

Antonia Hover

From: Ellen Plendl
Sent: Monday, January 31, 2022 9:12 AM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: FW FPL; FW FPL; Consumer Inquiry - Florida Power & Light Company; FW FPL Rate Increase; FW FPL and NextEra uncontrolled rate increases; FW FPL rates; FW FPL; FW FPL; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; 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: Monday, January 31, 2022 8:10 AM
To: Ellen Plendl
Subject: FW: FPL

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: Charles Melvin <1finechaplain@gmail.com>
Sent: Wednesday, January 26, 2022 5:56 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL

Governor DeSantis, as a resident of Northwest Florida, in Pace Florida, the recent transition from Gulf Power to Florida Power & Light, has resulted in unfair and outrageous increases across the board cost for services. As a retired naval officer of 24 years active duty, and a resident of Santa Rosa County, it appears to me that this is clearly a price gouging scheme. If not, it is time for a clear explanation to be provided. However, given the almost at poverty level all of the Santa Rosa County area, certainly there will be enormous suffering buy many persons. I appeal to you and the legislature to take action on behalf of the citizens Santa Rosa County, and Northwest Florida. Do not misunderstand me, I'm all for it fair and reasonable charges for the services provided. The reality is that many in this County simply cannot afford these exorbitant increases. Thank you for your intervention and Leadership. You certainly have my vote for all that you've already done!

Very respectfully,

Charles Dalton Melvin, Cdr, CHC, USN (Ret)

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, January 31, 2022 8:09 AM
To: Ellen Plendl
Subject: FW: FPL

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: Lisa Duff <gator-girl@live.com>
Sent: Wednesday, January 26, 2022 4:27 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL

Ron DeSantis,

I'll make this short. You really need to step in, we can't take the price increase from Florida, Power and Light.

Here's an example.....My 25 year old daughter has an 800 sq/ft apartment with her daughter (2 years old), she works overnight 7am-7pm, goes to nursing school/clinicals 3 days a week.....she's barely home and when she is there, she's sleeping the majority of the time. Her electricity bill went from \$138 last month to \$275 this month!!!

The other examples I'm reading on FB are also outrageous...bills going from \$300 to almost \$1000.

We need your help on the FPL price increase.

Thank you,
Lisa Duff
Fort Walton Beach
Okaloosa County

Sent from [Mail](#) for Windows

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Antonia Hover

From: Ellen Plendl
Sent: Monday, January 31, 2022 8:19 AM
To: '1finechaplain@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Charles Melvin
1finechaplain@gmail.com

RE: FPSC Inquiry 1388485C

Dear Mr. Melvin:

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.

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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.

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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: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, January 31, 2022 8:22 AM
To: Ellen Plendl
Subject: FW: FPL Rate 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: Jamie Balkom <jamiemariee45@gmail.com>
Sent: Wednesday, January 26, 2022 10:11 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL Rate Increase

Good Evening Mr. Desantis,

My name is Jamie Balkom. I live in the small town of Milton, Fl. I wanted to say thank you for taking the time to read this email. I am reaching out to you for help. Not just for my family but for the many families in Florida. We are seeing a huge increase in our electric bills since the switch to FPL. Thousands of hardworking working families are already struggling to make ends meet and for FPL to price gouge the citizens of Florida is wrong. They know we have no choice but to stick with FPL since there are no other electric companies to compete with. My electric bill went from \$170 to now \$350. It is just my husband, two year old son and I. There are several people that state their bills have double or tripled. FPL chooses to brush it off and make excuses. My husband and I are both employed, working separate shifts just so we can save money and not put my son in day care. My husband works 40+ hours a week and looks after our son, only getting four to five hours of sleep. Its not like he or I could get a second job to off set this electric increase. I really hope and pray you are able to do something for the hard working Americans of Florida.

Thank you,

Jamie Balkom

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, January 31, 2022 8:23 AM
To: Ellen Plendl
Subject: FW: FPL and NextEra uncontrolled rate increases

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: Gene Conlon <jc0bones@gmail.com>
Sent: Thursday, January 27, 2022 5:12 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL and NextEra uncontrolled rate increases

An Escambia County resident, I am writing to object to the arbitrary rate increase after the take over from Gulf Power.

At the least there should be public hearings over the rate increases and their liberal plans to reset the convention, cheap clean power of Gulf power with their windmills and solar cells, incurring an enormously higher dept to pay for it.

Why can Gulf Power supply cheaper rate electricity and NextEra, the owners of FPL jack up the price at their own pleasure.

How strange the CEO of both companies are the same. Who approved the sale of the power companies without hearings and

concerns of the people by these public service monopolies?

Sincerely, Jean Chonoles; 1166 Grenelefe Dr. Cantonment, FL 32533; 239-330-0577

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, January 31, 2022 8:24 AM
To: Ellen Plendl
Subject: FW: FPL rates
Attachments: 20220128_082608.jpg; Screenshot_20220128-084418_Drive.jpg

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Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Joan Alderman <reeves.joane@gmail.com>
Sent: Friday, January 28, 2022 9:58 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL rates

Please do something about FPL doubling thier rates. Most of us are struggling with the cost of food and now we have to struggle with power?? I have attached a copy my last bill and our new bill.

Signed,
A registered voter in NWFL.

JOAN ALDERMAN.

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21047

ACCOUNT

Customer Name:
James Alvin Alderman



Customer Name:
James Alvin Alderman



BILL DETAILS

Amount of your last bill	205.89
Payment(s) received - thank you	-205.89

Amount of new charges	\$0.00
Charges	
Residential Service	
Base charge	19.84
Energy charge (1400 kWh at \$0.08649)	121.09
Fuel charge (1400 kWh at \$0.03070)	42.98

Electric service charges	\$183.91
Franchise tax	4.72
Franchise charge	9.68

Taxes and charges	\$14.40
Total new charges	\$198.31
Total amount you owe	\$198.31

BILL DETAILS

Amount of your last bill
 Payment(s) received - thank you

 Balance before new charges

New Charges

Rate: RS-1 RESIDENTIAL SERVICE

Base charge
 Energy charge
 Fuel charge

 Electric service charges

Gross rec. tax/Regulatory fee
 Franchise charge
 Late payment charge

 Taxes and charges

Total new charges

Total amount you owe

Usage type	Current	-	Previous	= Usage
kWh	7281		5181	2100

ENERGY USE COMPARISON

	This Month	Last Month	Last Year
Service to	Jan 27, 2022	Dec 29, 2021	Jan 28, 2021
kWh used	2100	1400	1731
Service days	29	31	29
kWh/day	72	45	60
Amount	\$349.47	\$198.31	\$238.61

KEEP IN MIND

- The non-fuel energy charge is \$0.10775 per kWh used during the billing period up to 1,000 kWh and \$0.11775 per kWh for usage above 1,000 kWh. The fuel charge is \$0.03487 per kWh used up to 1,000 kWh and \$0.04487 per kWh for usage above 1,000 kWh.

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, January 31, 2022 8:24 AM
To: Ellen Plendl
Subject: FW: FPL

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Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

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

From: Heather <heather_0617@yahoo.com>
Sent: Friday, January 28, 2022 11:08 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL

Dear Governor Desantis,

I am reaching out to see what your office can do to help my family along with so many others in the Panhandle having issues with drastic increases in our power bill due to Gulf Power now being FPL.

This is beyond the inflation we are dealing with as a country and is just adding salt to the wound.

Please step in and make the increase gradual so we can adjust better if that is what must happen. Or ask for time since we are dealing with struggles at the pump, grocery store and every other place we set foot in right now.

I appreciate all you do and know you can make a great move on this to help.

Thank you for your time,

Heather Carlson
Santa Rosa County

Sent from my iPhone

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, January 31, 2022 8:25 AM
To: Ellen Plendl
Subject: FW: FPL

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: Ryan Davis <rdavis1185@gmail.com>
Sent: Sunday, January 30, 2022 8:38 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL

Good evening,

I was really excited and hoping you'd run for president. But after learning about your involvement with FPL and them getting a monopoly in North West Florida electricity. I am having to second guess that. Everyone's rates are rising drastically!

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Antonia Hover

From: Ellen Plendl
Sent: Monday, January 31, 2022 8:29 AM
To: 'gator-girl@live.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Lisa Duff
gator-girl@live.com

RE: FPSC Inquiry 1388490C

Dear Ms. Duff:

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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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 8:41 AM
To: 'jamiemariee45@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mrs. Jamie Balkom
jamiemariee45@gmail.com

RE: FPSC Inquiry 1388495C

Dear Ms. Balkom:

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)

Antonia Hover

From: Ellen Plendl
Sent: Monday, January 31, 2022 8:44 AM
To: 'jc0bones@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Jean Chonoles
jc0bones@gmail.com

RE: FPSC Inquiry 1388496C

Dear Ms. Chonoles:

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)

Antonia Hover

From: Ellen Plendl
Sent: Monday, January 31, 2022 8:55 AM
To: 'reeves.joane@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Joan Alderman
reeves.joane@gmail.com

RE: FSPC Inquiry

Dear Ms. Alderman:

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,

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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 9:08 AM
To: 'heather_0617@yahoo.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Heather Carlson
heather_0617@yahoo.com

RE: FPSC Inquiry 1388506C

Dear Ms. Carlson:

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 <http://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 9:11 AM
To: 'rdavis1185@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Ryan Davis
rdavis1185@gmail.com

RE: FPSC Inquiry 1388509C

Dear Mr. Davis:

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.

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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
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