

Yvette Gillespie

From: Ellen Plendl
Sent: Monday, October 30, 2023 12:40 PM
To: Consumer Correspondence
Subject: Docket Nos. 20230001 & 20230017
Attachments: FW: FP&L Overcharging; Consumer Inquiry - Florida Power & Light Company

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

Yvette Gillespie

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, October 30, 2023 12:00 PM
To: Ellen Plendl
Subject: FW: FP&L Overcharging

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: Michele Bohannon <shelybo65@aol.com>
Sent: Friday, October 27, 2023 5:32 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FP&L Overcharging

Constituent message:

1. **Name**
Michele Bohannon
2. **Email Address**
shelybo65@aol.com
3. **Phone Number**
7727136443
4. **Subject**
FP&L Overcharging
5. **Message**
Dear Governor DeSantis,

First of all, thank you for doing a great job! The purpose of my email is that I am extremely frustrated with the continuing increase in my light bill through FP & L. It is becoming more difficult to pay this bill, especially since I am not working due to stage four metastatic breast cancer, and was forced to be placed on disability, I am a native of Florida as is my husband who is four generations citrus farming. We have worked hard all our lives and we have never had to ask anyone for anything, but I am reaching out to you to please re-search and help us to fight the increase in our electric bill. We are paying now \$372.00, and when I first purchased this home, my bill was under \$200 only 7 years ago! This ridiculous and I know other people feel the same way. We recently had to devour our savings account for a new roof that was required by our insurance company and now this! When will it stop!!!

Please help!

6. **Attach file (optional)**

7. **User IP Address**

99.110.201.189

8. **HTTP User Agent**

Mozilla/5.0 (iPhone; CPU iPhone OS 16_6 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko)
GSA/254.0.513445336 Mobile/15E148 Safari/604.1

9. **Date Submitted**

27/10/2023

10. **Time Submitted**

5:32:02 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.

Yvette Gillespie

From: Ellen Plendl
Sent: Monday, October 30, 2023 12:39 PM
To: 'shelybo65@aol.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mrs. Michele Bohannon
shelybo65@aol.com

RE: FPSC Inquiry 1432679C

Dear Mrs. Bohannon:

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)