CORRESPONDENCE 8/1/2023 DOCUMENT NO. 04424-2023

Antonia Hover

From: Ellen Plendl

Sent: Tuesday, August 1, 2023 9:49 AM **To:** Consumer Correspondence

Subject: Docket Nos. 20230001 & 20230017

Attachments: Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power

& Light Company; Consumer Inquiry - Florida Power & Light Company; FW: Florida

Power and Light; FW: FPL; FW: FPL Monopoly

See attached customer correspondence and replies for Docket Nos. 20230001 & 20230017.

From:

Ellen Plendl

Sent:

Tuesday, August 1, 2023 9:22 AM

To:

'vinnies@wynmoorcc.org'

Subject:

Consumer Inquiry - Florida Power & Light Company

Mr. Vincent Salimbene Wynmoor Community Council vinnies@wynmoorcc.org

RE: FPSC Inquiry 1426122C

Dear Ms. Salimbene:

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. On March 7, 2023, the FPSC approved a mid-course correction to the fuel factors and granted preliminary interim storm restoration charge for FPL.

Utilities do not earn a profit on fuel charges. The fuel and capacity cost component of customers' bills is set for each calendar year, but mid-course corrections are used when a utility's costs increase or decrease significantly in the interim. Under Commission rules, a utility must notify the PSC when it expects an under- or over-recovery greater than 10 percent.

The adjusted fuel factors reflect unrecovered fuel costs incurred in 2022. The interim storm restoration recovery charges are costs associated with named storms and will replenish each utility's storm reserve fund. Interim storm restoration charges are approved for a 12-month recovery period and are subject to refund, with interest, pending further review once the total actual costs are known for each utility.

FPL's approved charges include the new fuel factor and the preliminary approval for recovery of \$1.5 billion in interim storm restoration costs for Hurricanes Ian and Nicole, as well as the remaining costs from Hurricanes Michael, Sally, and Zeta.

We appreciate you sharing your views and will add your correspondence to both Dockets 20230001 and 20230017 regarding the mid-course correction and the storm restoration recovery, respectively.

If you have any questions or concerns please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl
Regulatory Analyst IV
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

From:

Ellen Plendl

Sent:

Tuesday, August 1, 2023 8:38 AM

To:

'christinemancuso@yahoo.com'

Subject:

Consumer Inquiry - Florida Power & Light Company

Ms. Christine Michelle Mancuso christinemancuso@yahoo.com

RE: FPSC Inquiry 1426110C

Dear Ms. Mancuso:

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. On March 7, 2023, the FPSC approved a mid-course correction to the fuel factors and granted preliminary interim storm restoration charge for FPL.

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The adjusted fuel factors reflect unrecovered fuel costs incurred in 2022. The interim storm restoration recovery charges are costs associated with named storms and will replenish each utility's storm reserve fund. Interim storm restoration charges are approved for a 12-month recovery period and are subject to refund, with interest, pending further review once the total actual costs are known for each utility.

FPL's approved charges include the new fuel factor and the preliminary approval for recovery of \$1.5 billion in interim storm restoration costs for Hurricanes Ian and Nicole, as well as the remaining costs from Hurricanes Michael, Sally, and Zeta.

We appreciate you sharing your views and will add your correspondence to both Dockets 20230001 and 20230017 regarding the mid-course correction and the storm restoration recovery, respectively.

We sent your correspondence to the company and requested FPL staff contact you regarding your billing concerns.

If you have any questions or concerns please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl
Regulatory Analyst IV
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)

1-800-511-0809 (fax)

From:

Ellen Plendl

Sent:

Tuesday, August 1, 2023 8:30 AM

To:

'na@na.com'

Subject:

Consumer Inquiry - Florida Power & Light Company

Robin Frazee na@na.com

RE: FPSC Inquiry 1426106C

Dear Ms. Frazee:

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. On March 7, 2023, the FPSC approved a mid-course correction to the fuel factors and granted preliminary interim storm restoration charge for FPL.

Utilities do not earn a profit on fuel charges. The fuel and capacity cost component of customers' bills is set for each calendar year, but mid-course corrections are used when a utility's costs increase or decrease significantly in the interim. Under Commission rules, a utility must notify the PSC when it expects an under- or over-recovery greater than 10 percent.

The adjusted fuel factors reflect unrecovered fuel costs incurred in 2022. The interim storm restoration recovery charges are costs associated with named storms and will replenish each utility's storm reserve fund. Interim storm restoration charges are approved for a 12-month recovery period and are subject to refund, with interest, pending further review once the total actual costs are known for each utility.

FPL's approved charges include the new fuel factor and the preliminary approval for recovery of \$1.5 billion in interim storm restoration costs for Hurricanes Ian and Nicole, as well as the remaining costs from Hurricanes Michael, Sally, and Zeta.

We appreciate you sharing your views and will add your correspondence to both Dockets 20230001 and 20230017 regarding the mid-course correction and the storm restoration recovery, respectively.

You also expressed concern about FPL as a monopoly in Florida. Florida is not a deregulated state. The Florida Public Service Commission cannot deregulate the electric industry. It would be up to the Florida Legislature to make changes in the Florida Statutes to deregulate the electric industry.

If you have any questions or concerns please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl Regulatory Analyst IV 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 <EOGCitizenServices@eog.myflorida.com>

Sent:

Tuesday, August 1, 2023 8:04 AM

To:

Ellen Plendl

Subject:

FW: Florida Power and Light

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

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: Vinnie Salimbene <vinnies@wynmoorcc.org>

Sent: Tuesday, July 25, 2023 10:00 AM

To: GovernorRon.DeSantis@eog.myflorida.com

Subject: Florida Power and Light

I know they were allowed a small increase. But why are so many people getting bills that are unjustified. Somehow there is some abuse going on.

Vincent Salimbene/ Asst. Director of Maintenance Wynmoor Community Council 1310 Avenue Of The Stars Coconut Creek FL, 33066 CAM 27691 Condo Ass. Mg. 93CJE-3022X Electrical

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 <EOGCitizenServices@eog.myflorida.com>

Sent:

Tuesday, August 1, 2023 8:01 AM

To:

Ellen Plendl

Subject:

FW: FPL

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

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: Robin Frazee <na@na.com>
Sent: Thursday, July 20, 2023 10:32 AM

To: GovernorRon.DeSantis@eog.myflorida.com

Subject: FPL

Constituent message:

1. Name

Robin Frazee

2. Email Address

na@na.com

- 3. Phone Number
- Subject
 FPL
- 5. Message

Hi,

I know you're more focused on the election but can you please stand up and do something about FPL. Your residents, voters, and tax payers are having to decide between air conditioning and groceries. FPL was allowed to increase prices to cover a cost they should already have accounted for as a business. Then they claimed publicly they were saving everyone money yet the rate went from 0.07 per kw to 0.11 per kw or more depending on location. In addition to this they consistently have power surges ruining appliances in househoulds but blame the clients rather than their service. The state needs oversight into this company or we need another energy company alternative. No monopoly should be allowed. Thank you

6. Attach file (optional)

- 7. User IP Address 108.83.95.103
- HTTP User Agent
 Mozilla/5.0 (Linux; Android 10; K) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/114.0.0.0 Mobile
 Safari/537.36
- 9. **Date Submitted** 20/07/2023
- 10. Time Submitted 10:31:32 am, EDT

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.

From:

Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>

Sent:

Tuesday, August 1, 2023 8:01 AM

To:

Ellen Plendl

Subject:

FW: FPL Monopoly

Attachments:

HLTMO7Ot0n8N-Document-2023-07-19T132451.238.pdf; Plejl1xdANCZ-

Document-2023-07-19T132008.108.pdf

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

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: Christine Michelle Mancuso <christinemancuso@yahoo.com>

Sent: Wednesday, July 19, 2023 1:25 PM

To: GovernorRon.DeSantis@eog.myflorida.com

Subject: FPL Monopoly

Constituent message:

1. Name

Christine Michelle Mancuso

2. Email Address

christinemancuso@yahoo.com

3. Phone Number

7864192828

4. Subject

FPL Monopoly

Message

FPL is billing for electric without the rate as per the Watt Law and Department of Energy. FPL is a monopoly!!

6. Attach file (optional)

<u>HLTMO7Ot0n8N-Document-2023-07-19T132451.238.pdf</u> Plejl1xdANCZ-Document-2023-07-19T132008.108.pdf

7. User IP Address

136.28.55.169

8. HTTP User Agent

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/114.0.0.0 Safari/537.36 Edg/114.0.1823.82

9. Date Submitted

19/07/2023

10. Time Submitted

1:25:17 pm, EDT

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.



Hello Christine M Mancuso, Here's what you owe for this billing period.

CURRENT BILL

\$368.85

TOTAL AMOUNT YOU OWE

Apr 19, 2023

NEW CHARGES DUE BY



Amount of your last bill	191.92
Balance before new charges	191.92
Total new charges	176.93
Total amount you owe	\$368.85
(See page 2 for bill details.)	

The Florida Public Service Commission approved new FPL rates to balance fuel and hurricane costs that will take effect in April. State regulators are reviewing FPL's plan to reduce bills in May. Learn more at FPL.com/Rates.

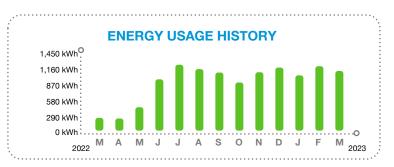
Electric Bill Statement

For: Feb 27, 2023 to Mar 29, 2023 (30 days)

Statement Date: Mar 29, 2023 Account Number: 39449-46502

Service Address:

9201 COLLINS AVE APT 623 SURFSIDE, FL 33154



KEEP IN MIND

 Payments received after April 19, 2023 are considered late; a late payment charge, the greater of \$5.00 or 1.5% of your past due balance will apply.
 Your account may also be billed a deposit adjustment.

Customer Service: Outside Florida: (305) 442-8770 1-800-226-3545 Report Power Outages: Hearing/Speech Impaired: 1-800-4OUTAGE (468-8243) 711 (Relay Service)



/ 27

19192 8420394494650285886300000

CHRISTINE M MANCUSO 9201 COLLINS AVE APT 623 SURFSIDE FL 33154-3041 The amount enclosed includes the following donation: FPL Care To Share:

Make check payable to FPL in U.S. funds and mail along with this coupon to:

FPL GENERAL MAIL FACILITY MIAMI FL 33188-0001



BILL DETAILS Amount of your last bill 191.92 Balance before new charges \$191.92 **New Charges** Rate: RS-1 RESIDENTIAL SERVICE Base charge: \$9.48 Non-fuel: (First 1000 kWh at \$0.079330) \$95.40 (Over 1000 kWh at \$0.089250) (First 1000 kWh at \$0.037450) \$45.99 (Over 1000 kWh at \$0.047450) Electric service amount 150.87 Gross receipts tax (State tax) 3.87 Franchise fee (Reqd local fee) 9.46 Utility tax (Local tax) 12.61 Taxes and charges 25.94 Regulatory fee (State fee) 0.12 Total new charges \$176.93 \$368.85 Total amount you owe

Customer Name:

Christine M Mancuso

METER SUMMARY

Meter reading - Meter AED8594. Next meter reading Apr 28, 2023.

Usage Type	Current	-	Previous	=	Usage
kWh used	01460		00280		1180

ENERGY USAGE COMPARISON

	This Month	Last Month	Last Year
Service to	Mar 29, 2023	Feb 27, 2023	Mar 30, 2022
kWh Used	1180	1274	252
Service days	30	31	32
kWh/day	39	41	8
Amount	\$176.93	\$191.92	\$42.84

KEEP IN MIND

- Taxes, fees, and charges on your bill are determined and required by your local and state government to be used at their discretion.
- The fuel charge represents the cost of fuel used to generate electricity. It is a direct pass-through to customers. FPL does not profit from fuel, although higher costs do result in higher state and local taxes and fees.

Download the app

Get instant, secure access to outage and billing info from your mobile device.

Download now >

Pad your ceiling and wallet

Upgrade your ceiling insulation and you may qualify for FPL's rebate - plus, tax credits up to \$1,200.

Start saving >

Outstanding reliability

For the seventh time in eight years, FPL earned top national honors for service reliability.

See more >

When you pay by check, you authorize FPL to process your payment electronically or as a draft. If your payment is processed electronically, your checking account may be debited on the same day we receive the check and your check will not be returned with your checking account statement. FPL does not agree to any restrictions, conditions or endorsements placed on any bill statement or payments such as check, money order or other forms of payment. We will process the payment as if these restrictions or conditions do not exist.



Hello Christine M Mancuso, Here's what you owe for this billing period.

CURRENT BILL

\$616.55

TOTAL AMOUNT YOU OWE

Jul 31, 2023 NEW CHARGES DUE BY Receive predictable bills all year long. Enroll in FPL Budget Billing® FPL.com/BB



Amount of your last bill 368.85
Payments received -368.85
Balance before new charges 0.00

Total new charges 616.55

Total amount you owe \$616.55

(See page 2 for bill details.)

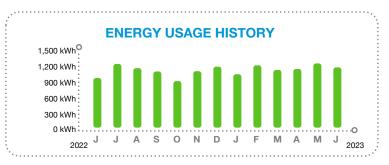
The Florida Public Service Commission has approved a new fuel reduction effective July 1, 2023. Learn more at FPL.com/Rates.

Electric Bill Statement

For: Mar 29, 2023 to Jun 29, 2023 Statement Date: Jul 10, 2023 Account Number: 39449-46502

Service Address:

9201 COLLINS AVE APT 623 SURFSIDE, FL 33154



KEEP IN MIND

- Payments received after July 31, 2023 are considered late; a late payment charge, the greater of \$5.00 or 1.5% of your past due balance will apply. Your account may also be billed a deposit adjustment.
- This bill is for multiple (3) billing periods.

Customer Service: Outside Florida: (305) 442-8770 1-800-226-3545 Report Power Outages: Hearing/Speech Impaired: 1-800-4OUTAGE (468-8243) 711 (Relay Service)



/ 27

8420394494650255561600000

CHRISTINE M MANCUSO 9201 COLLINS AVE APT 623 SURFSIDE FL 33154-3041 The amount enclosed includes the following donation: FPL Care To Share:

Make check payable to FPL in U.S. funds and mail along with this coupon to:

FPL GENERAL MAIL FACILITY MIAMI FL 33188-0001



BILL DETAILS Amount of your last bill 368.85 -368.85 Payment received - Thank you Balance before new charges \$0.00 **New Charges** Rate: RS-1 RESIDENTIAL SERVICE Electric service amount 523.70 Gross receipts tax (State tax) 13.43 Franchise fee (Regd local fee) 32.83 Utility tax (Local tax) 46.19 Taxes and charges 92.45 Regulatory fee (State fee) 0.40 Total new charges \$616.55 \$616.55 Total amount you owe

Customer Name:

Christine M Mancuso

METER SUMMARY

Multiple-month usage

Meter no. AED9518 Next meter reading Jul 28, 2023 Note(s): Your meter has changed.

Total kWh 3,746

KEEP IN MIND

- Taxes, fees, and charges on your bill are determined and required by your local and state government to be used at their discretion.
- The fuel charge represents the cost of fuel used to generate electricity. It is a direct pass-through to customers. FPL does not profit from fuel, although higher costs do result in higher state and local taxes and fees.

Download the app

Get instant, secure access to outage and billing info from your mobile device.

Download now >

Save energy and money

Use the Energy Manager tool to find personalized recommendations and savings tips.

Start saving >

Outstanding reliability

For the seventh time in eight years, FPL earned top national honors for service reliability.

See more >

When you pay by check, you authorize FPL to process your payment electronically or as a draft. If your payment is processed electronically, your checking account may be debited on the same day we receive the check and your check will not be returned with your checking account statement. FPL does not agree to any restrictions, conditions or endorsements placed on any bill statement or payments such as check, money order or other forms of payment. We will process the payment as if these restrictions or conditions do not exist.



BILLING STATEMENT - MULTIPLE BILLING PERIODS

Messages

These billing details are part of your electronic bill dated: Jul 10, 2023.

BILLING STATEMENT For: Mar 29 2023 to Apr 28 2023 (30 days)

Rate Schedule	RS-1
•	00
	AED9518
9	00985
	01460
Curr On-peak kWh Rdg	00000
Prev On-peak kWh Rdg	00000
kWh Constant	00001
Total kWh Used	1,200
On-peak kWh Used	0
Off-peak kWh Used	0
Average kWh per Day	40
Storm Charge	0.00
Service Amount	170.87
FPL SolarTogethr Chg	0.00
FPL SolarTogethr Cr	0.00
On Call Credit	0.00CR
Non-Std Mtr Enroll	0.00
Non-Std Mtr Surchg	0.00
Fixed Rate differential	0.00
Gross receipts tax	4.38
•	0.13
Franchise Charge	10.71
Utility Tax	14.81
Fac Rental Sales Tax	0.00
Fac Rental Disc Tax	0.00
Prev On Call Credit	0.00
Late Payment Charge	0.00
	0.00
	0.00
······	
Total New Charges	200.90
	0.00
Budget Bill Deferred	0.00
	On-Call Credit Days Meter Number Current kWh Reading Previous kWh Reading Curr On-peak kWh Rdg Prev On-peak kWh Rdg kWh Constant Total kWh Used On-peak kWh Used On-peak kWh Used Off-peak kWh Used Average kWh per Day Storm Charge Service Amount FPL SolarTogethr Cr On Call Credit Non-Std Mtr Enroll Non-Std Mtr Surchg Fixed Rate differential Gross receipts tax Regulatory Assessment Fee Franchise Charge Utility Tax Fac Rental Sales Tax Fac Rental Disc Tax Prev On Call Credit Late Payment Charge VSP Solar Charge Care To Share donation Total New Charges Budget Bill Amount



BILLING STATEMENT For: Apr 28 2023 to May 30 2023 (32 days)

Ful. Apr 20 2023 to Iviay 30 2023	(32 days)
Rate Schedule On-Call Credit Days	RS-1 00
Meter Number	AED9518
Current kWh Reading	02299
Previous kWh Reading	00985
Curr On-peak kWh Rdg	00000
Prev On-peak kWh Rdg	00000
kWh Constant	00001
Total kWh Used	1,314
On-peak kWh Used	0
Off-peak kWh Used	0
Average kWh per Day	41
Storm Charge	0.00
Service Amount	182.43
FPL SolarTogethr Chg	0.00
FPL SolarTogethr Cr	0.00
On Call Credit	0.00CR
Non-Std Mtr Enroll	0.00
Non-Std Mtr Surchg Fixed Rate differential	0.00 0.00
Gross receipts tax	4.68
Regulatory Assessment Fee	0.14
Franchise Charge	11.44
Utility Tax	16.20
Fac Rental Sales Tax	0.00
Fac Rental Disc Tax	0.00
Prev On Call Credit	0.00
Late Payment Charge	0.00
VSP Solar Charge	0.00
Care To Share donation	0.00
Total New Charges	214.89
Budget Bill Amount	0.00
Budget Bill Deferred	0.00

BILLING STATEMENT For: May 30 2023 to Jun 29 2023 (30 days)

Rate Schedule	RS-1
On-Call Credit Days	00
Meter Number	AED9518
Current kWh Reading	03531
Previous kWh Reading	02299
Curr On-peak kWh Rdg	00000
Prev On-peak kWh Rdg	00000
kWh Constant	00001
Total kWh Used	1,232
On-peak kWh Used	0
Off-peak kWh Used	0
Average kWh per Day	41
Storm Charge	0.00
Service Amount	170.40
FPL SolarTogethr Chg	0.00
FPL SolarTogethr Cr	0.00
On Call Credit	0.00CR
Non-Std Mtr Enroll	0.00
Non-Std Mtr Surchg	0.00
Fixed Rate differential	0.00
Gross receipts tax	4.37
Regulatory Assessment Fee	0.13
Franchise Charge	10.68
Utility Tax	15.18
Fac Rental Sales Tax	0.00
Fac Rental Disc Tax	0.00
Prev On Call Credit	0.00
Late Payment Charge	0.00
VSP Solar Charge	0.00
Care To Share donation	0.00
Total New Charges	200.76
Budget Bill Amount	0.00
Budget Bill Deferred	0.00