

**Brian Schultz**

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**From:** Ellen Plendl  
**Sent:** Monday, February 21, 2022 4:29 PM  
**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 Electric bill; FW Electric bills in NWFL; FW Electricity prices are outrageous in Panhandle ; FW Electricity & more; Consumer Inquiry - Florida Power & Light Company; 2122-160 Referral from PSC OIG ; britney-lovelady-correspondence.pdf; britney-lovelady-response-letter.pdf

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

## Brian Schultz

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**From:** Ellen Plendl  
**Sent:** Monday, February 21, 2022 4:26 PM  
**To:** 'hortondiana92@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Diana Horton  
hortondiana92@gmail.com

RE: FPSC Inquiry 1390711C

Dear Ms. Horton:

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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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)

## Brian Schultz

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**From:** Ellen Plendl  
**Sent:** Monday, February 21, 2022 4:24 PM  
**To:** 'franklyfloriday@icloud.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Gene Hudson  
franklyfloriday@icloud.com

RE: FPSC Inquiry 1390709C

Dear Mr. Hudson:

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)

## Brian Schultz

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**From:** Ellen Plendl  
**Sent:** Monday, February 21, 2022 4:21 PM  
**To:** 'crystalmurphy1980@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Crystal Murphy  
crystalmurphy1980@gmail.com

RE: FPSC Inquiry 1390708C

Dear Ms. Murphy:

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)

## Brian Schultz

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**From:** Ellen Plendl  
**Sent:** Monday, February 21, 2022 4:19 PM  
**To:** 'wwigderson@me.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Wynne Wigderson  
wwigderson@me.com

RE: FPSC Inquiry 1390707C

Dear Ms. Wigderson:

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)

## Brian Schultz

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, February 21, 2022 4:08 PM  
**To:** Ellen Plendl  
**Subject:** FW: Electric bill.

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

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**From:** Diana Horton <hortondiana92@gmail.com>  
**Sent:** Wednesday, February 16, 2022 1:20 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Electric bill.

Governor DeSantis

Are you letting the new electric company make us make a choice between heating our homes and eating? People can't afford this new company raising our bills like this. You ok'd this company and people won't forget it. This was the worst decision to let this company rob the poor and middle class.

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.

## Brian Schultz

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, February 21, 2022 4:08 PM  
**To:** Ellen Plendl  
**Subject:** FW: Electric bills in NWFL

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:** Gene Hudson <franklyfloriday@icloud.com>  
**Sent:** Tuesday, February 15, 2022 5:53 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Electric bills in NWFL

Governor, Is there anything you can do to give relief. I pastor in the Pensacola FL area for 31 years. To see elderly suffer from electric bills increase dramatically when Gulf power sold to Florida Power. Our church electric doubled last month. And I am hearing hurting people with similar statements. And to be told by a rep that we are just now paying our fair share, that up north folks have paid high bills for years ??? And what does that have to do with it.. BUT what options do we have???

from, Rev Gene Hudson Cell

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## Brian Schultz

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, February 21, 2022 4:07 PM  
**To:** Ellen Plendl  
**Subject:** FW: Electricity prices are outrageous in Panhandle

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:** Crystal Murphy <crystalmurphy1980@gmail.com>  
**Sent:** Monday, January 17, 2022 5:12 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Cc:** Crystal Murphy <crystalmurphy1980@gmail.com>  
**Subject:** Electricity prices are outrageous in Panhandle

I live in Chipley Fl. We recently changed power companies from Gulf Power to Florida Power and Light. My neighbors are all reporting \$75-150 price increases. Mine was up about 50. This is not ok. We have no other options on where to get our power. Florida has a big problem. I don't know if it is due to a monopoly. But I came from NY. And the electric is WAY less expensive. Please help us. We cannot afford to pay these prices. And I want to stay in Florida.

Sent from my iPhone

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## Brian Schultz

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, February 21, 2022 4:06 PM  
**To:** Ellen Plendl  
**Subject:** FW: Electricity & more

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:** Wynne Wigderson <wwigderson@me.com>  
**Sent:** Monday, January 17, 2022 11:51 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Cc:** Wynne Wigderson <wwigderson@me.com>  
**Subject:** Electricity & more

Sir;

I am an older handicapped social security woman who lives alone in Pensacola;FL in the same residence I've lived for 33 years. I have been trying to make ends meet & since Gulf Power sold & we were told our electricity bill would rise 15% I was shocked when I received my bill for \$102.32 while last month it was \$80. The year before was \$59.43 but they're saying it was \$114. I kept my bill so I know it's off. I also got my home insurance (they told me it would go up \$500. ) in 2020 \$1701.(which it did)then when I received my bill this 2022 January it was \$2107.! Up again!! called FI Farm Bureau & was told they're losing money but I didn't have any claims for hurricane's just a tornado in April over a year ago which was my 3 rd claim in 33 years! I don't know how I am going to make it.. this insurance company adds \$40. every year to become a member.. the offsets should have helped them. Isn't it their business to cover people & now there's \$5000.(deductible) taken off for hurricane season we must meet first! This is outrageous & for a handicap person on limited income it's horrific! My Cox cable went up \$40.some dollars a month which was my increase for my social security! How on earth are we seniors able to make ends meet? We've got N. Pelosi moving here after she destroyed her state with taxes & she's made at least 6Billion on her questionable tactics-with the selling of Post Office land that we the people bought & her hubby bought for pennies & sold for 3B.. & the insider trading.. she shouldn't be allowed cheaper taxes in FL for at least 5 years-she should have to pay 85% bc of her holdings especially here in FL which she's only taking advantage of the taxes we have here-it's not acceptable in our opinion & shouldn't be allowed! I know you're busy & with your beautiful wife having health issues (I pray for her & your family)but I voted & stand behind you being the best Governor FL had ever seen! You help the people & many of us are suffering.. we can't afford the food bc of the Biden regime & they'll not taking responsibility for this! They need a forensic audit investigation to see where our money is going! Thank you for your time.us🙏

Sincerely;

Ms.Wynne Wigderson  
(850)516-5664

Sent from my iPhone

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## Brian Schultz

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**From:** Shonna McCray  
**Sent:** Monday, February 21, 2022 3:01 PM  
**To:** 'Rjones1480@comcast.net'  
**Cc:** Ellen Plendl  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Susie Jones  
Rjones1480@comcast.net

RE: FPSC Inquiry 1390205C

Dear Ms. Jones

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.

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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



## Brian Schultz

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**From:** Office of the Inspector General  
**Sent:** Monday, February 21, 2022 9:04 AM  
**To:** Ellen Plendl  
**Cc:** Office of the Inspector General  
**Subject:** 2122-160 Referral from PSC OIG  
**Attachments:** Inspector General Contact Form.pdf

Good Morning Ellen,

Our office received the attached email from Ms. Jones, regarding the Florida Power and Light Company rate increase. Could you please respond to Ms. Jones, 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.*

## Diane Hood

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, January 28, 2022 4:06 PM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 185736

### CUSTOMER INFORMATION

Name: Britney Lovelady  
Telephone: (850) 861-6100  
Email: tinkerbrit89@gmail.com  
Address: 2063 Silverado Ct Pensacola FL 32506

### BUSINESS INFORMATION

Business Account Name: Britney Lovelady  
Account Number:  
Address: 2063 Silverado Ct Pensacola FL 32506

### COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company  
Details:  
Good afternoon,

I wanted to reach out to discuss FPL and the price gouging. I would like to know what you believe the citizens of the Panhandle can do? The rates are outrageous, go against what was initially told to us, and will put many below the poverty line (myself included).

A little about me and my family. My husband is disabled due to two back surgeries. He is currently fighting Social Security Disability. As a result of this, I am the sole income earner for our household of four. My husband and I have twin 11 year old daughters (who eat like high school football players). The cost of inflation has already been felt on our bank, then the cost of health insurance (which I have to pay on my own) went up an additional \$200, only to be topped with getting outrageous electric bills.

I feel as though FPL or something has also messed with the meter readings. That is the only explanation I can come up with as to why I'm using the same amount of kWh now (while using gas heat) as I was when running the a/c (electric).

Something needs to be done, and I can't just sit idly by waiting for someone to do something.

If you would like to discuss further, let me know and I can provide my phone number. I appreciate your time and concern.

Britney Lovelady

STATE OF FLORIDA

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



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

# Public Service Commission

February 22, 2022

Mrs. Britney Lovelady  
2063 Silverado Court  
Pensacola, FL 32506

RE: FPSC Inquiry 1388825E

Dear Mrs. Lovelady:

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

You expressed a concern with high electric bills. Rule 25-6.052, Florida Administrative Code (F.A.C.), requires electric meters to register a weighted average accuracy rating of between 98 percent and 102 percent. If a meter is found to register more than the maximum allowed, the utility is required to credit the customer's bill. We have learned from FPL that on February 7, 2022, the company tested meter number 7013499 at your residence. The meter test indicated a weighted average of 99.87 percent, which was within the limits set by the F.A.C.

FPL established an account in your name on October 1, 2021. As a result, 12 months of comparative consumption data is not available. A review of your consumption shows an increase from October forward as follows:

Month	2021 Kilowatt Hours	2022 Kilowatt Hours
January		2,794
February		
March		
April		
May		
June		
July		
August		
September		
October	1,608	
November	2,510	
December	2,569	

Neither the FPSC nor FPL can tell you exactly how the energy was used, only that it registered on an accurately working meter. In order to adjust a bill, there needs to be conclusive proof that the meter

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](mailto:contact@psc.state.fl.us)

Mrs. Britney Lovelady

Page 2

February 22, 2022

malfunctioned or that the company applied improper rates. I have enclosed a brochure, "*Conserve Your World*," which offers some recommendations on ways to minimize your electric consumption.

You may contact Ms. Monica Simpson, FPL Customer Advocacy Specialist, at 850-444-6254, to request and schedule a future energy audit, which will provide you with an analysis of your energy use and appliances, and recommendations to minimize your usage. Home energy audits are available to FPL customers at no charge, once every twelve months.

You also expressed concern between the billed amount and the daily usage you view on FPL's website. According to FPL, the information shared in its energy dashboard and mobile application are tools which allow a customer to monitor their usage throughout the month and make adjustments to their consumption habits. Additionally, the energy dashboard and mobile application are for reference only. The actual monthly meter reading is data point used to calculate and render a customer's monthly bill.

Finally, you 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.

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

Mrs. Britney Lovelady

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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 FPSC. 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