

Antonia Hover

From: Ellen Plendl
Sent: Monday, January 31, 2022 7:58 AM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: FW FPL Price Increase; FW FPL electric increase; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company

See attached customer correspondence and FPSC replies for Docket No. 20210015.

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, January 28, 2022 4:56 PM
To: Ellen Plendl
Subject: FW: FPL Price Increase

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

-----Original Message-----

From: Cheryl Gilg <ckmagilg@cox.net>
Sent: Friday, January 28, 2022 4:41 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL Price Increase

Dear Governor Desantis,

I am writing because I am very concerned about my power costs now that FPLs rate increases are in effect. Further I am concerned about my family, friends and neighbors. I feel we were led to believe one thing and something totally different has happened. I respectfully ask that whoever approved Florida Power and Lights rate increases be required to take a second look at the bills that were sent out for last month's service and future bills for a while. I think this rate increase should be reviewed to make sure we are being billed the way it was intended / expected based on their approvals and revisit how appropriate this is for our residents to be hit tremendously hard with the exorbitant power bill. My husband and my bill increased by 50% and the billing period was prior to this cold spell that we are currently experiencing. We are 65 years old and on a fixed income and I am sick thinking how high this bill will be next month and going forward when our temperatures are extreme in either direction.

It is important that you take interest in what is happening with Florida Power and Lights billing and try to rectify this problem.

Respectfully,

Cheryl Gilg
154 Danville Street
Cantonment, FL 32533

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.

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, January 28, 2022 4:57 PM
To: Ellen Plendl
Subject: FW: FPL electric increase

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: Laura Greene <4lauragreene@gmail.com>
Sent: Friday, January 28, 2022 4:24 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL electric increase

Governor Desantis: We are reaching out at this time because FPL sent us letters stating that there would be an increase within the next 5 years, probably 2.5% or so a year. Well our increase right off the bat is 16% and the person at FPL said be happy, others were a 19% increase. This increase is approximately \$50.00 a month right now and that's a huge increase to some families. We can make it through this increase, but I sure hope you have a way to help subsidize those who can't and honestly, just because we both work full time jobs we sure would have appreciated that when they said the increase would be gradual and much less if they would have had to stick to their word on that.

This is a tough time in so many ways that this sure could have been handled differently.

Last, I know most people won't understand how to fool the AI answering system; they have to get an actual person to talk to, but we did and it took 6 times repeating Talk to a person. This is another huge issue for me since there are so many elderly people who just need to ask a question.

Knowing or assuming that you would have had to approve this is going to have a huge effect because they were told one thing and FPL did another. It makes you look bad because of their inconsistencies. And I know as well as anyone in a people servicing business that we can do 10 good deeds and it takes 1 bad to be the most remembered. Sad but true. So I am hoping this gets addressed by you and your staff as it really does affect so many of us.

I would like to see the good for the people and of course, you. We respect and appreciate everything you do and as we know, we can't fix everything, but communication is a ey.

Thank you for listening.

--

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Antonia Hover

From: Ellen Plendl
Sent: Monday, January 31, 2022 7:52 AM
To: 'ckmagilg@cox.net'
Subject: Consumer Inquiry - Florida Power & Light Company

Mrs. Cheryl Gilg
ckmagilg@cox.net

RE: FPSC Inquiry 1388481C

Dear Mrs. Gilg:

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.

When a utility company files an application for a rate increase with the FPSC, it must explain the need for the requested increase. Its petition must be accompanied by minimum filing requirements (MFRs), which are schedules and reports containing the operation, financial, economic, and rate information needed by the FPSC staff to evaluate the company's revenue increase request, rate structure, and quality of service. The company's proposal and financial information are closely analyzed before a Commission decision is made.

The utility also forecasts how much money is needed to cover its expenses in the next year. This includes a proposed return on its investment in assets used to provide service to its customers (such as power plants, electric lines, or gas mains), which the utility uses to pay interest on money it borrows and to compensate investors. The utility must also propose the classes of customers that will pay for the increase, usually categorized as residential, commercial, and industrial.

The utility application, the technical hearing and service hearing testimony and exhibits become part of the case record that Commissioners use to make decisions about the case.

FPSC staff makes a detailed review and analysis of the entire record and files a recommendation with the FPSC's Clerk detailing the staff's adjustments to the company's petition.

The Commissioners review the information, based on the record, and make their decisions about the case in an open meeting through a written "order."

After the FPSC's order is issued, any party may ask the Commission to reconsider its decision on the issues. After the reconsideration, the Public Counsel, the utility, or any other party involved in the proceeding may appeal the Commission's decision to the Florida Supreme Court.

On October 26, 2021 the FPSC approved a four-year rate settlement for FPL, reflecting an almost 40 percent reduction in its original rate revenue request for 2022. Parties to the settlement, filed on August 9, 2021, include the Office of Public Counsel, representing customers, the Florida Retail Federation; the Florida Industrial Power Users Group; and the Southern Alliance for Clean Energy.

As part of the evaluation process for FPL's rate request, the FPSC conducted 12 virtual service hearings in June and July to allow feedback from FPL and Gulf customers about utility service and the rate-setting process.

The settlement agreement reduces FPL's original revenue petition from \$1.1 billion to \$692 million in 2022 and from \$605 million to \$560 million in 2023. The utility's proposed return on equity midpoint was reduced from 11.5 to 10.6 percent.

You may review all the information filed for Commission consideration in docket 20210015 by accessing the FPSC website at www.floridapsc.com. Under the Clerk's Office tab at the top of the page, click on Dockets. Type in the docket number 20210015. Click the Search button. Then select Document Filings Index for a list of all filings in the docket. This procedure allows you to view all of the information filed by the utility and other parties in the docket.

We will add your feedback to Docket No. 20210015, regarding FPL's petition.

If you have any questions, please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

Antonia Hover

From: Ellen Plendl
Sent: Monday, January 31, 2022 7:57 AM
To: '4lauragreene@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Laura Greene
4lauragreene@gmail.com

RE: FPSC Inquiry 1388482C

Dear Ms. Greene:

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.

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Sincerely,

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)