

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Monday, August 30, 2021 2:02 PM
To: 'boakgrove7@gmail.com'
Cc: Consumer Contact
Subject: FW: Stop Rubber Stamping FPL Requests!
Attachments: 20210829_175305.jpg

Good Afternoon, Ms. Banks.

We will be placing your shared letter below from FPL Customer Advocacy in consumer correspondence in Docket No. 20210015, and forwarding it to the Office of Consumer Assistance and Outreach.

Again, thank you!

Toni Hover

*Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6467*

From: Rose Banks <boakgrove7@gmail.com>
Sent: Sunday, August 29, 2021 6:13 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Re: Stop Rubber Stamping FPL Requests!

Thank you for the update.

Also, I wish to share the attached letter dated August 23rd, 2021 from FPL Customer Advocacy in reference to my correspondence with you.

Best regards,

Rose Banks

On Mon, Aug 16, 2021, 8:35 AM Records Clerk <CLERK@psc.state.fl.us> wrote:

Good Morning, Ms. Banks.

We will be placing your comments below in consumer correspondence in Docket No. 20210015, and forwarding them to

the Office of Consumer Assistance and Outreach.

Thank you!

Toni Hover

Commission Deputy Clerk I

Florida Public Service Commission

2540 Shumard Oak Boulevard

Tallahassee, FL 32399

Phone: (850) 413-6467

From: boakgrove7=[gmail.com@mg.gospringboard.io](mailto:boakgrove7@gmail.com@mg.gospringboard.io) <boakgrove7@gmail.com@mg.gospringboard.io> **On Behalf Of**
Rose Banks

Sent: Saturday, August 14, 2021 1:49 PM

To: Records Clerk <CLERK@PSC.STATE.FL.US>

Subject: Stop Rubber Stamping FPL Requests!

Dear Commissioner

Florida Power & Light is asking for the largest single rate hike in Florida history at a time when consumers are facing an increased cost of goods and services as we recover from the economic downturn caused by COVID-19. Increasing the cost of electricity is something you, the Public Service Commission, can control.

It is unconscionable to think that we should have to pay more for our electric service at a time like this. Rubber stamping an all-time high return on equity of 11.5 percent goes against helping struggling Floridians. Putting people over profits should come first.

Now is not the time to give FPL what it wants; let's keep the public in Public Service Commission!

ADDITION CONCERNS:

On May, 2021; FPL RESIDENTIAL bill details showed FUEL...(First 1000 kWh at \$0.021230) and (Over 1000 kWh at \$0.031230)....As of June, 2021 and current; Florida Power & Light (FPL) INCREASED THE Residential FUEL (first 1000 kWh at \$0.025100) and (Over 1000 kWh at \$0.035100). FPL continue to dig deeper into the customers pocket, NEVER SATISFIED with the outcome!!! Please, Please stop the greed. Best Regards

Thank you,

Rose Banks
P. O. Box 734
Geneva FL, 32732-0734



August 23, 2021

ROSE MARY BANKS
PO BOX 734
GENEVA FL 32732

Dear Rose Mary Banks:

I am writing in reference to your recent correspondence with the Florida Public Service Commission (FPSC) regarding Florida Power & Light Company's (FPL) rate proposal. Your correspondence is part of FPSC Docket No. 20210015-EI, Petition for Base Rate Increase and Rate Unification. We want to thank you for taking time to write to the FPSC regarding our rate proposal.

We work hard every day to deliver to customers America's best energy value – electricity that's not just clean and reliable, but also affordable. Serving customers today comes with the fundamental responsibility of also looking over the horizon to ensure we're ready to serve customers tomorrow. Our proposed four-year rate plan beginning in 2022 will help us continue delivering unmatched value to customers by ushering in Florida's energy future and keeping bills among the lowest in America.

We understand the difficulty created by the COVID-19 global pandemic, and we remain committed to working with our customers. Throughout the pandemic, we developed and received FPSC approval for numerous assistance programs. In total, we provided approximately \$75 million in assistance to customers and continue to support those in need.

In addition, it's important to point out our proposal for new rates is a four year-plan that would not begin until January 2022. We understand nobody wants to pay more money for any service or product, which is why we remain committed to delivering to our customers unparalleled value for their money. We strive for excellence and operate efficiently in order to deliver reliable service while keeping costs down, even while the prices of other essential products and services have risen. For example, groceries, medical care, health insurance and housing increased 25%-75% from 2006 to 2020. Meanwhile, FPL's typical residential customer bill is lower today than it was in 2006. Even with our proposed rate increase, FPL's typical residential bill would remain well below the national average through 2025.

It also is important to note that the company's earnings are not guaranteed. In addition, FPL's financial stability – in all economic climates – directly benefits customers, enabling the company to attract investors needed to support the billions of dollars in smart, long-term investments we make to continuously maintain and improve the service we provide while keeping customer bills low over time.

More details about the proposed rate plan are available online at [FPL.com/answers](https://www.fpl.com/answers).

Sincerely,

FPL Customer Advocacy