

Jacob Veagh

From: Ellen Plendl
Sent: Friday, February 4, 2022 7:08 AM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: melissa-kramer-response-letter.pdf; FW Florida Power Light & Company; Consumer Inquiry - Florida Power & Light Company; Re Consumer Inquiry - Florida Power & Light Company

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: Friday, January 28, 2022 10:32 AM
To: Ellen Plendl
Subject: FW: Florida Power Light & Company

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: Melissa Kramer <healthylifewithmk@yahoo.com>
Sent: Wednesday, January 26, 2022 6:25 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power Light & Company

Hello Mr. DeSantis

I wanted to make you aware of the struggles some Florida residents are having with our new electric company Florida Power Light & Company (FPL).
Which I am use other are emailing also.

Personally, I am a single mother with two children and one income. My power bills has increased by \$100 and there is absolutely no change in our daily lifestyle. I have lived in FL my entire like and have never received a bill for almost \$300 in the winter time. There is no way our bills should be this high. I am dreading the summer months. It makes me scared I won't be able to afford living. And I never want to be put in the situation of "food or electric"

FPL is telling us to not use our heater, place blankets on the doors, unplug everything, and not use over 1000KWH. This has never been and issue.

We are begging and praying something gets done about this company. This is a nightmare.

You've been amazing with leading FL in the right direction, please look into this company. I am in Pace, FL.

Thank you.

Melissa Kramer
850.598.2240

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 Veaghn

From: Ellen Plendl
Sent: Friday, February 4, 2022 7:07 AM
To: 'Judy Robbert'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Judith Robbert
judyjrobbert@gmail.com

Dear Ms. Robbert:

This is in response to your February 3 email to the Florida Public Service Commission (FPSC) about Florida Power & Light Company (FPL). 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)

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. Melissa Kramer
5524 Cyanamid Road
Milton, FL 32583

RE: FPSC Inquiry 1388421E

Dear Ms. Kramer:

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.

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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."

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

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

Ms. Melissa Kramer

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February 3, 2022

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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: MELISSA
Last / Business Name : KRAMER
Alternate Name :
Service Address : 5524 CYANAMID ROAD
 MILTON, FL 32583
Date of Contact : 2/2/2022 **How Was Cust. Contacted?** Email
Status of Account : Active **Total Credit :** N/A
Service Status : N/A **Contact Phone # :** (850) 598-2240

COMPLAINT INFORMATION

FPSC Log # : 1388421E **FPSC Contact :** Ellen Plendl
Date FPL Received : 1/28/2022 **Date Submitted to FPSC :** 2/2/22

Brief Description of Customer's Concern:

Customer emailed Governor DeSantis's office over higher than anticipated projected bill amount.

RESOLUTION

Item No.	Action	Date Completed	Date Pending Completion
1	A Customer Advocate contacted Ms. Kramer by email to discuss her concerns. The Advocate provided the billing and energy usage history and offered energy savings tips to assist Ms. Kramer.	2/2/2022	
2	Additionally, an energy audit and utility assistance agencies in the area were offered.	2/2/2022	
3	The questions and concerns raised by Ms. Kramer in her inquiry have been satisfactorily addressed.	2/2/2022	

FPL CONTACT

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

Jacob Veauhn

From: Judy Robbert <judyjrobbert@gmail.com>
Sent: Thursday, February 3, 2022 7:29 PM
To: Ellen Plendl; governorrn.desantis@eog.myflorida.com
Subject: Re: Consumer Inquiry - Florida Power & Light Company

Dear Ms. Plendl,

I am sickened by the nauseating letter I received today from the president of FPL claiming we are part of his family.

I SEE NOTHING FAMILIAL ABOUT ROBBING PETER TO PAY PAUL.

For example, FPL donated \$50,000.00 to a Riviera Beach School in PALM BEACH, SOUTH FLORIDA.

FPL SHOULD MAKE IT KNOWN TO ONE AND ALL THIS DONATION CAME OUT OF THE POCKETS OF THE PEOPLE OF ESCAMBIA COUNTY WHO ARE FORCED TO PAY THE HIGHEST RATES IN FLORIDA.

IT IS A FORM OF EXTORTION...PAY UP OR SHUT UP.

I made it known that I am reporting government corruption after being harmed financially and personally due to the malfeasance of government officials in Tallahassee and Escambia County who continue the falsification of public records, which includes recording perjured testimony from the Board of Escambia County Commissioners in violation of the Sunshine Law

I look for patterns to prove government corruption.

Usually, this corruption exhibits in areas that are poverty-stricken, with heavy pollution, and dishonest government officials.

Escambia County is one of the poorest and most polluted in Florida. State and County officials are allowing developers to construct homes on wetlands which then flood because the construction was allowed by the FDEP who did not inspect or approve the design-build. Then corrupt County Officials vote to take ownership and maintenance of these developments knowing full well the State of Florida/FDEP DID NOT PERMIT THE CONSTRUCTION IN THE FIRST PLACE which necessitated the County and State to record falsified documents to the FDEP code violation which is a violation of the Sunshine Law.

A great deal of this pollution comes from International Paper.

The FDEP knowingly allows International Paper to operate without a valid EPA stormwater permit because the Florida Legislature voted to take away oversight of stormwater laws from the EPA to the very corrupt FDEP who admitted

there were NO PERMITS for the stormwater system, but preferred to cover it up in the public records, which includes recording counterfeit "permits"

One looks for a pattern to prove corruption. The pattern is shown. State regulatory agencies allow corporate polluters, developers, and power companies to determine how they will conduct business in Florida.

There is a reason Escambia County is polluted and poor...IT IS DUE TO CORRUPTED GOVERNMENT OFFICIALS, AND REGULATORS WHO PLACE THOSE WHOM THEY SERVE BELOW THAT OF THOSE WITH THE DEEPEST POCKETS.

The PSC allowed FPL to impose excessive fees on the People of Escambia County to pay for more sustainable sources of energy which does not yet exist while the rest of Florida pays less.

This is a dictatorship, not a democracy.

I WOULD NOT BELIEVE ONE WORD THAT FLOWS FROM THE MOUTH OF THE PSC OR FPL AT THIS POINT.

While I appreciate your attempt to assuage my concerns that FPL is not a corporate monopoly, it is, in fact, the PSC who created this monopoly.

A large law firm in Escambia County announced they are making plans to sue FPL.

After 20 years of active litigation I know how the system works. FPL will spend a lot of money for mouthpieces to defend their take-over of the power grid in Escambia County, holding us all hostage forcing us to pay the highest rates in the State because the PSC allowed them to do so.....

There is nothing you can say or do to make this situation better.

It is a fact that the PSC presented FPL Escambia County on a Silver Platter.

The PSC joins the long list of State Agencies who, in my opinion, only make life harder for the People of Florida.

Regards,

Judith Johns-Robbert

On Fri, Jan 28, 2022 at 1:29 PM Judy Robbert <judyjrobbert@gmail.com> wrote:

Dear Ms. Plendl,

Thank you for speaking with me on January 26th.

During that conversation we discussed various ways of making payments to FPL.

You told me that it can take up to 10 days for a bank to make payment as the bank pays in batches.

A few minutes ago I called FPL to report two street light outages on our property on Man O War Circle.

The automated response when I called FPL was "Thank you for your recent payment of \$365.50"...

I arranged payment to FPL for January 27th, 2022.

FPL confirmed payment was received today, January 28th.

So there you have it. Our bank made payment on the day I requested.

However, when it comes to repairing street lights, I am told it will be 7 to 10 days or longer due to "weather" and other issues.

I should DEMAND the same courtesy from FPL, but I already have a history with FPL placing profit over performance.

I do not know if I told you prior that I caught Alabama Power (AP) "estimating" our power bill in the mid-1970's as we spent a month away at our family beach house

When the AP bill was trebelled for the month we were away, AP confirmed our bill was "estimated" because no electricity was being used.

It was June, and I told AP people tend to go on vacation in the Summer.

Needless to say AP promptly removed the extra charges because I caught them in the act.

Back in the 1970's our average bill was in the \$17.00 to \$20.00 range.

AP more than trebelled our bill at \$75.00. Of course, I always checked our power bill from that date onward to assure the bill was not estimated.

Therefore, I will now suspect that if we lower our power usage, FPL will attempt to estimate our power usage.

That was the way it was in Central Florida. No matter how much we lowered our usage, the FPL bill was always too high.

FPL was allowed by the PSC to hike prices for the same product produced by Gulf Power based on the premise that FPL will lower their rates four years from now.

As I also told you I have absolutely NO TRUST in the State of Florida due to State agencies failing to investigate malfeasance committed by State Officials which includes the falsification of public records in violation of the Sunshine Law. These falsified public records include documents from our real estate transaction, counterfeit FDEP stormwater permits, and other acts of malfeasance committed by State and County officials and employees.

Therefore, I owe no duty of Trust to the State of Florida in any capacity whatsoever. Our property floods catastrophically, along with our neighbors on Man O War Circle due to public corruption as 3 developers did not obtain 3 FDEP stormwater permits back in 1986 and 1988 who were allowed to walk away after constructing stormwater ponds and pipes that were NOT inspected, approved, or permitted by the FDEP compliance officer in Pensacola, Florida.

Instead, the FDEP and Escambia Board of County Commissioners falsified public records to conceal the outstanding violation of FDEP stormwater law FAC 17-4.71 from the People of Florida by falsifying the public records as well as recording counterfeit "stormwater permits" in violation of the Florida Sunshine Law, 119.

You asked if I went to the appropriate authorities to report these criminal acts. I did. Not one State official or agency took action. Yes, I have an attorney and he told me to let it be known I am a Whistleblower.

Public Corruption is very difficult to report.

That is especially true as State Officials committed the original violation, covered it up, and other State Officials would have to expose their corrupt acts to the People.

That is why no State Agency or elected officials will assist me in any way shape or form.

As for any complaint I would file against FPL, it would no doubt be explained away by the PSC as this deal between Gulf Power and FPL was made by the State without thought of the harm it is causing the People of Escambia County.

FPL is a monopoly. We are actively searching for alternatives to FPL, a proven predatory power company.

Kindest Regards,
Judith Johns-Robbert

On Wed, Jan 12, 2022 at 10:17 AM Ellen Plendl <EPlendl@psc.state.fl.us> wrote:
Ms. Judith Robbert
judyjrobbert@gmail.com

Dear Ms. Robbert:

This is a follow up to our January 12, 2022 telephone conversation and the inquiry filed on your behalf by the Florida Public Service Commission (FPSC) about Florida Power & Light Company (FPL).

We have filed an inquiry with FPL, and upon completion of the investigation, we will contact you. In the

meantime, FPL staff will contact you regarding your billing concern.

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)