

Antonia Hover

From: Ellen Plendl
Sent: Wednesday, February 2, 2022 7:55 AM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: FW FP&L NW; FW Florida Power & Light Company in Bay County; FW Florida Power & Lights; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Re Consumer Inquiry - Florida Power & Light Company; FW FPL Florida Power & Light; Consumer Inquiry - Florida Power & Light Company; Re 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: Tuesday, February 1, 2022 11:07 AM
To: Ellen Plendl
Subject: FW: FP&L NW

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: Randy Rubin <randy@imarubin.com>
Sent: Monday, January 31, 2022 11:51 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FP&L NW

Mr DeSantis,

As you may or may not be aware all of your citizens in NW FL are now struggling and trying to get answers to our now very high power bills since the 1st of the year. Gulf Power was turned over to FP&L and several thousand and I'm sure more people have received bills that are double and even tripple I myself had a 24% increase from the same time last year with less usage. We are at our wits end. Our elected representatives are doing nothing to address this issue other than being condescending. People are having to choose now between power or food. The increases are that much. We have been fed a line of BS about initial investments, board approvals and 4 year reductions, but we live in the here and now. Most people simply can not afford anywhere from 100-400 more a month for the same product. They are ruthlessly turn off peoples power during the coldest months. There are a few face book pages. The more populated one is FPL (former Gulf Power) Price Gouging - Northwest Florida.

We need some help up here. It seems every place we turn everyone, including our elected officials are "in bed" with FPL.

Thank you for any assistance

Randy Rubin

Sent from my iPhone

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: Tuesday, February 1, 2022 11:16 AM
To: Ellen Plendl
Subject: FW: Florida Power & Light Company in Bay County

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: Hollie Adams <octopusqueen@icloud.com>
Sent: Tuesday, February 1, 2022 12:25 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power & Light Company in Bay County

Hello Gov. Desantis,

As I'm sure you've heard through the grape vine, FPL has merged with Gulf Power Co. and the effects being felt in the Panhandle are downright crippling.

These are some of the coldest months we face here in FL and many people I know, myself included, are forced to turn our heaters off and try to figure out how we can stay warm. The reason behind this is the insanely high rates being charged by FPL for use of the same, if not less, Kw/h. People are seeing their bills doubled despite efforts to keep usage low by literally freezing.

Please, please, look into this matter. You visit Bay County quite a bit, show support for the people here by helping us by investigating why this is happening. No family in your state should have to pick between heating their homes or putting food on the table.

Thank you,

Hollie A.
Bay County Resident

Sent from my iPhone

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, February 1, 2022 11:17 AM
To: Ellen Plendl
Subject: FW: Florida Power & Lights

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: Chris Brennan <cmbrennan311@gmail.com>
Sent: Tuesday, February 1, 2022 2:49 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power & Lights

Mr. Governor, I am writing you to ask if you are aware of the situation in the Florida panhandle regarding electricity bills. Since FPL took over Gulf Power, power bills have doubled and even tripled in price. People with health conditions, small children & pets, and fixed incomes are going to be powerless in the dead of winter. FPL does not care about the well-being of their customers and they claim this will even out in 5 years. Alex Andrade has been contacted and he doesn't believe people's claims and basically tells everyone to calm down & deal with it. Pensacola and the surrounding areas are in trouble and we need all the help we can get. Please, help us Governor DeSantis.

Your fellow Floridian,
Christopher Brennan

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Antonia Hover

From: Ellen Plendl
Sent: Tuesday, February 1, 2022 2:22 PM
To: 'cmbrennan311@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Chris Brennan
cmbrennan311@gmail.com

RE: FPSC Inquiry 1388808C

Dear Mr. Brennan:

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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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.

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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: Tuesday, February 1, 2022 2:27 PM
To: 'octopusqueen@icloud.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Hollie Adams
octopusqueen@icloud.com

RE: FPSC Inquiry 1388811C

Dear Ms. Adams:

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: Tuesday, February 1, 2022 2:32 PM
To: 'randy@imarubin.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Randy Rubin
randy@imarubin.com

RE: FPSC Inquiry 1388812C

Dear Mr. Rubin:

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: Randy Rubin <randy@imarubin.com>
Sent: Tuesday, February 1, 2022 4:07 PM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Florida Power & Light Company

Thank you for your response. As always looking through the hundreds of correspondence where people are urging the commission to rethink raising the rates they brushed us aside and awarded the increase to an already profitable corporation. This only hurts Floridians as we are now seeing. No one can afford these steep increases.

Thanks for screwing the consumers.

—Randy

Sent from my iPhone

> On Feb 1, 2022, at 1:32 PM, Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

>

> Mr. Randy Rubin

> randy@imarubin.com

>

> RE: FPSC Inquiry 1388812C

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> Dear Mr. Rubin:

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- > If you have any questions, please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.
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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: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, February 1, 2022 4:09 PM
To: Ellen Plendl
Subject: FW: FPL Florida Power & Light

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: Linda Hall <ricknlin1@cox.net>
Sent: Tuesday, February 1, 2022 3:00 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL Florida Power & Light

Governor Desantis Sir,

First I'd like to say I completely support all your doing for our state and I will continue to I am sure. I suspect you are aware that Gulf power was replaced here in Pensacola and bought out by FPL a much larger power company. With this occurring it is expected that prices may change maybe up or down a bit but with a larger corporation it would not be expected that power bills would double causing the strain that it is on us the consumer.

Logically if gulf power using its local generation stations provides it a x amount then a larger corporation takes over and nothing changes using the same exact power supplying stations and equipment the price should stay relatively close.

This is NOT the case as can be seen on any social media platforms and can be proven by seeing actual bills from consumers. I do not know a single person here in Pensacola that has not seen ridiculous increases in their bills with no explanation or reasoning being given by FPL representative other than pay it or we will cut you off. When you see your bill double even in lower use months you have to wonder where is this broken and why is this corporation allowed to gouge the public with the approval of government as franchises are approved by the differing levels within the state governments.

There is a serious problem here possibly even criminal and a lot of rumors and such like kickbacks, corporate greed to the point of purposely (as they have done before supposedly) incorrect billing being done to increase their bottom line.

I can only ask you to look into this to determine for yourself if your constituents are being gouged and ripped off as for those of us that are seniors on a set income that own our own home we are having an even harder time making ends meet within our budgets with these outrageous power bills.

Thanks in advance

Sent from my iPad

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Antonia Hover

From: Ellen Plendl
Sent: Tuesday, February 1, 2022 4:17 PM
To: 'ricknlin1@cox.net'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Linda Hall
ricknlin1@cox.net

RE: FPSC Inquiry 1388861C

Dear Ms. Hall:

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
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Antonia Hover

From: Linda Hall <ricknlin1@cox.net>
Sent: Tuesday, February 1, 2022 4:37 PM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Florida Power & Light Company

Thank you for the information. Reading all you provided either I am missing it or there is nothing in it as to what the expectation for current or new customers as we are here, should be as to the actual % rate hike or reduction on average a household should see. But I know from seeing in black and white actual bills from the company for actual customers here are between 30-60% higher most being on the upper end. As I said this is a serious problem possibly criminal and at the very least gouging that is effecting those of us that are dealing with paying our FLP power bills!

Sent from my iPad

> On Feb 1, 2022, at 3:17 PM, Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

>

> Ms. Linda Hall

> ricknlin1@cox.net

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> RE: FPSC Inquiry 1388861C

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> Dear Ms. Hall:

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- > 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.
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- > If you have any questions, please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.
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- > Sincerely,
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- >
- > Ellen Plendl
- > Regulatory Consultant
- > Florida Public Service Commission
- > Office of Consumer Assistance & Outreach
- > 1-800-342-3552 (phone)
- > 1-800-511-0809 (fax)
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