

Antonia Hover

From: John Plescow
Sent: Tuesday, January 31, 2023 11:54 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20230001

Please, add to docket 20230001.

From: Consumer Contact <Contact@PSC.STATE.FL.US>
Sent: Tuesday, January 31, 2023 11:42 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: To CLK Docket 20230001

From: Michael Postell <mjftlaud@gmail.com>
Sent: Monday, January 30, 2023 8:22 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: Ambiguous and inadequate materials on FPL rate changes

Dear Commissioners-

RE: Ambiguous and inadequate materials on FPL rate changes

I write this email to bring to your attention the substandard manner FPL disseminates information to their customers. Anytime FPL changes a rate they of course publish the relevant information. However, it seems this large profitable corporation does nothing to provide the information in a user friendly, easily digestible format with quick and easy access.

SUGGESTIONS

Some examples to improve delivery of information include a side by side comparison of changes, graphs to illustrate changes and use of plain language on the relevant changes. And why not an online tool where I can enter my address and get specific data and impact(s) of changes for the service address?!?

THE REALITY OF THEIR CURRENT MATERIALS

I've read some of their press releases and honestly their the information is laid out in such a way that trying to track their numbers requires me to get a pen and paper and jot down details so I can reorganize this information so I can follow along. I know that some businesses use this as a tactic to confuse customers who often do not ask for more explanation for fear of feeling embarrassed because they don't understand.

MATERIALS INFORMING INVESTORS LOOKS BETTER ORGANIZED AND FULL OF EYE CATCHING GRAPHICS.

I also point out that FPL does a better job of providing information for investors in their written materials. I think customers are minimally owed the same consideration.

This would go a long way in providing meaningful information to their captive market and really is a small ask for the billions of dollars they are guaranteed.

Regards,

Michael Postell
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Fort Lauderdale FL 33315