

Jacob Veagh

From: Ellen Plendl
Sent: Thursday, February 3, 2022 8:45 AM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: FW FPL spiked electric charges; FW FLORID PWER & LIGHT NW FLORIDA; FW Outrageous FPL bill; FW Florida Power and lights; FW FLP freezing us to death; FW FPL Electric sky high rates; john-lopardo-response-letter.pdf; pam-dagen-response-letter.pdf; donna-whorff-response-letter.pdf; john-kirksey-response-letter.pdf; stanley-byrd-response-letter.pdf

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

Jacob Veauhn

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, January 31, 2022 8:11 AM
To: Ellen Plendl
Subject: FW: FPL spiked electric charges

Please find attached email received and responded 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: Pam <burford85@yahoo.com>
Sent: Wednesday, January 26, 2022 7:42 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL spiked electric charges

Hello,

My name is Pam Dagen. I live in Pensacola. I am wondering what we are to do about FPL DOUBLING our electric bill!! My bill doubled, and have heard others say their electric bill is almost as much as their mortgage. What are we gonna do this summer? This has caused a tremendous hardship on some people. The price has sky rocketed and yet income hasn't changed.

What are we to do? We need something done and FPL needs to be investigated. With everything going on this kind of thing shouldn't be happening.

Thanks for your attention and I will be looking for your response.

Pam Dagen

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.

Jacob Veauhn

From: Shonna McCray
Sent: Friday, January 28, 2022 1:23 PM
To: Ellen Plendl
Subject: FW: FLORID PWER & LIGHT NW FLORIDA

Hello Ellen,

Please handle.

Thanks

From: Cindy Muir <CMuir@PSC.STATE.FL.US>
Sent: Friday, January 28, 2022 12:04 PM
To: Angie Calhoun <ACalhoun@PSC.STATE.FL.US>; Rhonda Hicks <RHicks@PSC.STATE.FL.US>; Shonna McCray <SMcCray@PSC.STATE.FL.US>
Subject: FW: FLORID PWER & LIGHT NW FLORIDA

From: sue byrd <captbyrd2@gmail.com>
Sent: Friday, January 28, 2022 11:49 AM
To: GovernorRon.Desantis@eog.myflorida.com; PSC Media <PSCMedia@psc.state.fl.us>; broxson.doug.web@flsenate.gov
Subject: FLORID PWER & LIGHT NW FLORIDA

Dear Governor Desantis,
The college educated people who you selected to be the Public Service Commission approved Florida Power & Light 4 year contract. Do you know what FPL submitted to PSC? Did you read the many, many pages to get funding from the middle class people? Did you ever read what the 4 year contract entails? Or, at least be advised before contract was approved?

Read FMEA news letter posted by Dave Heller Oct 26, 2021.
There is no savings for senior citizens like us. We watch our income and keep power bill under 1000 Kwh. Suppose to be a savings. Our bill went from \$87 in Dec 21 to \$125.00 Jan 22 and Kwh 779. \$80 was Energy Charge. \$26 as fuel charge. Channel 3 TV new reported that Senator Broxson has received thousands of complaints about FPL but he said, "there was nothing he could do". FPL stated "call us, so we can help". LoL
Please, step in and stop FPL.
There is no other place in this world trying to save the environment.
You take care of the people first.
Respectfully,

Stanley & Sue Byrd
12220 Ailanthus Ct Pensacola, FL 32506
50-503-2503 / 850-503-4220

Jacob Veauhn

From: Shonna McCray
Sent: Friday, January 28, 2022 10:30 AM
To: Ellen Plendl
Subject: FW: Outrageous FPL bill
Attachments: BillStatement (4).pdf; Screenshot_20220125-122548_Gmail.jpg

Hello Ellen,

Please handle.

From: Cindy Muir <CMuir@PSC.STATE.FL.US>
Sent: Thursday, January 27, 2022 3:01 PM
To: Angie Calhoun <ACalhoun@PSC.STATE.FL.US>
Cc: Rhonda Hicks <RHicks@PSC.STATE.FL.US>; Bev DeMello <BDeMello@PSC.STATE.FL.US>
Subject: FW: Outrageous FPL bill

Please high bill complaint below for your handling.

Thank you,
Cindy

From: John Lopardo <john.lopardo@gmail.com>
Sent: Thursday, January 27, 2022 2:45 PM
To: PSC Media <PSCMedia@psc.state.fl.us>
Subject: Outrageous FPL bill

I am reaching out to inform and to see what help a person can get for a company that provides a service (electrical power) and chooses to raise the bill where people cannot afford.

I have a 2 bedroom 1 bath house in the middle of Defuniak Springs, FL

My bill on average is \$200-\$230, last month it was \$260 (Christmas and lights so no worries), this month it is \$602, and I am projected to have a \$611 next month.

I have called to complain to FPL customer service twice now, only for both times the person on the other line is very rude and definitely did not provide any answers. Only to be told to unplug everything, and turn the thermostat lower (already sitting on 67°). I was also told that I could check availability for the other local power company (Chelco) for their service to my house in which they are not a provider for my area. The person on the other end of the line also told me that if Chelco was not a provider then I would be stuck with FPL service and I would have to pay the bill or get shut off. I then requested someone to come out and look at my meter, only to be told that since I had a 'Smart Meter' there was no reason for it to be checked. I insisted that it be checked and someone to come out and was told that the order would be put in but probably not filled. As I said before very rude customer service and no means of help at all.

For me this is a very serious issue, how a bill can triple in price and have no answers except that is the energy you have used. Some other questions I have is:

#1 why would a power company be in the business of selling power to tell me to unplug everything?

#2 How can there be only one service provider for electricity when Chelco has their offices literally 2 blocks from me?

#3 If a person goes solar, that sounds great, but you cannot go totally OFF the grid as you still have to be tied to power company source.

I work for Walton County and I am salary and bring home \$1100 every 2 weeks

The option should not be for a person to move to have better service providers.

Jacob Veauhn

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, January 27, 2022 10:46 AM
To: Ellen Plendl
Subject: FW: Florida Power and 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: Donna Lowery <donna.lowery2010@gmail.com>
Sent: Saturday, January 22, 2022 7:11 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power and lights

My husband and I recently go our first FPL bill. Our electric bill went from 180 to 415. How is that even possible? I have spoken with numerous people on social media and in person and we all have the same story. How do they come into our area and charge rates here higher than rates across the state? Why did they get rate increase approvals based on going green when we have solar farms when we had Gulf Power. With absolutely everything going up how are we supposed to live?

Donna Whorff
1319 Warhop Lane
Molino, FL 32577

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Jacob Veaghn

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, January 27, 2022 10:45 AM
To: Ellen Plendl
Subject: FW: FLP freezing us to death

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: Robin Kirksey <robinlynnekirksey@yahoo.com>
Sent: Monday, January 24, 2022 1:24 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FLP freezing us to death

Gov. Desantis

We would like you to please investigate the new power company here in the panhandle. Our power bills have gone up so high that most do not know how they are going to pay them. Ours went from \$181 in Dec to \$332 in Jan. This is wrong and they know it is. Please help!!

Thank you
Robin Kirksey
Pensacola FL

Sent from [Mail](#) for Windows

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Jacob Veaghn

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, January 27, 2022 10:43 AM
To: Ellen Plendl
Subject: FW: FPL Electric sky high rates

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: Pam <burford85@yahoo.com>
Sent: Monday, January 24, 2022 10:54 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL Electric sky high rates

Hi,
My name is Pam Dagen. I just got my electric bill and it is the 1st one since FPL has take over Gulf Power and my bill has doubled!!! I have seen where others have had their bill more than double. What are we to do? Where can we get help? What if people can't afford a doubled bill? And is there anything that can be done?

Governor DeSantis is the best we have ever had but I don't understand why the power company, FPL, can raise their rates thru the roof. I hope someone can help.

Pam Dagen
burford85@yahoo.com
5640 Vestavia lane
Pensacola, Florida
32526

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.

COMMISSIONERS:
ANDREW GILES FAY, CHAIRMAN
ART GRAHAM
GARY F. CLARK
MIKE LA ROSA
GABRIELLA PASSIDOMO

STATE OF FLORIDA



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

February 3, 2022

Mr. & Mrs. John Kirksey
4470 Dunaway Lane
Pensacola, FL 32526

RE: FPSC Inquiry 1388298E

Dear Mr. & Mrs. Kirksey:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Florida Power & Light Company (FPL).

We have learned that FPL staff have been in contact with you regarding your billing concerns. I have enclosed a copy of the company's written response for your records.

You also expressed concerns about FPL's recent rate increase. 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."

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Internet E-mail: contact@psc.state.fl.us

Mr. & Mrs. John Kirksey

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February 3, 2022

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.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

If you have any questions or concerns please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,



Shonna McCray
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

SM:mep

Enclosure



3 Day Resolution Response

CUSTOMER INFORMATION

Customer First/Middle Name: JOHN
Last / Business Name : KIRKSEY
Alternate Name : ROBIN KIRKSEY
Service Address : 4470 DUNAWAY LANE

Date of Contact : 2/1/2022 **How Was Cust. Contacted?** Phone
Status of Account : Active **Total Credit :** N/A
Service Status : N/A **Contact Phone # :**

COMPLAINT INFORMATION

FPSC Log # : 1388298E **FPSC Contact :** Ellen Plendl
Date FPL Received : 1/27/2022 **Date Submitted to FPSC :** 2/1/2022
Brief Description of Customer's Concern:

Ms. Kirksey is concerned with receiving a higher than expected bill for January 2022 and financial impacts resulting from the recent rate changes.

RESOLUTION

The customer's complaint has been addressed. Following are the actions taken:

Item No.	Action	Date Completed	Date Pending Completion
1	An FPL Customer Advocate discussed the account's billing and energy usage history with Ms. Kirksey and provided information on components of non-fuel charge and fuel charge as it pertains to the recent rate changes.	1/31/2022	
2	In an effort to help Ms. Kirksey better understand her usage and allay any concerns regarding the accuracy of the meter, a Home Energy Survey and meter test were scheduled.	2/1/2022	
3	Additionally, the Customer Advocate explained the benefits of budget billing and advised her how to enroll should she decide to.	2/1/2022	
4	The questions and concerns raised by Ms. Kirksey in her inquiry have been satisfactorily addressed.	2/1/2022	

FPL CONTACT

FPL Company Contact : Munoz, Monica, (561) 694-3156, FPL_FPSC_Complaints@FPL.com

COMMISSIONERS:
ANDREW GILES FAY, CHAIRMAN
ART GRAHAM
GARY F. CLARK
MIKE LA ROSA
GABRIELLA PASSIDOMO

STATE OF FLORIDA



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

February 3, 2022

Ms. Pam Dagen
5640 Vestavia Lane
Pensacola, FL 32526

RE: FPSC Inquiry 1388267E

Dear Ms. Dagen:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Florida Power & Light Company (FPL).

We have learned that FPL staff have been in contact with you regarding your billing concerns. I have enclosed a copy of the company's written response for your records.

You also expressed concerns about FPL's recent rate increase. 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."

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Internet E-mail: contact@psc.state.fl.us

Ms. Pam Dagen
Page 2
February 3, 2022

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.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

If you have any questions or concerns please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,



Shonna McCray
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

SM:mep

Enclosure



3 Day Resolution Response

CUSTOMER INFORMATION

Customer First/Middle Name: PAMELIA
Last / Business Name : DAGEN
Alternate Name :
Service Address : 5640 VESTAVIA LANE
 PENSACOLA, FL 32526
Date of Contact : 2/1/2022 **How Was Cust. Contacted?** Email
Status of Account : Active **Total Credit :** N/A
Service Status : N/A **Contact Phone # :**

COMPLAINT INFORMATION

FPSC Log # : 1388267E **FPSC Contact :** Ellen Plendl
Date FPL Received : 1/27/2022 **Date Submitted to FPSC :** 2/1/2022
Brief Description of Customer's Concern:

Ms. Dagen has concerns regarding a higher than expected bill amount for January and impacts resulting from the recent rate increase.

RESOLUTION

The customer's complaint has been addressed. Following are the actions taken:

Item No.	Action	Date Completed	Date Pending Completion
1	In response to this inquiry, A Customer Advocate contacted Ms. Dagen via email regarding her January bill amount and impacts to her bill resulting from the recent rate increase.	2/1/2022	
2	In an effort to help Ms. Dagen better understand her usage and allay any concerns regarding the accuracy of the meter, a Home Energy Survey and meter test were offered.	2/1/2022	
3	Additionally, the Customer Advocate provided a 24-month consumption history and included information to assist in monitoring and reducing energy consumption in the home.	2/1/2022	
4	The questions and concerns raised by Ms. Dagen in her inquiry have been satisfactorily addressed.	2/1/2022	

FPL CONTACT

FPL Company Contact : Munoz, Monica, (561) 694-3156, FPL_FPSC_Complaints@FPL.com

COMMISSIONERS:
ANDREW GILES FAY, CHAIRMAN
ART GRAHAM
GARY F. CLARK
MIKE LA ROSA
GABRIELLA PASSIDOMO

STATE OF FLORIDA



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

February 3, 2022

Mr. John Lopardo
217 W. Orange Avenue
Defuniak Springs, FL 32435

RE: FPSC Inquiry 1388358E

Dear Mr. & Mrs. Byrd:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Florida Power & Light Company (FPL).

We have learned that FPL staff have been in contact with you regarding your billing concerns. I have enclosed a copy of the company's written response for your records.

You also expressed concerns about FPL's recent rate increase. 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.

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Mr. John Lopardo
Page 2
February 3, 2022

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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.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

If you have any questions or concerns please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,



Shonna McCray
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

SM:mep

Enclosure



3 Day Resolution Response

CUSTOMER INFORMATION

Customer First/Middle Name: JOHN
Last / Business Name : LOPARDO
Alternate Name :
Service Address : 271 W ORANGE AVE
 DEFUNIAK SPRINGS, FL 32435
Date of Contact : 2/1/2022 **How Was Cust. Contacted?** Phone
Status of Account : Active **Total Credit :** N/A
Service Status : On

COMPLAINT INFORMATION

FPSC Log # : 1388358E **FPSC Contact :** Ellen Plendl
Date FPL Received : 1/28/2022 **Date Submitted to FPSC :** 2/2/2022

Brief Description of Customer's Concern:

The customer was concerned that his bill increased from \$260 to \$602, and his next bill was projected to be \$611, as a result of FPL's new rates. He disagreed with FPL's rate plan and indicated that, when he contacted FPL regarding the matter, the representatives were not professional or helpful.

RESOLUTION

The customer's complaint has been addressed. Following are the actions taken:

Item No.	Action	Date Completed	Date Pending Completion
1	An FPL Customer Advocate discussed the account's billing and usage history with the customer and provided information regarding FPL's settlement agreement and the rate impact. The Advocate also provided a billing breakdown, and offered an Assist agency referral and payment arrangement, which were declined.	2/1/2022	
2	To help the customer better understand his usage and allay any concerns regarding the accuracy of the meter, a Home Energy Survey and meter test were offered and accepted. He understood the Advocate would follow up with him upon completion for any questions, at which time the Advocate will review available bill management options with him.	2/1/2022	2/4/2022
3	While the customer disagreed with the overall rate increase as a result of FPL's FPSC-approved rate settlement, the customer indicated he was satisfied with FPL's action plan to resolve his concerns.	2/1/2022	2/11/2022

FPL CONTACT

FPL Company Contact : Munoz, Monica, (561) 694-3156, FPL_FPSC_Complaints@FPL.com

COMMISSIONERS:
ANDREW GILES FAY, CHAIRMAN
ART GRAHAM
GARY F. CLARK
MIKE LA ROSA
GABRIELLA PASSIDOMO

STATE OF FLORIDA



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

February 3, 2022

Mrs. Donna Whorff
1319 Warhop Lane
Molino, FL 32577

RE: FPSC Inquiry 1388280E

Dear Ms. Whorff:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Florida Power & Light Company (FPL).

We have learned that FPL staff have been in contact with you regarding your billing concerns. I have enclosed a copy of the company's written response for your records.

You also expressed concerns about FPL's recent rate increase. 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."

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Mrs. Donna Whorff
Page 2
February 3, 2022

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.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

If you have any questions or concerns please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,



Shonna McCray
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

SM:mep

Enclosure



3 Day Resolution Response

CUSTOMER INFORMATION

Customer First/Middle Name: MARK
Last / Business Name : WHORFF
Alternate Name : DONNA WHORFF
Service Address : 1319 WARHOP LANE
 MOLINO, FL 32577
Date of Contact : 2/1/2022 **How Was Cust. Contacted?** Email
Status of Account : Active **Total Credit :** N/A
Service Status : N/A **Contact Phone # :**

COMPLAINT INFORMATION

FPSC Log # : 1388280E **FPSC Contact :** Ellen Plendl
Date FPL Received : 1/27/2022 **Date Submitted to FPSC :** 2/1/2022
Brief Description of Customer's Concern:

Ms. Whorff was concerned with the increase in her January bill amount. She expressed concerns with the recent rate changes that had taken effect.

RESOLUTION

The customer's complaint has been addressed. Following are the actions taken:

Item No.	Action	Date Completed	Date Pending Completion
1	A Customer Advocate contacted Ms. Whorff through email regarding her billing and rate change concerns.	2/1/2022	
2	The Customer Advocate provided a 24-month consumption history and included information on monitoring and reducing energy consumption in the home	2/1/2022	
3	Additionally, in an effort to help Ms. Whorff better understand her energy usage and allay any concerns regarding the accuracy of the meter, a Home Energy Survey and meter test were offered.	2/1/2022	
4	The questions and concerns raised by Ms. Whorff in her inquiry have been satisfactorily addressed.	2/1/2022	

FPL CONTACT

FPL Company Contact : Munoz, Monica, (561) 694-3156, FPL_FPSC_Complaints@FPL.com

COMMISSIONERS:
ANDREW GILES FAY, CHAIRMAN
ART GRAHAM
GARY F. CLARK
MIKE LA ROSA
GABRIELLA PASSIDOMO

STATE OF FLORIDA



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

February 3, 2022

Mr. & Mrs. Stanley Byrd
12220 Ailanthus Court
Pensacola, FL 32506

RE: FPSC Inquiry 1388450E

Dear Mr. & Mrs. Byrd:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Florida Power & Light Company (FPL).

We have learned that FPL staff have been in contact with you regarding your billing concerns. I have enclosed a copy of the company's written response for your records.

You also expressed concerns about FPL's recent rate increase. 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.

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Mr. & Mrs. Stanley Byrd
Page 2
February 3, 2022

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If you have any questions or concerns please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,



Shonna McCray
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

SM:mep

Enclosure



3 Day Resolution Response

CUSTOMER INFORMATION

Customer First/Middle Name: SUE
Last / Business Name : BYRD
Alternate Name : SUE BYRD
Service Address : 12220 AILANTHUS CT
 PENSACOLA, FL 32506
Date of Contact : 1/31/2022 **How Was Cust. Contacted?** Phone
Status of Account : Active **Total Credit :**
Service Status : On

COMPLAINT INFORMATION

FPSC Log # : 1388450E **FPSC Contact :** Ellen Plendl
Date FPL Received : 1/28/2022 **Date Submitted to FPSC :** 2/02/2022

Brief Description of Customer's Concern:

The customer was concerned the bill went from \$87 in December 2021 to \$125 in January 2022 along with the FPSC approved four-year rate plan.

RESOLUTION

The customer's complaint has been addressed. Following are the actions taken:

Item No.	Action	Date Completed	Date Pending Completion
1	An FPL Customer Advocate discussed the account's billing and usage history with the customer, reviewed the Energy Dashboard details, and provided information regarding FPL's approved rate plan and impact. A billing breakdown was provided along with conservation measures which the customer found helpful in understanding the energy usage. An Assist agency referral was also provided. Billing options such as, Budget Billing and FPL's Bill Extender were also discussed.	1/31/2022	
2	To further help the customer better understand the energy usage and allay any concerns regarding the accuracy of the meter, a Home Energy Survey and meter test were offered.	2/02/2022	
3	While the customer disagreed with the overall approved rate plan, the customer indicated satisfaction with FPL's action plan to resolve the concern.	2/02/2022	

FPL CONTACT

FPL Company Contact : Munoz, Monica, (561) 694-3156, FPL_FPSC_Complaints@FPL.com