

Hong Wang

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**From:** Betty Leland on behalf of Office of Commissioner Graham  
**Sent:** Tuesday, February 01, 2022 7:27 AM  
**To:** Commissioner Correspondence  
**Subject:** we Can't Afford Higher Rates  
**Attachments:** We Can't Afford Higher Rates; RE FPL Complaint; FPL Complaint; Increased electric rates

Good Morning:

Please place this email in Docket #20210015, and ~~20210016~~:

2/1/22  
AT

Thanks.

*Betty Leland, Executive Assistant to  
Commissioner Art Graham  
Florida Public Service Commission  
[bleland@psc.state.fl.us](mailto:bleland@psc.state.fl.us)  
(850) 413-6024*

## Antonia Hover

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**From:** Rchesnee@everyactioncustom.com on behalf of Randy Chesnee  
<Rchesnee@everyactioncustom.com>  
**Sent:** Monday, January 31, 2022 7:07 PM  
**To:** Office of Commissioner Graham  
**Subject:** We Can't Afford Higher Rates

Dear Art Graham,

I am writing as a concerned Florida resident and customer of Florida Power & Light (FPL). I received notification that FPL intends to increase rates for their customers across the state, hurting the most vulnerable in our communities the most. We urge you to rethink this decision and not increase our bills.

This past year has been challenging and unrelenting, and folks have spent it worrying; worrying about the health and safety of their families and friends; worrying about finding work or being safe at work; worrying about the future of the business they built from the ground up; and worrying about making sure that they could keep the lights and heat on at home. For many of us, the pandemic has changed all of our lives in ways we'll still likely be grappling with long after the pandemic comes to an end.

Nevertheless, for some reason, corporate greed seems to be more important than the sustainability of our communities and our livelihood. This was evident when FPL, among several other power companies resumed closing customer accounts due to non-payment during the second wave of the pandemic. Now, they want to increase rates for their most vulnerable customers. We can't allow companies to continue taking advantage of working-class families, and luckily, you have the power NOW to stop this.

Our families need relief, real solutions to the climate crisis and fair and affordable utility rates. By raising prices, FPL is treating energy as a commodity when it's a necessity. We are demanding that Florida Power & Light halt this unfair plan and that Florida's Public Service Commission require FPL to maintain fair rates for their consumers, and prioritize the communities they serve.

Sincerely,  
Mr. Randy Chesnee  
4028 Woodridge Rd Panama City, FL 32405-4817 Rchesnee@hotmail.com

## Antonia Hover

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**From:** debra <debra@debrafall.com>  
**Sent:** Monday, January 31, 2022 5:28 PM  
**To:** Dreama Anctil; mayorrobinson@cityofpensacola.com; governorrn.desantis@eog.myflorida.com; alex.andre@myfloridahouse.com; secretaryofstate@dos.myflorida.com; broxson.doug.web@flsenate.gov; District1@myescambia.com; district2@myescambia.com; dictrict3@myescambia.com; district4@myescambia.com; district5@myescambia.com; matt.gaetz@myfloridahouse.gov; ahill@cityofpensacola.com; dwiggins@cityofpensacola.com; cjone@cityofpensacola.com; smeyers@cityofpensacola.com; jmoore@cityofpensacola.com; Jbrahier@cityofpensacola.com; tbroughton@cityofpensacola.com; Consumer Contact; commissioner.lrosa@psc.state.fl.us; Office of Commissioner Graham; Office of Chairman Fay; Office of Commissioner Clark; Office of Commissioner Passidomo  
**Cc:** Matt Schall  
**Subject:** RE: FPL Complaint

Great letter!!

Now, we get in their grill.

Deb

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

**From:** Dreama Anctil <dreamaanctil@gmail.com>

**Date:** 1/31/22 4:10 PM (GMT-06:00)

**To:** mayorrobinson@cityofpensacola.com, governorrn.desantis@eog.myflorida.com, alex.andre@myfloridahouse.com, secretaryofstate@dos.myflorida.com, broxson.doug.web@flsenate.gov, District1@myescambia.com, district2@myescambia.com, dictrict3@myescambia.com, district4@myescambia.com, district5@myescambia.com, matt.gaetz@myfloridahouse.gov, ahill@cityofpensacola.com, dwiggins@cityofpensacola.com, cjone@cityofpensacola.com, smeyers@cityofpensacola.com, jmoore@cityofpensacola.com, Jbrahier@cityofpensacola.com, tbroughton@cityofpensacola.com, contact@psc.state.fl.us, commissioner.lrosa@psc.state.fl.us, commissioner.graham@psc.state.fl.us, commissioner.fay@psc.state.fl.us, commissioner.clark@psc.state.fl.us, commissioner.passidomo@psc.state.fl.us

**Cc:** Matt Schall <Mattschall@remax.net>

**Subject:** FPL Complaint

**RE/MAX Horizons Realty  
1335 Creighton Rd.  
Pensacola, FL 32504**

January 31, 2022

**Florida Public Service Commission**

2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

To Whom It May Concern:

We are writing in regards to the increase in our Electric bill. It has gone up a significant amount in the past month. All the components of our billing have increased, but FPL has changed the the "Demand" rate per KW from \$7.14 to \$12.54, this part has gone up over 75%, which is absurd, and it represents the largest part of our billing, so this financially hurts our business, and we are certain that it has impacted several others as well. How can small businesses handle this? We understood that FPL's rates were going to increase somewhat, but we certainly were unaware of the significantly large amount of the increase.

I called FPL on January 13, 2022 @ 8:46 a.m. and spoke to Leslie to ask for explanation of the bill and was told that it was FPL's right to increase the bill and was given no other explanation other than they sent out letters to let us all know there would be an increase. We do not feel that this was clearly disclosed to the public and request that this rate hike be repealed, and phased in gradually over a period of time to give the customers time to adapt.

Attached are our last 4 months of Electric bills.

--

*Dreama Anttil*

*Office Manager*

**RE/MAX** *Horizons Realty*

*1335 Creighton Rd., Pensacola, FL 32504*

*850-476-6000*

## Antonia Hover

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**Sent:** Monday, January 31, 2022 5:10 PM  
**To:** mayorrobinson@cityofpensacola.com; governorrn.desantis@eog.myflorida.com; alex.andre@myfloridahouse.com; secretaryofstate@dos.myflorida.com; broxson.doug.web@flsenate.gov; District1@myescambia.com; district2@myescambia.com; dictrict3@myescambia.com; district4@myescambia.com; district5@myescambia.com; matt.gaetz@myfloridahouse.gov; ahill@cityofpensacola.com; dwiggins@cityofpensacola.com; cjone@cityofpensacola.com; smeyers@cityofpensacola.com; jmoore@cityofpensacola.com; Jbrahier@cityofpensacola.com; tbroughton@cityofpensacola.com; Consumer Contact; commissioner.lrosa@psc.state.fl.us; Office of Commissioner Graham; Office of Chairman Fay; Office of Commissioner Clark; Office of Commissioner Passidomo  
**Cc:** Matt Schall  
**Subject:** FPL Complaint  
**Attachments:** November Invoice.pdf; December Invoice.pdf; October Invoice.pdf; January Invoice.pdf

**RE/MAX Horizons Realty  
1335 Creighton Rd.  
Pensacola, FL 32504**

January 31, 2022

**Florida Public Service Commission**  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

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Attached are our last 4 months of Electric bills.

--

*Dreama Anctil*

*Office Manager*

**RE/MAX** *Horizons Realty*

*1335 Creighton Rd., Pensacola, FL 32504*

*850-476-6000*



# November

### Electric Bill Statement

For: Oct 5, 2021 to Nov 2, 2021 (29 days)

Statement Date: Nov 3, 2021

Account Number: 21085-63251

#### Service Address:

1335 CREIGHTON RD  
PENSACOLA, FL 32504-7138

Hello Remax Horizons Realty,  
Here's what you owe for this billing period.

### CURRENT BILL

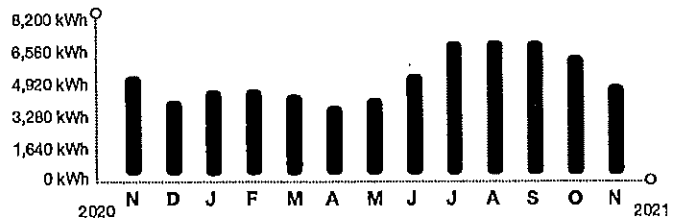
## \$724.39

TOTAL AMOUNT YOU OWE

## 11/24/21

NEW CHARGES DUE BY

### ENERGY USAGE HISTORY - ELECTRIC SERVICE A



### Important information

Effective Jan. 1, 2022, your bills will be subject to a late payment charge - the greater of \$5 or 1.5% of your past due balance will apply.

### BILL SUMMARY

Amount of your last bill	866.97
Payment(s) received - thank you	-866.97
Balance before new charges	0.00
New charges - Electric service A	700.80
New charges - Lighting service B	23.59
Total new charges	724.39
Total amount due	\$724.39

(See reverse for billing details)

Visit [GulfPower.com/PayBill](http://GulfPower.com/PayBill) for ways to pay

Customer Service: 800-225-5797  
To Report Power Outages: 800-487-6937



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REMAX HORIZONS REALTY  
1335 CREIGHTON RD  
PENSACOLA FL 32504-7177

Make check payable to Gulf Power  
In U.S. funds and mail along with  
this coupon to:

GULF POWER  
P.O. BOX 29090  
MIAMI FL 33102-9090



21085-63251	\$724.39	Nov 24, 2021	\$
ACCOUNT NUMBER	TOTAL AMOUNT OWED	NEW CHARGES DUE BY	AMOUNT ENCLOSED



# December

**Electric Bill Statement**  
**For:** Nov 3, 2021 to Dec 2, 2021 (30 days)  
**Statement Date:** Dec 3, 2021  
**Account Number:** 21085-63251  
**Service Address:**  
 1335 CREIGHTON RD  
 PENSACOLA, FL 32504-7138

**Hello Remax Horizons Realty,**  
**Here's what you owe for this billing period.**

### CURRENT BILL

## \$687.84

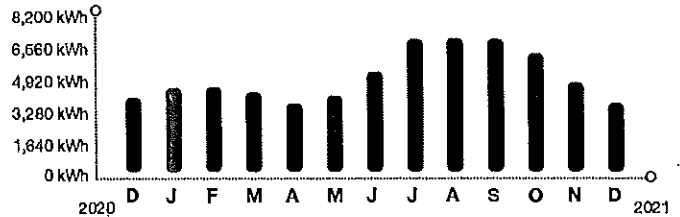
TOTAL AMOUNT YOU OWE

## 12/27/21

NEW CHARGES DUE BY

Systems will be down starting the evening of 12/30 as we transition to FPL. Learn more: [GulfPower.com/Forward](http://GulfPower.com/Forward)

### ENERGY USAGE HISTORY - ELECTRIC SERVICE A



### BILL SUMMARY

Amount of your last bill	724.39
Payment(s) received - thank you	-724.39
Balance before new charges	0.00
<b>New charges - Electric service A</b>	<b>664.25</b>
New charges - Lighting service B	23.59
Total new charges	687.84
<b>Total amount due</b>	<b>\$687.84</b>

(See reverse for billing details)

Visit [GulfPower.com/PayBill](http://GulfPower.com/PayBill) for ways to pay

#### Important information

Effective Jan. 1, 2022, your bills will be subject to a late payment charge - the greater of \$5 or 1.5% of your past due balance will apply.

#### Changes to your rates

Rates are increasing, effective Jan. 1, 2022. Learn more: [GulfPower.com/Rates](http://GulfPower.com/Rates)

Customer Service: 800-225-5787  
 To Report Power Outages: 800-487-6937  
 Hearing/Speech Impaired: 711 (Relay Service)



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Make check payable to Gulf Power  
In U.S. funds and mail along with  
this coupon to:

REMAX HORIZONS REALTY  
 1335 CREIGHTON RD  
 PENSACOLA FL 32504-7177

GULF POWER  
 P.O. BOX 29090  
 MIAMI FL 33102-9090



21085-63251	\$687.84	Dec 27, 2021	\$
ACCOUNT NUMBER	TOTAL AMOUNT OWED	NEW CHARGES DUE BY	AMOUNT ENCLOSED





Customer Name:  
Remax Horizons Realty

**Electric Bill Statement**  
**For:** Nov 3, 2021 to Dec 2, 2021 (30 days)  
**Statement Date:** Dec 3, 2021  
**Account Number:** 21085-83251  
**Service Address:**  
 1335 CREIGHTON RD  
 PENSACOLA, FL 32504-7138  
**kWh/Day:** 5

**Detail of Rate Schedule Charges for  
 OS12 - O/D Srv-St & Gen Ar Lgt Cat OS-I OS-II**

Description of Components	Quantity	Rate/Unit	kWh Used	Amount
HPSV460D	1		164	
Energy charge		0.045030		7.39
Non-energy				
Fixtures		5.990000		5.99
Maintenance		2.480000		2.48
Fuel outdoor service charge				4.99
Subtotal				20.85
Gross receipts tax				0.32
Franchise charge				0.65
Florida sales tax - Lighting				0.51
Discretionary sales surtax				0.33
Florida sales tax				0.93
<b>Total</b>			<b>164</b>	<b>\$23.59</b>





October

Electric Bill Statement  
For: Sep 3, 2021 to Oct 4, 2021 (32 days)  
Statement Date: Oct 5, 2021  
Account Number: 21085-63251  
Service Address:  
1335 CREIGHTON RD  
PENSACOLA, FL 32504-7138

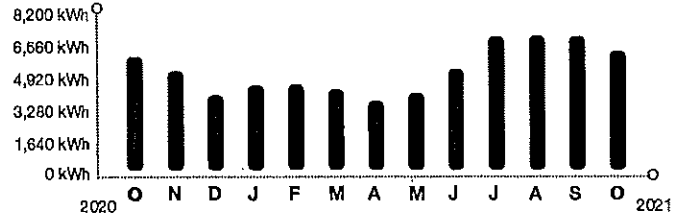
Hello Remax Horizons Realty,  
Here's what you owe for this billing period.

**CURRENT BILL**

**\$866.97**  
TOTAL AMOUNT YOU OWE

**10/26/21**  
NEW CHARGES DUE BY

**ENERGY USAGE HISTORY - ELECTRIC SERVICE A**



**BILL SUMMARY**

Amount of your last bill	946.61
Payment(s) received - thank you	-946.61
Balance before new charges	0.00
New charges - Electric service A	843.38
New charges - Lighting service B	23.59
Total new charges	866.97
<b>Total amount due</b>	<b>\$866.97</b>

(See reverse for billing details)

Visit [GulfPower.com/PayBill](http://GulfPower.com/PayBill) for ways to pay

Customer Service: 800-225-5797  
To Report Power Outages: 800-467-6937



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Make check payable to Gulf Power  
in U.S. funds and mail along with  
this coupon to:

REMAX HORIZONS REALTY  
1335 CREIGHTON RD  
PENSACOLA FL 32504-7177

GULF POWER  
P.O. BOX 29090  
MIAMI FL 33102-9090



21085-63251	\$866.97	Oct 26, 2021	\$
ACCOUNT NUMBER	TOTAL AMOUNT OWED	NEW CHARGES DUE BY	AMOUNT ENCLOSED



Customer Name:  
Remax Horizons Realty

**Electric Bill Statement**

For: Sep 3, 2021 to Oct 4, 2021 (32 days)

Statement Date: Oct 5, 2021

Account Number: 21085-63251

Service Address:

1335 CREIGHTON RD

PENSACOLA, FL 32504-7138

kWh/Day: 5

**Detail of Rate Schedule Charges for  
OS12 - O/D Srv-St & Gen Ar Lgt Cat OS-I OS-II**

Description of Components	Quantity	Rate/Unit	kWh Used	Amount
HPSV460D	1		164	
Energy charge		0.045030		7.39
Non-energy				
Fixtures		5.990000		5.99
Maintenance		2.480000		2.48
Fuel outdoor service charge				4.99
Subtotal				20.85
Gross receipts tax				0.32
Franchise charge				0.65
Florida sales tax - Lighting				0.51
Discretionary sales surtax				0.33
Florida sales tax				0.93
<b>Total</b>			<b>164</b>	<b>\$23.59</b>



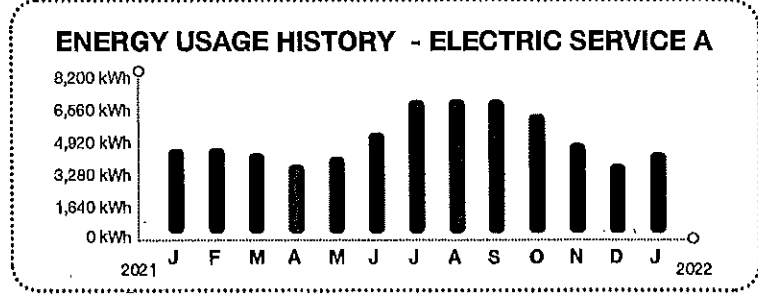


January

Electric Bill Statement
For: Dec 3, 2021 to Jan 4, 2022 (33 days)
Statement Date: Jan 6, 2022
Account Number: 21085-63251
Service Address:
1335 CREIGHTON RD
PENSACOLA, FL 32504-7138

Hello Remax Horizons Realty,
Here's what you owe for this billing period.

CURRENT BILL
\$1,179.61
TOTAL AMOUNT YOU OWE
Jan 27, 2022
NEW CHARGES DUE BY



The Public Service Commission unanimously approved FPL's four-year rate agreement, which begins this month, to support investments in cleaner and more reliable energy. Visit FPL.com/Answers.

BILL SUMMARY
Amount of your last bill 687.84
Payment(s) received - thank you -687.84
Balance before new charges 0.00
New charges - Electric service A 1,147.41
New charges - Lighting service B 32.20
Total new charges 1,179.61
Total amount due \$1,179.61
(See reverse for billing details)
Visit FPL.com/PayBill for ways to pay

KEEP IN MIND
• Payments received after January 27, 2022 are considered late; a late payment charge, the greater of \$5.00 or 1.50% of your past due balance will apply. Your account may also be billed a deposit adjustment.

Customer Service: 800-225-5797
To Report Power Outages: 800-468-8243
Hearing/Speech Impaired: 711 (Relay Service)



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Make check payable to FPL NW FL
In U.S. funds and mail along with
this coupon to:

REMAX HORIZONS REALTY
1335 CREIGHTON RD
PENSACOLA FL 32504-7177



FPL NORTHWEST FL
P.O. BOX 29090
MIAMI FL 33102-9090



21085-63251 \$1,179.61 Jan 27, 2022 \$
ACCOUNT NUMBER TOTAL AMOUNT OWED NEW CHARGES DUE BY AMOUNT ENCLOSED



Customer Name:  
Remax Horizons Realty

**Electric Bill Statement**

For: Dec 3, 2021 to Jan 4, 2022 (33 days)

Statement Date: Jan 6, 2022

Account Number: 21085-63251

Service Address:

1335 CREIGHTON RD

PENSACOLA, FL 32504-7138

kWh/Day: 5

**Detail of Rate Schedule Charges for  
O/D Srv-St & Gen Ar Lgt Cat OS-I OS-II**

Description of Components	Quantity	Rate/Unit	kWh Used	Amount
HPSV460D	1		164	
Lighting energy charge		0.078930		12.95
Non-energy				
Fixtures		6.530000		6.53
Maintenance		2.630000		2.63
Fuel outdoor service charge				6.15
			Subtotal	28.26
			Gross rec. tax/Regulatory fee	0.50
			Franchise charge	1.01
			Florida sales tax - Lighting	0.55
			Discretionary sales surtax	0.45
			Florida sales tax	1.43
		<b>Total</b>	<b>164</b>	<b>\$32.20</b>



## Antonia Hover

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**From:** Peg Hoppe <peghoppe@hotmail.com>  
**Sent:** Monday, January 31, 2022 4:54 PM  
**To:** Office of Commissioner La Rosa; Office of Commissioner Graham; Office of Chairman Fay; Office of Commissioner Clark; Office of Commissioner Passidomo  
**Subject:** Increased electric rates

To whom it may concern,

You should all be ashamed of yourselves for letting FPL raise the rates on the citizens of Florida after they took over Gulf Power. With so many people out of work because of the pandemic and elderly on fixed incomes, you still chose to approve these rate hikes. Rates increased 2 and 3 times the norm. Unacceptable!

P. Hoppe

"If there must be trouble, let it be in my day, that my child may have peace." - Thomas Paine