

Sandra Soto

From: Sandra Soto on behalf of Records Clerk
Sent: Monday, July 18, 2016 8:58 AM
To: 'SBPhilips'
Subject: RE: Docket Number 160021-EI

Good morning Ms. Philips,

We will be placing your comments below in consumer correspondence in Docket No. 160021-EI and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Sandra Soto
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
(850) 413-6010

From: SBPhilips [mailto:sally.b.philips@gmail.com]
Sent: Sunday, July 17, 2016 12:32 PM
To: Records Clerk
Subject: Docket Number 160021-EI

I sent this to Marlene Santos. A copy is attached.

7310 SW 64 Court

South Miami, FL 33143-4608

17 July 2016

Marlene Santos, Vice President

Customer Service

Florida Power & Light Company

9250 West Flagler Street

Miami, FL 33174-3415

Dear Vice President Santos:

This is in response to your letter dated July 13. I am very impressed with all the energy that has been put into remedying the complaints I had about my individual service. Rather than credit Cynthia Guido, I credit Juan Khoury with prompt service and very good interpersonal skills. As I also do Mr. Bruce and his team who did the actual work.

However, my complaints about my residential service were NOT the focus of my comments when I got up to speak at the PSC on the 27th of June.

Your labeling FP&L as “the largest producer of solar energy in Florida” is about as disingenuous as many of the other claims in FP&L’s public statements. Of course, FP&L is the largest producer: it is a giant monopoly. *Monopoly* means that there are no other sizable producers, no competition. I suspect, had there been competition, FP&L would have steered its profits into Research and Development.

I looked at the Annual Reports for the last three years. FP&L has paid handsome dividends to its stockholders. It has netted average of \$1,505 Mil in those years. NextEra has netted an average of \$2,380 Mil. (I do not think these profits include what FP&L makes from its stock market investment.) I saw no mention in these reports of any Research and Development funds or projects.

The 2015 Annual Report indicates that FP&L still has plans to build two new nuclear reactors at Turkey Point. As far as I know, no new designs are mentioned that would put those plants above a rising sea level storm surge.

Contrary to claims, nuclear power is not clean. It is almost impossible to transport and store spent nuclear fuel safely. It has been impossible for FP&L to keep Biscayne Bay waters pristine. Now, while buildings are still going up and towering above the land, FP&L is going to use the Biscayne aquifer for cooling water. That is the water source for all the people who live here now and who will inhabit those high-risers.

The artist’s conceptual renderings of the three new solar panel farms show how unimaginative FP&L is. Covering ground – especially Everglades and farming country - with solar panels is ugly. There are acres of exposed roof tops all through Florida. Every new building should have solar panels as part of its design requirements. Every municipal building with an unshaded roof - including schools and libraries – should have solar photovoltaic panels. Every unshaded roofed bus stop, Metrorail and train station, airport terminal and hangar, factory and sports stadium should be covered with photovoltaic panels. I refuse to believe that FP&L

with all its wordsmiths could not persuade building owners to let it “rent” roof space. FP&L has to buy the land, has to maintain the panels on it – why not use the money and man power to farm roof tops?

Why not use the roads to farm solar power? I am sure you know that photovoltaic road surfaces are currently in use. BUT NOT IN FLORIDA. Not anywhere on all the high flying interstate exchanges, the miles of unshaded road that ribbon this state.

Florida is almost entirely surrounded by salt water. Where is FP&L’s research and development of tidal power? What if every tower FP&L has running up and down this state also had a wind-powered propeller producing electricity? The three new solar plants may triple FP&L’s solar capacity. WOW! Raising that capacity from less than 1% to less than 3%. “No net cost to customers” really? – then, what are the rate hikes all about?

My main point in speaking on June 27th was that FP&L would rather poison people (by putting high voltage lines through urban areas, for one) and the environment in Florida than go solar. For FP&L to demonstrate more sincere interest in its Florida customers and environment, it would need to dismantle the Turkey Point nuclear reactor and show that sun, wind, and tides (none of which have associated fuel costs) were well on their way to being the only sources of power generated by FP&L. Then, assuming it was truly necessary for Florida Power & Light’s survival, I would support a rate hike.

Sincerely yours,

Sally B. Philips

P. S. You want new sources of revenue – invent, create, refine the means to turn sun, tides and wind into electrical power. Then sell them. Look what Tesla is earning with the continual improvement of batteries. **Get a new business model.**



Marlene Santos
Vice President
Customer Service

July 13, 2016

Ms. Sally Philips
7310 S.W. 64th Ct.
South Miami, FL 33143

Dear Ms. Philips:

Thank you for taking time out of your schedule to attend the recent service hearing in Miami. We appreciated the opportunity to hear your concerns about solar energy in Florida, nuclear generation, and the service drop line on your property. I'm glad our Customer Advocate, Ms. Cynthia Guido, was able to assist in resolving the service issue.

I would like to assure you that Florida Power & Light Company (FPL) is committed to providing our customers with clean and affordable power. As the largest producer of solar energy in Florida, FPL is finding ways to continue advancing solar energy without increasing electricity costs. We have a cost-effective plan to add approximately 225 MW of new solar power before the end of 2016, including three new large-scale solar power plants.

We work hard every day to provide you energy that's among the cleanest and most reliable in the country for a price well below the national average. Our base rate proposal will allow us to continue delivering the affordable, reliable electric service you expect from us as we support the needs of our state's growing economy.

Based on the proposed base rate adjustments and the company's current projections for fuel and other costs, we estimate our typical residential customer bill will grow about 2.8 percent per year, roughly in line with inflation, from January 2016 through 2020. For a 1,000-kWh residential customer bill, the total of the three base rate adjustments would be \$13.28 a month or about 44 cents a day.

Even with this increase, we estimate our typical residential bill in 2020 will still be lower than it was in 2006 and remain among the lowest in the state and nation based on current bill comparisons.

Enclosed are some fact sheets regarding our efforts to advance solar energy in Florida; you may also visit www.TurkeyPointFacts.com for additional information. If you have any questions or concerns, please contact Ms. Guido at 305-626-7507. Again, we thank you for your participation and remain committed to improving your experience with FPL.

Sincerely,

A handwritten signature in blue ink that reads "Marlene Santos".

Marlene Santos
Vice President of Customer Service
Florida Power & Light Company

Florida Power & Light Company

9250 W Flagler Street, Miami, FL 33174

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South Miami, FL 33143-4608

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