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From the desk of Thomas Saporito

COMMISSION
CLERK

23 July 2011

110236-EI

11 JUL 26 AM 7:32

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399

In re: Complaint Against the Florida Power & Light Company

Dear Ms. Cole:

This serves as a formal complaint against the Florida Power & Light Company (FPL) in connection with a \$5.90 per month charge assessed against my electric bill and identified as a "Customer Charge" on the FPL billing statement for Account #5693933243 dated July 18, 2011. See, Attachment-One. (redacted). Please provide a copy of this document to the Commissioners for consideration and processing accordingly.

FPL explains the "Customer Charge" as "...a set amount per month, regardless of how much electricity is used, to cover the costs of your service and meter, including installation and the administrative costs related to servicing your account." See, Attachment-Two.

First, my FPL electric meter has never been subject to any requested service; and the meter was already installed at my residence in the year 2004.

Next, FPL fails to delineate the exact and precise nature of any administrative costs related to servicing my account.

Thus, to the extent that FPL is permitted to assess a "Customer Charge" to my account in the amount of \$5.90 per month, FPL should be required to explain the details of exactly what I am paying for each month at a cost of \$5.90?

Thank you for your attention to this most important matter.

Sincerely,

COM _____
APA _____
ECR _____
GCL _____
RAD _____
SSC _____
ADM _____
OPC _____
CLK _____

Thomas Saporito
Thomas Saporito

DOCUMENT NUMBER-DATE

05183 JUL 26 =

FPSC-COMMISSION CLERK

Attachment-One

DOCUMENT NUMBER-DATE

05183 JUL 26 =

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Bill Statement

Customer Name: THOMAS SAPORITO **Service Dates:** 06/16/2011 to 07/18/2011
Service Address: 1030 MILITARY TRL LOT 25 **Statement Date:** 07/18/2011
FPL Account Number: 5693933243 **Next Scheduled Read Date:** 08/17/2011

Amount of your last bill	Payments (-)	Additional Activity (+ or -)	Balance before new charges (=)	New charges (+)	
		0.00	0.00		Aug 08 2011

EDI File Transmitted Separately

Amount of your last bill
 Payment received - Thank you
 Balance before new charges

New charges (Rate: RS-1 RESIDENTIAL SERVICE)
 Electric service amount
 Storm charge
 Gross receipts tax
 Franchise charge
 Utility tax
 Total new charges

Total amount you owe

-Payment received after August 08, 2011 is considered LATE; a late payment charge of 1.50% will apply and your account may be subject to an adjusted deposit billing.

Meter reading - meter 5C81270
 Current reading 38110
 Previous reading -37678

kWh used

[REDACTED]

Energy usage

	Last year	This year
kWh this month	[REDACTED]	[REDACTED]
Service days	[REDACTED]	[REDACTED]
kWh/day	[REDACTED]	[REDACTED]

**The electric service amount includes the following charges:
Customer charge: \$5.90 per month

Fuel: [REDACTED]
(First 1000 kWh at \$0.038000)
(Over 1000 kWh at \$0.048000)

Non-fuel: [REDACTED]
(First 1000 kWh at \$0.049140)
(Over 1000 kWh at \$0.059140)

Attachment-Two

DOCUMENT NUMBER - DATE

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Bill Detail Explanation:

Meter reading:

This section shows the meter reading for the current and last bill. You may check this by reading your own meter. The reading you take will include any electricity you have used since we read your meter.

Energy usage:

The energy usage includes the kilowatt-hours (kwh) you used this month and those used last year for the same period. A variety of things may affect energy usage, such as weather conditions or changes made to your home.

For example, hotter weather causes your air conditioner to run more often. Therefore, the hotter it is outside the more it costs to keep cool inside. We recommend setting the thermostat no lower than 78 degrees for cooling.

When weather turns cold, more heat is required to maintain your indoor comfort level as the outdoor temperature drops. In this situation, we recommend setting the thermostat no higher than 68 degrees for heating. In some instances, electric heat can cost up to three times as much to operate as air conditioning.

Charges included in the electric service amount

Customer Charge:

This is a set amount per month, regardless of how much electricity is used, to cover the costs of your service and meter, including installation and the administrative costs related to servicing your account.

FPL's efforts to keep costs down have resulted in no change to this charge for more than 10 years.

Non Fuel Energy Charge:

The Non-Fuel Energy Charge includes several elements:

- Base rates, which reflect the costs of producing and delivering electricity to customers, along with general costs of doing business.
- Environmental activities, to cover FPL's costs to comply with environmental rulings.
- Energy conservation, to cover the costs of FPL sponsored conservation programs in which customers participate.
- Purchased power, to cover the cost of buying electricity from other generating sources.
- Storm surcharge, allowing FPL to recover 2004 hurricane-related expenses in excess of its storm reserve.

Fuel Charge:

The charge per kwh to cover the cost of fuel required to produce electricity. This cost is passed on to the customer with no profit to FPL. These costs fluctuate, based on market conditions, and are adjusted annually, or more frequently if prices change by at least 10 percent.

Account activity:

Last billing and account activity since that time.

Billing for the current period:

Your current electric charges are the total of the following 4 items:

- Electric Service Amount is calculated from your kwh usage.
- Gross Receipts Tax Increase is a tax charged by and paid to the State of Florida .
- Franchise Charge is a fee paid to your local government.
- Utility Tax is imposed by and paid to your local government.

Messages:

Important messages from FPL that change monthly.