

Antonia Hover

From: Angie Calhoun
Sent: Wednesday, June 23, 2021 4:16 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20210015
Attachments: No to FPL 20% rate increase; Gulf Power rate change request

Consumer correspondence for docket 20210015.

Angela Calhoun

Antonia Hover

From: Grace Carelli <gracegvc212@gmail.com>
Sent: Tuesday, June 22, 2021 10:10 PM
To: Consumer Contact
Subject: No to FPL 20% rate increase

Dear Commission Members:

Our family is adamantly opposed to the proposed 20% FPL rate increase over the next 4 years. It is outlandish to propose this when CEO Silagy makes almost \$7.3 million to run this monopoly. Demand these fat cats take a salary reduction before you saddle the rest of us with this unjustified increase!

Regards,

Grace and Michael Carelli

Antonia Hover

From: Bob L. <bob.lembcke@cox.net>
Sent: Tuesday, June 22, 2021 8:44 PM
To: Consumer Contact
Subject: Gulf Power rate change request

Took a bit to investigate rate request being made, get clarity on request and rates, and finally decide it was worth writing.

I'm opposed to approving rate change request, as currently presented to Gulf Power Customers of Florida Light and Power. This is based on the data provided with my last bill and further discussions with Gulf Power representatives. Key-points in my position are:

1. Lack of timely data on notice of request.
2. Insufficient information provided,
3. Lack of background, supporting details, or reason for request.
4. Misstatements made in data provided.
5. Apparent lack of fairness in proposed new rate structure.

I hope, and trust, the PSC has more information than that provided to Gulf Power customers. I also hope that they have greater knowledge of the current and future costs, structures, and needs than those of us who are merely customers, and only presented limited data.

The first notice I received of a proposed rate/structure change, was a blue flyer included with my last bill, for May 2021. I received this about 2 weeks ago, only a few short weeks before the first PSC meetings on approval. I wonder how many customers actually saw/read it and could understand the implication. I got mine with a hardcopy bill....how effective was communication to those doing online billing? Doubt many look beyond the money out part of those bills. Decision on rates to be made soon, but not experienced by customers until Jan 2022. That will come as a "rude" late surprise to many. Poorly planned, or perhaps by intention?

After reading this flyer/schedule, I had several questions due to lack of information, lack of completeness, no explanation of how the transition rider was to be used, and apparent misdirection in goals/reasons stated in the first paragraph.

As a single family residential customer I fall under the existing RS rate structure in brochure. That is to transition to RS-1 rate in proposed changes. Chart shows my "current" energy rate is 4.886. That value had no units, such as dollars/KWh, cents.... My current bill shows an energy rate of \$0.08649 /kwh, with an additional rate of \$0.03070 for fuel. These numbers made no sense when compared. No units on first, second was numerically different....either as stand alone or combined energy rate and fuel...numbers just not similar. The same issue existed on the RS-1 rate schedule. No units... numbers size-ably different on chart from current to proposed... 4.886 goes to 6.819 on first 1000kwh, then 7.819 above that. New rate is not quite 50% greater on KWh basis, if that is what is meant. So, data shown isn't in a form easily understood... no units, no equality in numbers.

The transition rider is shown on back of page, well away from where it might be expected to be seen, if to apply to the proposed rates. This rate was shown as decreasing number over 5 years (2022-2024), but it wasn't explained as adder or reduction on proposed new rate. My first impression was a reduction, to keep rate similar to that on current value... IE. 2.0106, might make the 6.819 closer to the current rate of 4.886 shown. (Ah, not so!)

These issues lead me to seek further information. There was considerable contact information in flyer for PSC, requesting one of 50 seats to be present, and sending input to PSC, but nothing for contacting Gulf Power or FL&P on

this subject. Of course, the latter would be the place to ask my questions....so, I had to go in search of a phone number. That was the customer service number on my current bill. Which pathed one to an automated system that had other "interests" than putting me in touch with someone about this issue. Eventually, I reached a person, explained my reason to call, and after a bit, was told best to have someone else call me back. Ah, no resource center or quick answers on this issue? I did get a call back within a few hours (at dinner time on a Friday) from a local GP rep. She had listened to my earlier all (recorded...which I haven't a copy....hum...) and went over the points above as best as possible. At this point, let me say all GP representatives I've spoken with, have been polite, courteous, and willing to try to help, so much better than recordings/AI/machines.. Those were good folks, trying to help. +++++ (Ditch those automated answering systems, hire more real folk!!!!)

Out come was the energy rates between bill and those shown on chart were different due to "other" charges not shown. These charges could be variable, but weren't being included in request for change (assume that those would continue after change)...but my "current base energy" rate was/is the 4.886 as shown in flyer. As to why no units included....no answer for that. At least these rates are in cents, and not dollars, as one might assume given other information in chart.

Asked about the 50% rate change.....explained there was an offset in base (connect) rate of about \$10.00 per month. Yes, but is that as much as increase? No definitive answer, as rates are based on Kwh used.

As to rider...that is a adder, not reduction. Explained as being "fair" to existing FL&P customers, so they weren't being ask to carry added costs of integrating GP folks into system. Apparently GP costs are higher, and those issues weren't settled at time of switch from Southern Co. to FL&P, a couple of years ago. Now, will need time to get costs in line. GP folks will need to bear those costs.... Hummmm not mentioned earlier, not resolved, was transition from Southern done with GP customers in mind....if so, why is it a new issue, today...?

Whatever, the reason.... the energy rate proposed will increase... instead of a 50% increase, it will be closer to 100%. That's a steep hill.....no matter what, but isn't clearly stated.

Finally, I asked: Why didn't GP/FL&P do a side by side comparison on current bill....show "as is" vs. "as requested".... that should be a simple calculation and would show the customer, the differences in a meaningful manner. Of course there are unknowns, variable costs, that may or may not be there next year...but, it should show the general impact in simple form, not a bunch of numbers without units in a chart. I asked the last rep. to do this for me. She agreed and would be back.

While waiting I did that calc. My current use was 597KWh...bill (with taxes/fees) was \$105.29. Then I ran the numbers again, using a take out for the 4.886, keeping other charges in that number as is, plugged in 6.819 **cents**/kwh, reduced base rate, kept taxes/fees the same, and no rider. "Bill" would be \$106.80. Adding in the rider it increased to \$119.55. Taking out taxes and fees, this is a nominal increase of 16%. Well above inflation, and would also result in added fees and taxes simply by the fact of a larger number.

Today, I got a follow up from my GP rep. she ran the numbers, but didn't do that "full" comparison. Rather she showed base rate and energy costs plus the rider, but none of the "other" charges currently included were shown in new rate. Hard to draw conclusions... Perhaps those other charges, now for capacity, storm, environmental, energy conservation, will be rolled into the new rate requested...but isn't clear that is to be the case. Again, lack of clarity.

So, after all this research, investigation, worry.... I decided I must write. Make the point that this issue isn't ready to go forward as presented. (Would love to see current/previous balance sheets....data, hope PSC has....)

In the first paragraph of the GP "blue" flyer on rate, they state goals of: "cleaner sources, stronger and more reliable grid, and driving costs down". As presented, I can't see that last being done with higher rate and rider....greater taxes/fees.... Makes one wonder about other goals, and the underlying business. Didn't they see this disparity coming when taking in GP?

PSC is the last line in representing the citizen customers on utilities. Please, do due diligence. I am just one of many working with fixed incomes. A 16% rate change (on a "good" time of year bill) isn't reasonable as presented. Tell them to get the story out in better form, make sure customers know what is going on.... Don't blindsided those dependant/captive customers next January. Look deep, be fair, tell the whole truth...but, take time needed!

With increased renewable sources, will the fuel charges decrease/disappear in the future? When will we see that??

Finally, tell them to "show" units and use bigger print. Very hard for us "old folks"; important information shouldn't be short changed.

Thanks.

Bob Lembcke, BSME,PE.

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