

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, September 5, 2023 3:32 PM
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 Power bill increased; FW Power company in our area; Consumer Inquiry - Florida Power & Light Company; FW Florida Power and Lights; Consumer Inquiry - Florida Power & Light Company; FW FPL abusive price hikes; FW FPL

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

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, September 5, 2023 3:21 PM
To: 'mccroankaren67@yahoo.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Karen McCroan
mccroankaren67@yahoo.com

RE: FPSC Inquiry 1428541C

Dear Ms. McCroan:

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 FPL's rates. 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.

Customers who are experiencing difficulty in providing payment on their account can contact the following resources for financial assistance:

* Low Income Home Energy Assistance Program --- <https://www.floridajobs.org/community-planning-and-development/community-services/low-income-home-energy-assistance-program/find-your-local-low-income-home-energy-assistance-program-provider-for-help>

* Elderly Electric Assistance (EHEAP), which provides assistance for home-energy emergencies to qualified, low-income households with at least one person 60 years of age or older. To find out about qualifications, you may contact your county's local EHEAP agency, or by calling 1-800-963-5337.

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)

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, September 5, 2023 3:18 PM
To: 'matthewob@mchsi.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Matthew O'Bannon
matthewob@mchsi.com

RE: FPSC Inquiry 1428539C

Dear Mr. O'Bannon:

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.

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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)

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, September 5, 2023 3:15 PM
To: 'sandrawooden2411@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Sandra Wooden
sandrawooden2411@gmail.com

RE: FPSC Inquiry 1428538C

Dear Ms. Wooden:

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.

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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)

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, September 5, 2023 3:07 PM
To: Ellen Plendl
Subject: FW: Power bill increased

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: Karen McCroan <mccroankaren67@yahoo.com>
Sent: Thursday, August 31, 2023 10:15 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Power bill increased

Constituent message:

1. **Name**
Karen McCroan
2. **Email Address**
mccroankaren67@yahoo.com
3. **Phone Number**
8502296907
4. **Subject**
Power bill increased
5. **Message**
Governor DeSantis. We will continue to pray for you and your family. However our family and friends were let down with you , that you would approve the 20% rate increase on everyone's power bill. We hope you will change this. There are so many people in Florida right now that are having a rough time feeding their children. We appreciate whatever you can do to reverse this increase. God bless you and your family!! Karen McCroan
6. **Attach file (optional)**
7. **User IP Address**
173.16.15.238
8. **HTTP User Agent**
Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/15.6 DuckDuckGo/7 Safari/605.1.15
9. **Date Submitted**
31/08/2023

10. **Time Submitted**
10:14:58 am, EDT

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

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, September 5, 2023 3:07 PM
To: Ellen Plendl
Subject: FW: Power company in our area

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Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Matthew O'Bannon <matthewob@mchsi.com>
Sent: Wednesday, August 30, 2023 12:10 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Power company in our area

Constituent message:

1. **Name**
Matthew O'Bannon
2. **Email Address**
matthewob@mchsi.com
3. **Phone Number**
8502179221
4. **Subject**
Power company in our area
5. **Message**
Good Morning Governor DeSantis,

My name is Matthew O'Bannon I have lived in Navarre FL as long as I can remember I love this place honestly. However back in 2021 our old power company Gulf Power has been merged and we are now under FPL (Florida Power and Light) and they have rapidly been increasing rate on everyone in the area since the switch happened I have asked my neighbors my parents who live close to me and we all agree FPL's rates border on nonsensical use of any electronic doesn't seem to matter they just keep upping the rate every month even in winter the bills are outrageously high even when no AC or fans would usually be running I was wondering if there was anything in your power you could do to try and get FPL to stop hiking up our bills like they have been.

I hope you have a great rest of your week.

6. **Attach file (optional)**
7. **User IP Address**
68.225.62.65
8. **HTTP User Agent**
Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0 Safari/537.36
9. **Date Submitted**
30/08/2023
10. **Time Submitted**
12:10:04 pm, EDT

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

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Antonia Hover

From: Ellen Plendl
Sent: Tuesday, September 5, 2023 2:53 PM
To: 'dc62475@hotmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Denise Corona
dc62475@hotmail.com

RE: FPSC Inquiry 1428525C

Dear Ms. Corona:

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.

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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)
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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, September 5, 2023 2:52 PM
To: Ellen Plendl
Subject: FW: Florida Power and Lights

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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: Sandra Wooden <sandrawooden2411@gmail.com>
Sent: Wednesday, August 23, 2023 4:17 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Re: Florida Power and Lights

Honorable Governor DeSantis:

Enclosed above is a letter I forwarded to you regarding Florida Power and Lights.

Again, we are being "bleed dry" by FPL.

Again, I have COPD lung disease (never smoked), Severe shortness of breathe, Graves Disease (effects body organ, short life for me), fibromyalgia, arthritis, atrial fib no oxygen makes it worse,

Migraine (allergic to all narcotics) no oxygen ascerbates these, and pernicious anemia as organs are not getting enough oxygen. I am to be on oxygen 24/7 from an oxygen concentrator. Due to FPL I am again since 2021 during without my oxygen 16 to 18 hours a day due to FPL rates. I keep my AC o 80 degrees, shut doors to rooms not used and close their air vents, do not use my stove oven, no outside lights, dry clothes during the night. Again, my bill has climbed over a \$100+ every month. My health and life is at riskd due to FPL. I am 76 yo and my heart, lungs, and internal organs are not functioning properly due to not having enough oxygen.

Govenor DeSantis something has to be done with FPL. I have read their Financials. While myself and others are suffering, the CEO, Officers, and Board of FPL are recieving huge salaries and bonuses.

Only God knows when I will go to my Heavenly Home. But, FPL is causing many customers to suffer including me. My breathing is so bad it scares my little dog. I need my oxgen to be productive. I worked until I was 70.5 and had to retire with the above illnesses due to a severe stroke.

I am asking you to please help our situation. Please do something for us.

Please contact those in charge

of FPL and put a stop to their outlandish bills and bonus.please regulate our FPL rates and stop this. The question is do I buy my medications, eat healthy, pay my bills, or see my physicians.

I thank you for all you do for the residents of our Great State.

Please respond.

Yours Truly,

Sandra Wooden

sandrawooden2411@gmail.com

423-280-4556

On Mon, Oct 31, 2022, 12:37 PM Sandra Wooden <sandrawooden2411@gmail.com> wrote:

Governor DeSantis,

Please stop the FPL's increase on our electric bills! I worked until I was 70.5 y/o. At 75 I am unable to work due to a stroke at 70.5. Mr. Biden, Pelosi, Shumar, and the Democrats have put our Senior Citizens and our low income families without food, homes, clothes, cars, and especially medication. We the Citizens need your continued support. You stand up for us as no other Governor before you.

My electric bill doubled the first of the year. While using less kilowatts than last year. I am on oxygen 24/7. I am having to go without my oxygen concentrator during the day (12 hours) to save charges to my bill. This makes be a fall risk and I am a high risk for a stroke or heart attack.

I would appreciate your concern, citizen support, and your actions against FPL.

Thank you for standing against those that are destroying our America. I appreciate your standing with me as a Conservative Republican since I was 13 years old

(borned in a generational Democrat family. My Dad at 96 voted for his first Republican, President Trump.)

Please reply.

Sandra Wooden

111 Twilight Bay Drive

Panama City Beach, Florida 32407

423-280-4556

sandrawooden2411@gmail.com

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Antonia Hover

From: Ellen Plendl
Sent: Tuesday, September 5, 2023 2:49 PM
To: 'itsawonderfullife9398@yahoo.com'
Subject: Consumer Inquiry - Florida Power & Light Company

itsawonderfullife9398@yahoo.com

RE: FPSC Inquiry 1428523C

Dear Sir/Madam:

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.

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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)

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, September 5, 2023 2:44 PM
To: Ellen Plendl
Subject: FW: FPL abusive price hikes

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Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Denise Corona <dc62475@hotmail.com>
Sent: Friday, September 1, 2023 6:03 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL abusive price hikes

Constituent message:

1. **Name**
Denise Corona
2. **Email Address**
dc62475@hotmail.com
3. **Phone Number**
3053350882
4. **Subject**
FPL abusive price hikes
5. **Message**
Dear Gov. Ron DeSantis,
I hope this email finds you and your lovely family well. I am writing to you because I am hearing a lot of people concerned and complaining about how expensive everything has become in the Miami, Florida area. I hope that you could pass bill that the electrical company cannot abuse prices. This is kind of an example of what I am referring to, as follows: Keep in mind that food, gas, mortgages, taxes and other items are also coming up in prices. Salaries are stagnant and low in this part of Florida perhaps due to too many people in the area applying for the same positions. FPL bills have been astronomical in the last months. I have seen a hike like no other. Perhaps Biden is to blame so that is why I am asking you directly. All the charges FPL is putting from fees to taxes. I have only used the Air Cond system to sleep and the only electrical I use is to view TV. I don't even use my lights. Please see what you can do. Thanks for your help. DC
6. **Attach file (optional)**
7. **User IP Address**
45.17.40.188

8. **HTTP User Agent**

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0 Safari/537.36 Edg/116.0.1938.62

9. **Date Submitted**

01/09/2023

10. **Time Submitted**

6:02:41 pm, EDT

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, September 5, 2023 2:44 PM
To: Ellen Plendl
Subject: FW: FPL

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Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: itsawonderfullife9398 <itsawonderfullife9398@yahoo.com>
Sent: Sunday, September 3, 2023 9:42 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL

Good morning Mr. DeSantis,

I am wanting to address the issue with FPL. We and everyone we know has seen substantial increases in their monthly bill with no change in behavior. Why were increases to FPL allowed especially in this very high inflation climate due to the incompetent administration? I don't understand as most people are already suffering with taxes, food, gas etc through the roof. I don't see any increases in salary to offset the extreme increases.

Sent via the Samsung Galaxy S21 5G, an AT&T 5G smartphone

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