

Antonia Hover

From: Ellen Plendl
Sent: Thursday, January 26, 2023 9:35 AM
To: Consumer Correspondence
Subject: Docket No. 20230001
Attachments: FW Duke Energy rate increases; FW FPL of NWFL; FW Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Florida Power & Light Company

See attached customer correspondence and replies for Docket No. 20230001.

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, January 26, 2023 8:06 AM
To: EOG-Referral
Subject: FW: Duke Energy rate increases

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: allan goss <al.goss7375@gmail.com>
Sent: Wednesday, January 25, 2023 2:51 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy rate increases

Constituent message:

- Name**
allan goss
- Email Address**
al.goss7375@gmail.com
- Phone Number**
3524459045
- Subject**
Duke Energy rate increases
- Message**
I CAN'T BELIEVE THAT DUKE ENERGY WANTS ANOTHE 20% RATE INCREASE IN APRIL '23. THEY JUST WERE AWARDED A 20.5% INCREASE IN JAN. '23. IF THEY GET THE APRIL '23 INCREASE THEN IN LESS THAN 5 YEARS DUKE HAS RECEIVED INCREASES OF 99%. THIS IS WHAT HAPPENS WHEN THE PSC HAS BEEN BOUGHT AND THE LEGISLATURE (ALSO BOUGHT) ALLOWS THE FOX TO WATCH THE HEN HOUSE. ITS CORRUPTION FOR CONTRIBUTIONS ETC. AND I CAN'T AFFORD IT ANY MORE. DO SOMETHING. PLEASE HELP!
- Attach file (optional)**

This message was sent from <https://www.flgov.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.

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, January 26, 2023 8:07 AM
To: EOG-Referral
Subject: FW: FPL of NWFL
Attachments: Screenshot-2023-01-25-at-11.51.28-AM.png

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: Jack Hierholzer <namzaps@gmail.com>
Sent: Wednesday, January 25, 2023 12:53 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL of NWFL

Constituent message:

1. **Name**
Jack Hierholzer
2. **Email Address**
namzaps@gmail.com
3. **Phone Number**
8502812979
4. **Subject**
FPL of NWFL
5. **Message**
Mr Desantis,

Will you please look into helping us in the panhandle. Our power bills have never been so high, and they keep going higher. Under Gulf Power we had a company that cared for the citizens, but this new company is literally out of control with the rate hikes, lack of customer service, and complete tone deafness with the constant advertisements on TV. I have many neighbors who are truly struggling to pay their utility bill since this company came into town. I've never written before and generally have been proud of your leadership, and we really need your help. If you go review their BBB reviews they have a 1.09, the lowest of any utility in the state. The people are speaking and the message is clear. Help!

6. **Attach file (optional)**
[Screenshot-2023-01-25-at-11.51.28-AM.png](#)

This message was sent from <https://www.flgov.com>.

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[Home](#) > [Florida](#) > [Pensacola](#) > [Electric Companies](#) > Florida Power & Light



Business Profile

Florida Power & Light

Electric Companies



Looking for more information? Access the headquarters listing for Florida Power & Light Company

[Read more](#)

Contact Information

📍 One Energy Place
Pensacola, FL 32520-0031

[Get Directions](#)

🌐 [Visit Website](#)

☎️ [\(800\) 225-5797](#)

Customer Reviews

★☆☆☆☆ 1.09/5

All customer reviews and complaints are handled by the BBB where the company is Headquartered or a central customer processing location.

Average of 320 Customer Reviews

[Read HQ Reviews](#)

[Start a Review](#)

Want a quote from this business?

[Get a Quote](#)

Customer Complaints

794 complaints closed in last 3 years

292 complaints closed in last 12 months

All complaints are handled by the BBB where the company is Headquartered or a central customer complaint processing location.

[Read HQ Complaints](#)

[File a Complaint](#)

Antonia Hover

From: Shonna McCray
Sent: Thursday, January 26, 2023 9:27 AM
To: 'al.goss7375@gmail.com'
Cc: Ellen Plendl
Subject: FW: Consumer Inquiry - Duke Energy Florida

Mr. Allan Goss
al.goss7375@gmail.com

RE: FPSC Inquiry 1414376C

Dear Mr. Goss:

This is in response to your E-mail about Duke Energy Florida (DEF) to the Florida Public Service Commission (FPSC).

You expressed a concern about a recent increase in the fuel charge. The fuel charge recovers the actual cost to secure and process the fuel necessary to generate electricity. Fuel rates mirror rising and falling fuel costs as reflected in the international marketplace. Any revenue generated by the fuel charge pays fuel suppliers and transporters; utilities are not allowed to earn a profit on fuel costs. On your bill, fuel appears as a separate cents per kilowatt-hour charge.

Each year, utilities file their projected fuel costs for the upcoming calendar year. The FPSC, along with the Office of Public Counsel and other consumer representatives, closely examine the utilities' requested fuel costs. Public hearings are held to set the annual fuel factors. 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. Any over or under recovery from the utility's actual costs will be reflected in next year's costs. The fuel cost adjustment is recognized by state commissions, 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 charge for the customers of FPL after carefully considering testimony and evidence on its projected costs at a public hearing.

Below is a breakdown of DEF residential customer bills for 1,000 kilowatt-hours of electricity prior to January 2023, as well as bills effective January 2023.

TOTAL MONTHLY BILL - RESIDENTIAL SERVICE - 1,000 KILOWATT HOURS

January 2023

<u>Present</u>	Duke Energy
<u>September - December 2022</u>	Florida
Base Rate Charges	\$80.91
Fuel and Purchased Power Cost Recovery Clause	\$44.69
Energy Conservation Cost Recovery Clause	\$2.83
Environmental Cost Recovery Clause	\$0.28
Capacity Cost Recovery Clause	\$11.81
Storm Damage Cost Surcharge	\$0.00
Storm Protection Plan Cost Recovery	\$3.00
Asset Securitization Charge	\$2.65
Transition Rider/Credit	N/A
Clean Energy Transition Mechanism	N/A

Gross Receipts Tax and Regulatory Assessment Fee	\$3.85
Total	<u>\$150.02</u>

Revised

January 2023

Duke Energy

Florida

Base Rate Charges	\$81.46
Fuel and Purchased Power Cost Recovery Clause	\$59.61
Energy Conservation Cost Recovery Clause	\$3.20
Environmental Cost Recovery Clause	\$0.22
Capacity Cost Recovery Clause	\$13.28
Storm Damage Cost Surcharge	\$0.00
Storm Protection Plan Cost Recovery	\$4.14
Asset Securitization Charge	\$2.65
Transition Rider/Credit	N/A
Clean Energy Transition Mechanism	N/A
Gross Receipts Tax and Regulatory Assessment Fee	\$4.34

Total	<u>\$168.90</u>
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Increase / (Decrease)	Duke Energy Florida
Base Rate Charges	\$0.55
Fuel and Purchased Power Cost Recovery Clause	\$14.92
Energy Conservation Cost Recovery Clause	\$0.37
Environmental Cost Recovery Clause	-\$0.06
Capacity Cost Recovery Clause	\$1.47
Storm Damage Cost Surcharge	\$0.00
Storm Protection Plan Cost Recovery	\$1.14
Asset Securitization Charge	\$0.00
Transition Rider/Credit	N/A
Clean Energy Transition Mechanism	N/A
Gross Receipts Tax and Regulatory Assessment Fee	\$0.49
Total	<u>\$18.88</u>

For Duke the Regulatory Assessment Fee has been removed from base rates and clauses and is included on bills with Gross Receipts Taxes, effective 2022.

Duke's 2023 base rates represents a weighted average; the December - February bill is \$89.39; the March - November bill is \$78.82. $((\$89.39 \times 3) + (78.82 \times 9)) / 12 = \81.46

Natural gas prices and resulting costs experienced in 2022 exceeded the revenues collected from customers and resulted in a significant under recovery.

DEF has filed for a mid-course correction for fuel charges. Mid-course corrections are used by the Commission between annual fuel clause hearings whenever costs deviate from revenue by a significant margin. Cost recovery factors are usually effective for a period of 12 months. However, we require that if an investor-owned electric company's fuel or capacity cost recovery position is projected to exceed a specified range within the standard 12-month timeframe, then a filing and analysis into the continued reasonableness of the prevailing cost recovery factors must be performed. This requirement is codified by Rule 25- 6.0424, Florida Administrative Code (F.A.C.), and is commonly referred to as the "mid-course correction rule."

(Over or under collection is a credit or debit to the amount to be collected the next period (year). The total fuel factor may go up or down regardless of whether there was an over or under collection in the prior period.)

Thank you for your comments. They will be added to the correspondence filed in the Fuel Cost Recovery Clause Docket No. 20230001-EI. 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
Florida Public Service Commission

Antonia Hover

From: Shonna McCray
Sent: Thursday, January 26, 2023 9:28 AM
To: 'namzaps@gmail.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Jack Hierholzer
namzaps@gmail.com

RE: FPSC Inquiry 1414377C

Dear Mr. Hierholzer:

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.

You expressed a concern about recent rate increases, including the fuel charge. The fuel charge recovers the actual cost to secure and process the fuel necessary to generate electricity. Fuel rates mirror rising and falling fuel costs as reflected in the international marketplace. Any revenue generated by the fuel charge pays fuel suppliers and transporters; utilities are not allowed to earn a profit on fuel costs. On your bill, fuel appears as a separate cents per kilowatt-hour charge.

Each year, utilities file their projected fuel costs for the upcoming calendar year. The FPSC, along with the Office of Public Counsel and other consumer representatives, closely examine the utilities' requested fuel costs. Public hearings are held to set the annual fuel factors. 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. Any over or under recovery from the utility's actual costs will be reflected in next year's costs. The fuel cost adjustment is recognized by state commissions, 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 charge for the customers of FPL after carefully considering testimony and evidence on its projected costs at a public hearing.

Below is a breakdown of FPL-NW residential customer bills for 1,000 kilowatt-hours of electricity prior to January 2023, as well as bills effective January 2023.

TOTAL MONTHLY BILL - RESIDENTIAL SERVICE - 1,000 KILOWATT HOURS

January 2023

<u>Present</u>	Florida Power & Light Company (former Gulf Power)
<u>September - December 2022</u>	
Base Rate Charges	\$75.82
Fuel and Purchased Power Cost Recovery Clause	\$34.87
Energy Conservation Cost Recovery Clause	\$1.34
Environmental Cost Recovery Clause	\$2.99

Capacity Cost Recovery Clause	\$2.39
Storm Damage Cost Surcharge	\$11.00
Storm Protection Plan Cost Recovery	\$2.14
Asset Securitization Charge	N/A
Transition Rider/Credit	\$21.06
Clean Energy Transition Mechanism	N/A
Gross Receipts Tax and Regulatory Assessment Fee	\$4.00
Total	<u>\$155.61</u>

Revised	Florida Power & Light Company (former Gulf Power)
January 2023	
Base Rate Charges	\$80.11
Fuel and Purchased Power Cost Recovery Clause	\$37.45
Energy Conservation Cost Recovery Clause	\$1.22
Environmental Cost Recovery Clause	\$3.12
Capacity Cost Recovery Clause	-\$1.97
Storm Damage Cost Surcharge	\$11.00
Storm Protection Plan Cost Recovery	\$3.82
Asset Securitization Charge	N/A
Transition Rider/Credit	\$16.85
Clean Energy Transition Mechanism	N/A
Gross Receipts Tax and Regulatory Assessment Fee	\$4.00
Total	<u>\$155.60</u>

Increase / (Decrease)	Florida Power & Light Company (former Gulf Power)
Base Rate Charges	\$4.29
Fuel and Purchased Power Cost Recovery Clause	\$2.58
Energy Conservation Cost Recovery Clause	-\$0.12
Environmental Cost Recovery Clause	\$0.13
Capacity Cost Recovery Clause	-\$4.36
Storm Damage Cost Surcharge	\$0.00
Storm Protection Plan Cost Recovery	\$1.68
Asset Securitization Charge	N/A
Transition Rider/Credit	-\$4.21
Clean Energy Transition Mechanism	N/A
Gross Receipts Tax and Regulatory Assessment Fee	\$0.00
Total	<u>-\$0.01</u>

Natural gas prices and resulting costs experienced in 2022 exceeded the revenues collected from customers and resulted in a significant under recovery.

FPL has filed for a mid-course correction for fuel charges. Mid-course corrections are used by the Commission between annual fuel clause hearings whenever costs deviate from revenue by a significant margin. Cost recovery factors are usually effective for a period of 12 months. However, we require that if an investor-owned electric company's fuel or capacity cost recovery position is projected to exceed a specified range within the standard 12-month timeframe, then a filing and analysis into the continued reasonableness of the prevailing cost recovery factors must be performed. This requirement is codified by Rule 25- 6.0424, Florida Administrative Code (F.A.C.), and is commonly referred to as the "mid-course correction rule."

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Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission