

**Antonia Hover**

---

**From:** Ellen Plendl  
**Sent:** Wednesday, February 16, 2022 10:01 AM  
**To:** Consumer Correspondence  
**Subject:** Docket No. 20210015  
**Attachments:** Consumer Inquiry - Florida Power & Light Company; Fwd Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW FPL; Consumer Inquiry - Florida Power & Light Company; FY 2122-156 Referral from PSC OIG ; Re Consumer Inquiry - Florida Power & Light Company

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

## Antonia Hover

---

**From:** Ellen Plendl  
**Sent:** Wednesday, February 16, 2022 10:00 AM  
**To:** 'Judy Robbert'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Judith Johns-Robbert  
[judyjrobbert@gmail.com](mailto:judyjrobbert@gmail.com)

Dear Ms. Johns-Robbert:

Thank you for your February 14 and February 16 emails. I appreciate you sharing your additional comments. I will include your feedback in 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:** Judy Robbert <judyjrobbert@gmail.com>  
**Sent:** Wednesday, February 16, 2022 9:51 AM  
**To:** Ellen Plendl  
**Subject:** Fwd: Consumer Inquiry - Florida Power & Light Company

Dear Ms. Plendl,

I did not receive a response that you will also include my feedback from 2-14 regarding the Anti-Trust issues I have with FPL.

All prior email were confirmed by you as being forwarded onto the petition,

Regards,

Judith Johns-Robbert

----- Forwarded message -----

**From:** **Judy Robbert** <judyjrobbert@gmail.com>  
**Date:** Mon, Feb 14, 2022 at 12:22 PM  
**Subject:** Re: Consumer Inquiry - Florida Power & Light Company  
**To:** Ellen Plendl <[EPlendl@psc.state.fl.us](mailto:EPlendl@psc.state.fl.us)>

Thank you Ms. Plendl,

Thank you for sending my feedback. I also would like to add the following:

As per the PSC's website: "The Florida Public Service Commission is committed to making sure that Florida's consumers receive some of their most essential services — electric, natural gas, telephone, water, and wastewater — in a safe, reasonable, and reliable manner. In doing so, the PSC exercises regulatory authority over utilities in one or more of three key areas: rate base/economic regulation; competitive market oversight; and monitoring of safety, reliability, and service."

FPL raised the rates for one of the poorest Counties, Escambia, with no competitive market, and according to THE GUARDIAN: "Internal emails obtained from the Florida Senate show that an FPL lobbyist, John Holley, sent the text of the bill to state senator Jennifer Bradley's staff on 18 October. FPL's parent company contributed \$10,000 to Bradley's political committee on 20 October. A month later, Bradley filed a bill that was almost identical to the one FPL gave her. Another lawmaker introduced the same measure in the House."

It is my Opinion this is a perfect case for a lawsuit being filed against FPL for Anti-Trust Violations: "The most common antitrust violations fall into two categories: (I) Agreements to restrain competition, and (II) efforts to acquire a monopoly. In the case of a merger, a combination that would likely substantially reduce competition in a market would also violate antitrust laws."

What a co-incidence, Gulf Power merged with FPL.

This walks, talks, and smells like another example of the Florida Senate and Legislature being run by land developers, and utility companies by and through back-door deals made without Sunshine, in violation of 119.

This is ironic as it is that this whole issue is based on who is allowed to use the the Sun as a source of clean energy...the People of Florida or a utility company propped up by the PSC as well as Florida elected officials who receive undue benefit to protect FPL over their own constituents.

Again, I am a victim of Public Corruption which I reported is the Governor's Office of Open Government, as well as other elected officials, and regulatory agencies with NO ACTION taken by any of the lot of them. I speak from prior experience.

Regards,

Judith Johns-Robbert

On Mon, Feb 14, 2022 at 7:15 AM Ellen Plendl <[EPlendl@psc.state.fl.us](mailto:EPlendl@psc.state.fl.us)> wrote:

Ms. Judith Johns-Robbert  
[judyjrobbert@gmail.com](mailto:judyjrobbert@gmail.com)

Dear Ms. Johns-Robbert:

Thank you for your reply. I appreciate you sharing your additional comments. I will include your feedback in 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:** Wednesday, February 16, 2022 9:08 AM  
**To:** 'lisa@knickweb.net'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Lisa Knickerbocker  
lisa@knickweb.net

RE: FPSC Inquiry 1390232C

Dear Ms. Knickerbocker:

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.

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.

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.

Customers who are experiencing difficulty in providing payment on their account can contact the following resources for financial assistance:

\* Low Income Home Energy Assistance Program --- Tri-County Community Council, Inc. at 850-981-0036

\* Elderly Electric Assistance, which provides assistance for home-energy emergencies to qualified, low-income households with at least one person 60 years of age or older. To find out about qualifications, they may contact their county's local EHEAP agency, or by calling 1-800-963-5337.

\* Our Florida offers electric assistance. The program is administered by the Florida Department of Children & Families. You can learn more information about Our Florida assistance by using the following link:

<https://www.ourflorida.com/>

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:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Wednesday, February 16, 2022 8:58 AM  
**To:** Ellen Plendl  
**Subject:** FW: FPL  
**Attachments:** Screenshot\_20220215-134750\_Facebook.jpg; Screenshot\_20220215-134758\_Facebook.jpg; Screenshot\_20220215-134806\_Facebook.jpg; Screenshot\_20220215-134812\_Facebook.jpg; Screenshot\_20220215-134824\_Facebook.jpg

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:** lisa <lisa@knickweb.net>  
**Sent:** Tuesday, February 15, 2022 2:58 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL

Mr. Desantis,

As a retired military Republican family who voted for you we are puzzled. How did our wonderful state allow these crazy rate hikes by FPL to go forward? Single parents, low income and people living pay check to paycheck are scared. How many elderly will die this summer from heat stroke because they have to choose between eating and paying a power bill? My power bill was 200kwh less than my July bill and it was still 130\$ more. Some families are seeing a huge increase from 200\$ to 650\$. I have attached just one family's story that breaks my heart. There has to be a better solution for them. The FB page now has 8.2K members all with the same story off odd meter readings, higher usage than ever before, usage up when the breakers are off. I am asking that you please hear all of us and find a solution. FPL has been pointing the finger at customers. If the HB passes solar wont a more financial sound investment either. What is happening in our state?

Lisa Knickerbocker  
Navarre Florida

Sent via the Samsung Galaxy Note20 Ultra 5G, an AT&T 5G smartphone

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.

facebook

**FP&L Price Gouging -  
Northwest Florida**Kelly Mask · 3h · 

Well reality has finally hit me, and that is I'm gonna lose power here soon, and I will admit this is the worst feeling in the world, because I have a 9 yr old Grandson, that has lived with me for the last 4 yrs, with this last being ordered by DCF, and being that I'm the only family member that was willing, after that past their background check, I now can lose him to the foster care system if I lose power, so talk about the stress this has put on me. I haven't slept, or ate in days, I cry all night, I get mad, I'm angry, it is just something so far out in left field of a reason that me the only person who has been there in his life, provided him a safe home, he never had to worry where he was gonna sleep or eat, was he gonna get to eat, could he bath, wear clean cloths, I promised him, I would never let anything happen to him again, that he always would be with me and over the years, he has come out his shell, relaxed, starting being a kid having fun, laughing and in



1:47 [signal icons] 61° [weather icon]

[signal icons] 61%



being a kid, having fun, laughing, and in just 2 months FPL, has sucked my ability to provide for him away, with these insane bills, that on any level are wrong, and I know this for a fact, but do you think that matters to FPL of course not. My bill went from 270 to \$630 last month, and that was me thinking I was ready for the increase in the bill, I thought I had cut back on a lot of things that I wouldn't see a big increase, so when the \$630 bill came in, and I called FPL, and was told I used that much power so pay bills are losing power, I knew something was going on with this company, then found this site and learned there were people who had had no change in their bill, and still using power like they always have, then there were others whose bill went up some, but not through the roof and they cut back on something's, but not too much, then there was my group I'm in and that's where our bills went up hundreds of dollars, tripled and we had to cut back, and some like myself after having to spend other bill money, and money to live on for the month to pay last month's insane bill, I cut out everything I could, and that meant heat was set low, we wore layers, of

1:48 [signal icons] [battery icon] 61%

[signal icons] [battery icon] 61%

facebook



heat was cut low, we were layers of clothing, and stayed wrapped in blankets when home, cut washing and drying cloths out completely, I go to laundromat, no outdoor lights, no watering my yard, cause I'm on well water so have pump, cook fast meals, wash dishes in record time, and shower in record time, we have 1 tv and 1 living room light that stays on while we're awake and no heat at all while we're sleeping so imagine how I felt when I saw my bill with a week to go was already over \$700, And know there is no way in hell I can pay that amount, and that FPL is going to disconnect me, is really breaking me mentally, and the part that is pissing me off more than anything, is FPL, telling me that I'm using that much power, and me knowing damn well I'm not, and there is nothing I can do about it. I mean yes I could make tons of phone calls, tell my story to channel 3, call and give my info to the Leven firm, but at the end of the day, I'm still going to lose power, and none of those things will change that, and if I did somehow manage to come up with it, all that would be doing is buying

1:48     61°   •

  61% 

facebook



me another month, and than I would be right back where I'm at now. I work a \$12 hour job at 35 to 38 hours a week, I pay all bills and provide for my Grandson, whom I have yet to receive any child support on, and yes there is a active case but FL is in no hurry so believe me I know what I,can spend on what, and I knew all about the switch over and increase in fuel prices,and I thought I was ready and had there not been something crooked going on and FPL trying to say I'm using way more power than I am,I would had been ok, but when a bill goes up over \$300 and you've cut back I already knew something was off so to go up almost\$100 more this month, and I've cut damn near everything sure enough proves to me, that FPL is doing something fishy,cause if they weren't dirty in this they would be bending over backwards to fix this issues, instead of blowing us off. I do hope somebody brings them down, but really don't see that happening, but I can wish. I will work something out, I didn't come this far and letting my grandson go into the foster care system is just not a option



there not been something crooked going on and FPL trying to say I'm using way more power than I am,I would had been ok, but when a bill goes up over \$300 and you've cut back I already knew something was off so to go up almost\$100 more this month, and I've cut damn near everything sure enough proves to me, that FPL is doing something fishy,cause if they weren't dirty in this they would be bending over backwards to fix this issues, instead of blowing us off. I do hope somebody brings them down, but really don't see that happening, but I can wish. I will work something out, I didn't come this far and letting my grandson go into the foster care system is just not a option I'm gonna take. I have Faith and I know some way somehow me and my Grandson will be ok, and FPL can go to hell.

🙄🙄👍 65

70 comments

👍 Like

💬 Comment

💬 Send



**Saundra Ingram**

[Levin Papantonio Rafferty Law Firm](#)

Like Reply

## Antonia Hover

---

**From:** Shonna McCray  
**Sent:** Tuesday, February 15, 2022 4:54 PM  
**To:** 'rjmichael12@gmail.com'  
**Cc:** Ellen Plendl  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Rachel Michael  
rjmichael12@gmail.com

RE: FPSC Inquiry 1390205C

Dear Ms. Michael:

This is in response to your E-mail to Inspector General Tiffany Hurst, Florida Public Service Commission (FPSC), regarding Florida Power & Light Company (FPL). Given the nature of your concerns, Inspector General Hurst feels it would be appropriate for the specialized staff of the FPSC's Office of Consumer Assistance and Outreach 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.

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 Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray  
Regulatory Program Administrator  
Florida Public Service Commission

## Antonia Hover

---

**From:** Jessica Metcalf  
**Sent:** Tuesday, February 15, 2022 3:15 PM  
**To:** Ellen Plendl  
**Cc:** Office of the Inspector General  
**Subject:** FY 2122-156 Referral from PSC OIG  
**Attachments:** Inspector General Contact Form.pdf

Good Afternoon Ellen,

Our office received the attached email from Ms. Michael, regarding the Florida Power and Light Company rate increase. Could you please respond to Ms. Michael, as appropriate, and provide our office a copy of your correspondence?

Thank you!

Jessica Metcalf | Inspector Specialist  
Office of Inspector General  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399  
Phone: (850) 413-6338  
Email: [JMetcalf@psc.state.fl.us](mailto:JMetcalf@psc.state.fl.us)  
Website: <http://www.floridapsc.com/AboutPSC/InspectorGeneral>



*Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your online submission may be subject to public disclosure.*

**From:** [noReplyOIG@psc.state.fl.us](mailto:noReplyOIG@psc.state.fl.us)  
**To:** [Office of the Inspector General](#)  
**Subject:** Inspector General Contact Form  
**Date:** Tuesday, February 15, 2022 2:56:23 PM

---

First Name: Rachel  
Last Name: Michael  
Email Address: [rjmichael12@gmail.com](mailto:rjmichael12@gmail.com)  
Telephone:  
PSC Previously contacted: NO  
Comment or complaint:

FPSC has placed all of NWFL in an unfair situation by approving the appalling rate increases requested by FP&L. You have entire communities struggling to pay bills already in a horrible economy and a stupid virus, Now you have us deciding on heat vs. food, medication, a roof over our heads, etc. Correct me if I am wrong but FPSC, stands for Florida Public Service Commission, right? Well were the hell is the Public Service part. The public is being serviced alright, serviced with lies and deception by a monopoly that you, Desantis and the five soulless commissioners so graciously unleashed on NWFL! Your job, is to oversea the committee and make sure they do their jobs properly. I'm thinking you were asleep at your desk the day they approved this nonsense. It's pure greed by FP&L, profit over people right. We the people of NWFL are just getting started. We will get louder and louder until we are heard and Desantis, he is loosing more and more votes each day. And politicians/government wonder why the American people don't trust them.



## Antonia Hover

---

**From:** Judy Robbert <judyjrobbert@gmail.com>  
**Sent:** Monday, February 14, 2022 1:23 PM  
**To:** Ellen Plendl  
**Subject:** Re: Consumer Inquiry - Florida Power & Light Company

Thank you Ms. Plendl,

Thank you for sending my feedback. I also would like to add the following:

As per the PSC's website: "The Florida Public Service Commission is committed to making sure that Florida's consumers receive some of their most essential services — electric, natural gas, telephone, water, and wastewater — in a safe, reasonable, and reliable manner. In doing so, the PSC exercises regulatory authority over utilities in one or more of three key areas: rate base/economic regulation; competitive market oversight; and monitoring of safety, reliability, and service."

FPL raised the rates for one of the poorest Counties, Escambia, with no competitive market, and according to THE GUARDIAN: "Internal emails obtained from the Florida Senate show that an FPL lobbyist, John Holley, sent the text of the bill to state senator Jennifer Bradley's staff on 18 October. FPL's parent company contributed \$10,000 to Bradley's political committee on 20 October. A month later, Bradley filed a bill that was almost identical to the one FPL gave her. Another lawmaker introduced the same measure in the House."

It is my Opinion this is a perfect case for a lawsuit being filed against FPL for Anti-Trust Violations: "The most common antitrust violations fall into two categories: (I) Agreements to restrain competition, and (II) efforts to acquire a monopoly. In the case of a merger, a combination that would likely substantially reduce competition in a market would also violate antitrust laws."

What a co-incidence, Gulf Power merged with FPL.

This walks, talks, and smells like another example of the Florida Senate and Legislature being run by land developers, and utility companies by and through back-door deals made without Sunshine, in violation of 119.

This is ironic as it is that this whole issue is based on who is allowed to use the the Sun as a source of clean energy...the People of Florida or a utility company propped up by the PSC as well as Florida elected officials who receive undue benefit to protect FPL over their own constituents.

Again, I am a victim of Public Corruption which I reported is the Governor's Office of Open Government, as well as other elected officials, and regulatory agencies with NO ACTION taken by any of the lot of them. I speak from prior experience.

Regards,

Judith Johns-Robbert

On Mon, Feb 14, 2022 at 7:15 AM Ellen Plendl <[EPlendl@psc.state.fl.us](mailto:EPlendl@psc.state.fl.us)> wrote:

Ms. Judith Johns-Robbert  
[judyjrobbert@gmail.com](mailto:judyjrobbert@gmail.com)

Dear Ms. Johns-Robbert:

Thank you for your reply. I appreciate you sharing your additional comments. I will include your feedback in 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)