of Docket No. 20220001-EI regarding the fuel cost adjustment.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the FPSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

If you have any questions or concerns 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