

Charlie Smith

From: Ellen Plendl
Sent: Monday, October 2, 2023 10:09 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: FPL; FW: FPL off the chain with their bills; FW: Florida Power and Light

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

Charlie Smith

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, October 2, 2023 8:49 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: marlene Shortes osborn <marlene928@aol.com>
Sent: Thursday, September 28, 2023 1:26 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL

Constituent message:

1. **Name**
marlene Shortes osborn
2. **Email Address**
marlene928@aol.com
3. **Phone Number**
3218313572
4. **Subject**
FPL
5. **Message**
Please go back to the law where FPL could not raise our rates.
It is difficult for seniors to pay bills when you gave FPL your authority to raise our rates to help you in your election to be Gov. Citizens of Florida are disappointed and suffering for this decision especially those on Social Security
My electric bill is close to four hundred dollars in my 40 years living in Florida I have never had a bill even close to this amount.

I'm afraid of what you would do if President of the United States.
Corporations should not be a priority the people should be.

6. **Attach file (optional)**

7. **User IP Address**
184.89.34.11
8. **HTTP User Agent**
Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/117.0.0.0 Safari/537.36 Edg/117.0.2045.43
9. **Date Submitted**
28/09/2023
10. **Time Submitted**
1:26:09 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.

Charlie Smith

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, October 2, 2023 8:49 AM
To: Ellen Plendl
Subject: FW: FPL off the chain with their bills

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Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Eileen Daza-Gallego <edgallegobri@gmail.com>
Sent: Thursday, September 28, 2023 3:29 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL off the chain with their bills

Constituent message:

1. **Name**
Eileen Daza-Gallego
2. **Email Address**
edgallegobri@gmail.com
3. **Phone Number**
3058019448
4. **Subject**
FPL off the chain with their bills
5. **Message**
Dear Senator,

I am a 65 yr old female without an income at the moment. FPL is killing senior citizens with fixed income. My bill in itself has gone up over 120.00. Please...please do something. I've turned my ac off and the bill went down by 24. Dollars and change. However, I have a totally disabled daughter who suffered for it, she had seizures all day long.

They are criminals, please help the seniors of this state.

Thank you

Eileen Daza-Gallego

6. **Attach file (optional)**
7. **User IP Address**
172.58.173.216
8. **HTTP User Agent**
Mozilla/5.0 (Linux; Android 10; K) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/117.0.0.0 Mobile Safari/537.36
9. **Date Submitted**
28/09/2023
10. **Time Submitted**
3:29:11 pm, EDT

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

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Charlie Smith

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, October 2, 2023 8:48 AM
To: Ellen Plendl
Subject: FW: Florida Power and Light

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Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Eugene G Robichaux <eugrobi@bellsouth.net>
Sent: Friday, September 29, 2023 7:07 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power and Light

Constituent message:

1. **Name**
Eugene G Robichaux
2. **Email Address**
eugrobi@bellsouth.net
3. **Phone Number**
8505727157
4. **Subject**
Florida Power and Light
5. **Message**
Please do something about the outrageous increases since purchasing Gulf Power. We have raised our thermostat from 72 to 76 and yet our bill has gone from \$200 to over \$500. HELP..
6. **Attach file (optional)**
7. **User IP Address**
108.205.62.137
8. **HTTP User Agent**
Mozilla/5.0 (Linux; Android 10; K) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/117.0.0.0 Mobile Safari/537.36
9. **Date Submitted**
29/09/2023

10. Time Submitted

7:07:17 am, EDT

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

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Charlie Smith

From: Ellen Plendl
Sent: Monday, October 2, 2023 9:14 AM
To: 'marlene928@aol.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Marlene Shortes Osborn
marlene928@aol.com

RE: FPSC Inquiry 1429334C

Dear Ms. Shortes Osborn:

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.

The next fuel cost hearing will be held on November 1st, 2nd and 3rd. During the hearing, FPL and the other three electric companies regulated by the Florida Public Service Commission will present their projected 2024 fuel and purchased power costs, true-up previous estimates for 2023 incurred costs, and true-up 2022 costs to actual costs. Recovery of capacity, conservation, and environmental costs will also be considered. The Office of Public Counsel will represent the interest of consumers. You may watch the hearings live or afterwards by using the following link:

<https://www.floridapsc.com/watch-archive-psc-events>

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)

Charlie Smith

From: Ellen Plendl
Sent: Monday, October 2, 2023 9:12 AM
To: 'edgallegobri@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Eileen Daza-Gallego
edgallegobri@gmail.com

RE: PFSC Inquiry 1430785C

Dear Ms. Daza-Gallego:

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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* 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.

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Regulatory Analyst IV
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1-800-511-0809 (fax)

Charlie Smith

From: Ellen Plendl
Sent: Monday, October 2, 2023 9:09 AM
To: 'eugrobi@bellsouth.net'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Eugene G. Robichaux
eugrobi@bellsouth.net

RE: PFSC Inquiry 1430784C

Dear Mr. Robichaux:

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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