

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, February 15, 2022 9:38 AM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW Cost of Living; FW FPL rate increase (merger result); FW FPL Rate Hikes; FW fpl rates are killing us; FW OUTRAGEOUS FLORIDA POWER AND LIGHT RATE INCRESASES; phillip-bunch-response-letter.pdf

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

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, February 15, 2022 9:35 AM
To: 'ronbofltx@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Ronald Hodges
ronbofltx@gmail.com

RE: FPSC Inquiry 1390127C

Dear Mr. Hodges:

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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After the FPSC's order is issued, any party may ask the Commission to reconsider its decision on the issues. After the reconsideration, the Public Counsel, the utility, or any other party involved in the proceeding may appeal the Commission's decision to the Florida Supreme Court.

On October 26, 2021 the FPSC approved a four-year rate settlement for FPL, reflecting an almost 40 percent reduction in its original rate revenue request for 2022. Parties to the settlement, filed on August 9, 2021, include the Office of Public Counsel, representing customers, the Florida Retail Federation; the Florida Industrial Power Users Group; and the Southern Alliance for Clean Energy.

As part of the evaluation process for FPL's rate request, the FPSC conducted 12 virtual service hearings in June and July to allow feedback from FPL and Gulf customers about utility service and the rate-setting process.

The settlement agreement reduces FPL's original revenue petition from \$1.1 billion to \$692 million in 2022 and from \$605 million to \$560 million in 2023. The utility's proposed return on equity midpoint was reduced from 11.5 to 10.6 percent.

You may review all the information filed for Commission consideration in docket 20210015 by accessing the FPSC website at <http://www.floridapsc.com>. Under the Clerk's Office tab at the top of the page, click on Dockets. Type in the docket number 20210015. Click the Search button. Then select Document Filings Index for a list of all filings in the docket. This procedure allows you to view all of the information filed by the utility and other parties in the docket.

We will add your feedback to Docket No. 20210015, regarding FPL's petition.

If you have any questions, please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, February 15, 2022 9:29 AM
To: 'leonard.stout@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Leonard Stout
leonard.stout@gmail.com

RE: FPSC Inquiry 1390123C

Dear Mr. Stout:

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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1-800-342-3552 (phone)
1-800-511-0809 (fax)

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, February 15, 2022 9:26 AM
To: 'paravalosangelo@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Angelo Paravalos
paravalosangelo@gmail.com

RE: FPSC Inquiry 1390122C

Dear Mr. Paravalos:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company (FPL) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

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Sincerely,

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, February 15, 2022 9:23 AM
To: 'michael.stern@ascension.org'
Subject: Consumer Inquiry - Florida Power & Light Company

Dr. Michael Stern
michael.stern@ascension.org

RE: FPSC Inquiry 1390119C

Dear Dr. Stern:

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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1-800-511-0809 (fax)

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, February 15, 2022 9:18 AM
To: Ellen Plendl
Subject: FW: Cost of Living

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: Ronald Hodges <ronboftx@gmail.com>
Sent: Thursday, January 13, 2022 10:17 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Cost of Living

As I see all the folderol associated with the virus and notice my latest bill from FPL, I realize I need to make my opinions known. It's the economy stupid!!

If you want to take on something that will benefit the citizens of Florida, go after FPL. This bunch of over-paid and under-worked bureaucrats seem to think they can get away with most anything. For sure they never saw a rate increase they didn't like. Unfortunately, their overpriced service is pedestrian on a good day. And regulators whine, rub their hands together and pass it on to the consumer. If we are going to guarantee these knuckleheads a return, then dig in to their costs. If they want to pay their executives such obscene salaries, and make sure management perks are world class, then force them to pay for it out of their profits and not on the back of the consumer. I am unaware of what other levers the State can pull to help on the cost-of-living front, but there must be something that could help our fellow citizens. Going to be a tough Winter for those folks on the lower end of the social-economic ladder, how about we help those people for a change.

When it comes to the virus, put together a simple four or five bullet point STRATEGY, with action plans and milestones, communicate it ONCE, and then shut the F up. You're starting to sound like that clown, Trump.

Ron Hodges
111 Glenbrook Court
Atlantis, FL 33462

Sent from [Mail](#) for Windows

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 15, 2022 9:10 AM
To: Ellen Plendl
Subject: FW: FPL rate increase (merger result)

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: Leonard Stout <leonard.stout@gmail.com>
Sent: Monday, February 14, 2022 11:16 AM
To: GovernorRon.DeSantis@eog.myflorida.com; contact@psc.state.fl.us
Subject: FPL rate increase (merger result)

Leaders,

Bottom Line Up Front: The cost to merge Gulf Power with FPL should not have been passed on to customers. If FPL could not afford the action, they should not have been allowed to do it. It's time they live within reasonable means vs chalking up record breaking profits on the backs of those already struggling under their monopoly.

I'm experiencing a cost increase of 20% per kWh; others have seen more. This is far beyond what was expected and communicated up front.

This is ridiculous! Your decisions are affecting citizens in ways you clearly do not understand. This is a huge misstep from the State and the FPSC.

-Leonard Stout

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, February 15, 2022 9:10 AM
To: Ellen Plendl
Subject: FW: FPL Rate Hikes

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: Angelo Paravalos <paravalosangelo@gmail.com>
Sent: Monday, February 14, 2022 11:49 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL Rate Hikes

Dear Governor DeSantis,

My name is Angelo Paravalos, I am a resident of Molino FL in Escambia county. I wanted to ask if you are looking into the current rate hikes that FPL is charging, and the state assembly allowing this. I moved here a year ago from NYC. The NYS assembly is probably one of the most corrupt in the country, I grew tired of the laws and bills they constantly pushed through that only negatively impacted the residents there. I believe NextEra the parent company of FPL has some sway over the decision that was made here in Florida.

Thank you.

Best Regards,
Angelo Paravalos

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, February 15, 2022 9:05 AM
To: Ellen Plendl
Subject: FW: fpl rates are killing us

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: Michael Stern <michael.stern@ascension.org>
Sent: Monday, February 14, 2022 4:08 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: fpl rates are killing us

Since January our bills have escalated so high we are having a hard time paying. In some instances it has doubled. I cant change to solar because you guys are going to kill this also and fpl doesn't exchange the rates fairly from what has been shown. Miami and alot of other places have complained about this company but yet alot of the politicians back this company. I voted for you and we need your help because this is ridiculous. With this and the dumbass president with inflation and the housing taxes doubling I am losing my footing.I am a vet I also work in the medical field dealing with covid. You are letting florida follow in california footsteps as everything is to high and normal people are going to be homeless!!!!!!
please help

Michael Stern, MA
Physician Practice
Crestview Primary Care
Ascension Medical Group Sacred Heart
550 West Redstone Ave, 200 | Crestview, FL 32536

t: 850-746-2520 | f: 850-682-5917

CONFIDENTIALITY NOTICE:

This email message and any accompanying data or files is confidential and may contain privileged information intended only for the named recipient(s). If you are not the intended recipient(s), you are hereby notified that the dissemination, distribution, and or copying of this message is strictly prohibited. If you receive this message in error, or are not the named recipient(s), please notify the sender at the email address above, delete this email from your computer, and destroy any copies in any form immediately. Receipt by anyone other than the

named recipient(s) is not a waiver of any attorney-client, work product, or other applicable privilege.

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, February 7, 2022 8:34 AM
To: Ellen Plendl
Subject: FW: OUTRAGEOUS FLORIDA POWER AND LIGHT RATE INCREASES

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Phil Bunch <philbunch@me.com>
Sent: Friday, February 4, 2022 3:46 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Cc: Bunch Phil <philbunch@me.com>
Subject: OUTRAGEOUS FLORIDA POWER AND LIGHT RATE INCREASES

Governor Desantis,

We all need your help in Northwest Florida NOW in regards to the price gouging going on by Florida Power and Light (FPL). I want to begin by saying both my wife and I are Registered Republicans, we vote, we voted for you and we are both Disabled Veterans living in Northwest Florida. When I heard of FPL merging or buying out Gulf Power and there would be "Small" rate increases" for the next 4 years and then rates would drop down lower than they are today, I was okay with that. We were all told the average increase would be \$17 per month. Well, in Jan 2022, **the first bill from FPL was \$231.63 which had went up \$97.59 from the previous month (previous month which was last Gulf Power bill was \$134.04).** In looking at the December/January bills from one year ago, they too were only \$132....much in line with last Gulf Power bill for Dec 2021. **However the \$97.59 increase under the first FPL bill represents almost a 100% increase!!!** Well, now, I just saw my newest FPL bill for Jan 22 and it is at \$320.59!!! Absolutely no way this can be correct. We have lived here close to 5 years and even prior to new roof, new heat pump etc, the Highest our bill ever was, was for Aug 2021 at it was \$229.00. **This \$320.59 bill for Jan 2022 represents an over 200% increase over the previous months and also 200% increase over the bill for the same months over the last two years.** It is just my wife and I living at our home which is energy efficient (good insulation, new roof, new Heat pump, etc) and we have not been doing ANYTHING any different for the first FPL bill. This is unacceptable.

I called FPL last month after the first bill. What a joke. First, their system hung up on me many times while on hold. Then when i finally was able to talk with a live person, she said she didn't know why bill was so much higher and maybe they "were trying to work out the issues. Whatever that means.

Well, I understand because the Public Service Commission authorized these rate hikes that FPL is immune from lawsuit and nothing we can do about it. We are truly hoping you as the Governor will find a way to resolve this GOUGING. As I stated above both my wife and I are Disabled Veterans and the only income we have is our military retirement and VA disability. We simply cannot afford these rates, especially with the increased costs of everything else...food, gas, and everything else.

I truly hope and believe that you will get involved in this and get this fixed. Since you have been in office, we have agreed with everything you have been doing....there has not been one thing you have done that we disagree with. We love you as Governor but we MUST have your help on this. Thank you in advance and If further information is needed, my contact information is below:

Respectfully,

PHILLIP A. BUNCH
5901 RUNNING IRON DRIVE
MILTON, FL 32570
(334) 318-0395

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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 14, 2022

Mr. Phillip A. Bunch
5901 Running Iron Drive
Milton, FL 32570

RE: FPSC Inquiry 1389347E

Dear Mr. Petker:

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.

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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

Mr. Phillip A. Bunch

Page 2

February 14, 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: PHILLIP
Last / Business Name : BUNCH
Alternate Name :
Service Address : 5901 RUNNING IRON DRIVE
 MILTION, FL 32570
Date of Contact : 2/7/2022 **How Was Cust. Contacted?** Phone
Status of Account : Active **Total Credit :** N/A
Service Status : On

COMPLAINT INFORMATION

FPSC Log # : 1389347E **FPSC Contact :** Ellen Plendl
Date FPL Received : 2/7/2022 **Date Submitted to FPSC :** 2/10/2022

Brief Description of Customer's Concern:

Mr. Bunch was concerned with the amount of the January and February 2022 bill statements, which were \$231.63 and \$320.59, and believed they were higher than normal. Mr. Bunch questioned the accuracy of the bills, mentioned he was on a fixed income, and prior contact with FPL did not address the issue.

RESOLUTION

A Customer Advocate spoke with the customer and the following action plan was agreed upon:

Item No.	Action	Date Completed	Date Pending Completion
1	A Customer Advocate, discussed with Mr. Bunch the account's billing and usage history, verified that the bills were based on actual meter readings, and reviewed the Energy Dashboard details. FPL's FPSC-approved four-year rate plan was also discussed. To help Mr. Bunch 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. Mr. Bunch understood the Advocate would follow up with him upon completion for any questions.	02/07/2022	2/21/2022
2	While the customer disagreed with the overall rate increase as a result of FPL's FPSC-approved four-year rate plan, the customer indicated he was satisfied with FPL's action plan to resolve his concerns.	02/07/2022	

FPL CONTACT

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