

**Lisa Smith**

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**From:** Ellen Plendl  
**Sent:** Tuesday, February 22, 2022 1:45 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; Consumer Inquiry - Florida Power & Light Company; 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 FPL meter reading ; FW FP&L Monopoly; FW FPL; FW FPL rate hikes; FW FPL concerns ; FW FPL Rates and Billing; FW FPLGULF POWER; FW FPL increases; FW FP&L Rate increase; FW FPL; FW FPL; Re Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW F.P.&L; cynthia-hare-correspondence-response.pdf

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

**Lisa Smith**

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, February 22, 2022 12:14 PM  
**To:** Ellen Plendl  
**Subject:** FW: FPL meter reading

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:** Beth Davis <beth.davis6@icloud.com>  
**Sent:** Friday, February 18, 2022 9:27 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL meter reading

I'm from Texas trying to help my military family in Florida figure out FPL and double prices. It seems to me it's a meter issue. Please address this concern. It's not just inflation.

Beth Davis

Sent from my iPhone

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.

## **Lisa Smith**

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**From:** Ellen Plendl  
**Sent:** Tuesday, February 22, 2022 1:34 PM  
**To:** 'beth.davis6@icloud.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Beth Davis  
beth.davis6@icloud.com

RE: FPSC Inquiry 1390808C

Dear Ms. Davis:

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.

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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.

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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)

**Lisa Smith**

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, February 22, 2022 12:14 PM  
**To:** Ellen Plendl  
**Subject:** FW: FPL

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Thank you.

Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

**From:** Mike Benesch <mikebenesch77@gmail.com>  
**Sent:** Friday, February 18, 2022 4:28 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL

Hon gov DeSantis.....FPL in N.W. Florida is driving Senior Citizens to choose food or Medicine or keeping the lights on. You have sacrificed US to please tRUMP on covid-19 virus pandemic that keeps killing US 2 years in, you bowed to business profits over simple mask wearing and vaccinations now we keep dying joined by our grandchildren in Florida Schools today...WHY?.....I'll work in 22 to defeat you wearing a mask just like hospitals require. I always knew the gop only cares for the 2%ers that own the gop but now it seems you, your party just don't care if we live or die.....Mike Benesch Gulf Breeze Florida.....I vote early by mail.....do you intend to stop US from doing that too?  
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**Lisa Smith**

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**From:** Ellen Plendl  
**Sent:** Tuesday, February 22, 2022 1:26 PM  
**To:** 'mikebenesch77@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Mike Benesch  
mikebenesch77@gmail.com

RE: FPSC 1390800C

Dear Mr. Benesch:

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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Regulatory Consultant  
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Office of Consumer Assistance & Outreach  
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1-800-511-0809 (fax)

**Lisa Smith**

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, February 22, 2022 12:12 PM  
**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:** anthony gargano <frankgfrank69@gmail.com>  
**Sent:** Friday, February 18, 2022 6:16 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL rate hikes

Dear Gov the public service commission is corrupt not looking out for the public electricity rates have gone through the roof people having 509.00 electric bills etc it's bad enough that we have Joe jacking us on fuel and everything else we need our governor to act this effects rich middle class poor here in Florida Florida power and light needs to resend the rate plan now the psc has consistently raised rates over the years and now they have gone to far people are ticked and distressed and we don't need a government subsidy plan we need FPL to fess up and resend and we need you to stand up against these greedy power mongers power and water should be affordable in Florida and if you ignore this this will effect your re election I would guarantee it it some 🤖 demon crat would love to use this one against you and it will work the working class and Florida citizens are struggling bad so it's your call hope you get this resolved quick FPL isn't nor will

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**Lisa Smith**

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**From:** Ellen Plendl  
**Sent:** Tuesday, February 22, 2022 1:16 PM  
**To:** 'frankfrankg69@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Anthony Gargano  
frankfrankg69@gmail.com

RE: FPSC 1390798C

Dear Mr. Gargano:

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  
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1-800-511-0809 (fax)

## **Lisa Smith**

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, February 22, 2022 11:52 AM  
**To:** Ellen Plendl  
**Subject:** FW: FPL concerns

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:** Stephen Wilson <stehenwil@aol.com>  
**Sent:** Saturday, February 19, 2022 7:59 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL concerns

Let me start by saying I am a strong supporter. The way you handled the pandemic was great. You have definitely made Florida a free state, and I applaud you for it.

My concern is that your silence on this FPL issue is causing some of your supporters to turn their back's on you. I live in North West Florida and I don't like the buzz I'm hearing. I myself would never stop supporting you over a single issue. I feel that you have been a Godsend for our state. But you have a large base here in this part of the state, and I would hate to see Nikki Fried, or Charlie Crist use this issue against you, because this is affecting a lot of people in this area.

On a separate note, I am praying for your wife recovery.

God Bless  
Respectfully,  
Stephen Wilson

Sent from my iPhone

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## **Lisa Smith**

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**From:** Ellen Plendl  
**Sent:** Tuesday, February 22, 2022 1:09 PM  
**To:** 'stehenwil@aol.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Stephen Wilson  
stehenwil@aol.com

RE: FPSC 1390795C

Dear Mr. Wilson:

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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Ellen Plendl  
Regulatory Consultant  
Florida Public Service Commission  
Office of Consumer Assistance & Outreach  
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**Lisa Smith**

---

**From:** Ellen Plendl  
**Sent:** Tuesday, February 22, 2022 1:06 PM  
**To:** 'dustypwr@att.net'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. David Marshall  
dustypwr@att.net

RE: FPSC Inquiry 1390792C

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,

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

**Lisa Smith**

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, February 22, 2022 11:51 AM  
**To:** Ellen Plendl  
**Subject:** FW: FPL Rates and Billing

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:** David Marshall <dustypwr@att.net>  
**Sent:** Saturday, February 19, 2022 6:01 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL Rates and Billing

Governor DeSantis,

As a retired Air Force Veteran, I certainly hope you get this email. My wife and I are retired up in the Lynn Haven Florida area. I just recently received my FPL bill for Feb and was shocked , \$238. I went down through the bill and noticed I am paying \$36 taxes on this bill. Governor, with the most current rate increase, why is there any tax on my bill. There is a regulatory fee, Franchise fee, Utility tax, so why is this allowed. I know I have probably been paying this tax for awhile but never really noticed it until today. I recently looked into Solar but the cost for the system is way out of line (35 to 40 thousand) for a mid seventy year old. I would like to have it but it's not going to happen at the current prices. FPL's recent rate increase should be all they need to operate. If a company does their budget and don't allow for a profit, I would get a new CEO. All Floridians are hurting right now and this rate increase along with these outrageous taxes is another example of Big Tech screwing the people, this \$36 is almost a 16% tax. Governor, you need to look into this, this is way out of line. I would appreciate it Governor if you would give me a response to this email.

David Marshall  
USAF Retired

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**Lisa Smith**

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, February 22, 2022 11:50 AM  
**To:** Ellen Plendl  
**Subject:** FW: FPL/GULF POWER

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:** Tracy Howard <tracyleehoward@gmail.com>  
**Sent:** Saturday, February 19, 2022 8:11 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL/GULF POWER

As you know you passed a bill allowing for FPL to charge more for people that didn't pay their bills during Covid 19 but here is the problem, our bills have **doubled** and instead of tacking it on as a extra charge the disguised the money into the fuel rate.

Our KW's stayed very close to the same yet we are getting charged twice as much since GULF POWER just did a name change.

This was designed to look like it was for paying for extra fuel costs when in fact it was for paying the over 13 million accrued from people that didn't pay from Covid 19 Pandemic, why is it that those that never stopped working is liable for those that didn't work I am pretty sure there is a slave law against said action.

(Now remember Florida Public Service Commission gave them that 13.2 million dollars to cover the cost of those that couldn't pay but now FPL are charging the people that paid their bills every month to cover the cost ???)

We the people of Florida want accountability for price gouging which this is and we all know it is actually worst it is making slaves out of those that want to work.

Correct me if I am wrong but since when do paying citizens have to pay for those that dont  
?

I would like to know when you will be talking to your AG about starting a probe and launching a audit into FPL and its real name NextEra Energy.

And for the big question can your AG also do some research into FPL about raising rates on their electric bills to FORCE people to go solar since NextEra Energy is building a solar farm.....

Also I would like a copy of said BILL that was passed with the signature Desantis authorizing this.

Also is this company subject to a class action lawsuit ?

Thanks,  
Tracy Howard

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## **Lisa Smith**

---

**From:** Ellen Plendl  
**Sent:** Tuesday, February 22, 2022 1:01 PM  
**To:** 'tracyleehoward@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Tracy Howard  
tracyleehoward@gmail.com

RE: FPSC Inquiry 1390791C

Dear Ms. Howard:

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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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.

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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)

**Lisa Smith**

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, February 22, 2022 11:50 AM  
**To:** Ellen Plendl  
**Subject:** FW: FPL 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:** NIKAROONI68 <ncarson40@gmail.com>  
**Sent:** Sunday, February 20, 2022 1:35 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL increases

Hello there Governor.

I moved my family here to the Panhandle 6 years ago from CA. and haven't looked back. Everything we encountered upon arriving made us wish we had made the move sooner. We are NOT Californians even though 3/4 of my family are born there. We are Floridians through and through.

We see all the insane things happening due to Bidens bumbling and it was usually from afar as we normally were not affected directly here in Pace. Now, however, Gas prices remind me of CA. as does food at Publix(my employer) and everything else. Sadly we now have FPL sticking the screws to us locally and they all but say, thats too bad, just pay the damn bill.

I have never reached out to local or State leaders for anything(especially in CA.,) but you have stood up for your people for things in the past, so now is as good a time as any for me to ask you to stand up to this gouging. It angers me more than it hurts me financially but it is the point of the matter. They are sticking it to us little folk and laughing at us knowing that we have no recourse.

This is more an emergency for the elderly and low income but the 30%+ increase in monthly fees is borderline criminal.

Thanks for your time  
Edward carson  
850-463-5391

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## **Lisa Smith**

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**From:** Ellen Plendl  
**Sent:** Tuesday, February 22, 2022 12:57 PM  
**To:** 'ncarson40@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Edward Carson  
ncarson40@gmail.com

RE: FPSC Inquiry 1390790C

Dear Mr. Carson:

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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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)

## **Lisa Smith**

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, February 22, 2022 11:50 AM  
**To:** Ellen Plendl  
**Subject:** FW: FP&L Rate increase

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:** Bob Strock <bobstrock@yahoo.com>  
**Sent:** Sunday, February 20, 2022 7:59 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FP&L Rate increase

Dear Governor DeSantis;

I have been a resident of Fort Walton Beach since 1996. It is an amazing place to live and I feel blessed to be here. I spent much of my professional career in the telephone industry where I helped negotiate telecom rates and services with the Florida Public Service Commission. I understand the effort it takes to acquire a rate hike and believe that something went horribly wrong with the recent merger and subsequent rate hikes between Gulf Power and Florida Power and Light.

These days, my wife and I are on a fixed income, living on social security and a small retirement fund from my wife's years as a school teacher (following my telecom career I was a minister with no retirement). Our house is paid off and we still live 'paycheck to paycheck.' The recent rate hike in our power bill may cause us to have to sell our home and move elsewhere in the state which is not something we should have to do. Florida Power and Light have turned a blind eye to the problem and tell people they can set up a schedule to pay or get help from independent services that may be able to help. Scheduling one months payment does not help with subsequent months and the bills of senior citizens and low income people in this area will continue to compound.

I believe this rate hike reflects a huge failure on behalf of the FL PSC to represent the citizens of the panhandle of Florida. I respectfully request that your staff investigate this and find a solution that is mutually acceptable to both the residents and the power company. After all, Gulf Power was making a good profit with the old rates so it makes no sense that a new company needs these excessive rates to operate.

thank you for considering my request.

Bob Strock  
648 Country Club Av



Fort Walton Beach, FL 32547

850-543-1770

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.

## **Lisa Smith**

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**From:** Ellen Plendl  
**Sent:** Tuesday, February 22, 2022 12:55 PM  
**To:** 'bobstrock@yahoo.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Bob Strock  
bobstrock@yahoo.com

RE: FPSC Inquiry 1390789C

Dear Mr. Strock:

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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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)

**Lisa Smith**

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, February 22, 2022 11:47 AM  
**To:** Ellen Plendl  
**Subject:** FW: FPL

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:** Elizabeth Harkins <elizabethharkins1111@gmail.com>  
**Sent:** Monday, February 21, 2022 4:33 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL

Due to our electric bills, I'm going to email Trump and give him some ammo.

Good luck. Lol

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## Lisa Smith

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, February 22, 2022 11:48 AM  
**To:** Ellen Plendl  
**Subject:** FW: FPL

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Thank you.

Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

**From:** Elizabeth Harkins <elizabethharkins1111@gmail.com>  
**Sent:** Monday, February 21, 2022 4:32 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL

This is going to be a disaster for your reelection in NWFL. People are cold and can't use their heat. My sister's small business just had to close. Something isn't right with our meters.

This is your job to do! I voted for you. Most of us did! People up here are starting to lean Democratic at this point! Imagine that!

We were told to expect a \$15 increase when FPL rates kicked in but we're seeing double and triple our bills. Never have I used 1576 kwh in a billing cycle. Not once. They're ripping us off and you're letting it happen.

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**Lisa Smith**

---

**From:** Ellen Plendl  
**Sent:** Tuesday, February 22, 2022 12:45 PM  
**To:** 'elizabethharkins1111@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Elizabeth Harkins  
elizabethharkins1111@gmail.com

RE: FPSC Inquiry 1390785C

Dear Ms. Harkins:

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)

**Lisa Smith**

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, February 22, 2022 8:29 AM  
**To:** Ellen Plendl  
**Subject:** FW: F.P.&L

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:** Cindy Yox <ca\_yox@yahoo.com>  
**Sent:** Friday, February 18, 2022 6:58 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** F.P.&L

Please, please, please do something about the triple increase of power bills in Milton, Florida!  
My family can not afford to pay \$1,500.00 per month! When trying to contact them they will not answer phone calls or return them. So many people will be unable to pay such huge price increases!

Thank you,  
Cindy Yox

Sent from my iPad

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## Lisa Smith

---

**From:** Ellen Plendl  
**Sent:** Tuesday, February 22, 2022 8:34 AM  
**To:** 'ca\_yox@yahoo.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Cindy Yox  
ca\_yox@yahoo.com

RE: FSPC Inquiry 1390716C

Dear Ms. Yox:

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)

## Lisa Smith

---

**From:** Cindy Yox <ca\_yox@yahoo.com>  
**Sent:** Tuesday, February 22, 2022 9:29 AM  
**To:** Ellen Plendl  
**Subject:** Re: Consumer Inquiry - Florida Power & Light Company

Thank you for the information, I'll pass it on to my family.

Cindy Yox

Sent from my iPhone

> On Feb 22, 2022, at 8:33 AM, Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

>

> Ms. Cindy Yox

> ca\_yox@yahoo.com

>

> RE: FSPC Inquiry 1390716C

>

> Dear Ms. Yox:

>

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

January 27, 2022

FPL Corporate Office Headquarters  
700 Universe Blvd  
Juno Beach, FL 33408

Dear FPL Board Members and Officers,

While it is possible that this letter may not make it past some secretary's desk, I felt compelled to write it nonetheless and let you know that FPL's new rate increase has swallowed up my meager \$75 monthly Social Security increase. Were you thinking this would be the perfect time to raise your rates since senior citizens were getting a long-awaited, half-decent increase in their SS benefits?

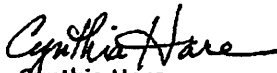
Our latest power bill increased in cost by 73% (\$213) from last month, and it cannot all be attributed to colder weather. Our KWh usage increased by only 38% (745) and only accounts for about half the cost increase—the balance is due to your rate increase.

Since FPL has absorbed my income increase (and more), my dilemma, and the dilemma of many other senior citizens and struggling families, is what do we now use to help offset all the other cost increases we're experiencing with food, gas, health insurance premiums, etc.? What basic necessities do we cut back on or do without in order to heat or cool our homes? FPL's rate increase has created even more hardship on people who were already struggling to provide for just their families' basic needs. Haven't things been hard enough for everyone the last two years with the pandemic, loss of loved ones, sickness, loss of income, etc.? You're only adding to the nightmare by increasing your rates.

Please don't tell me to practice energy saving because my family already does that, and I would wager that none of you are as uncomfortable in your homes because you've had to cut your thermostats too low, take shorter showers to conserve hot water, or sit in a dimly-lit home after dark. And please don't tell me that your rate increase is an "investment" into something better for customers in the future. Whether you realize it or not, those of us who are struggling are not worried so much about the future right now....**we're trying to survive the present!**

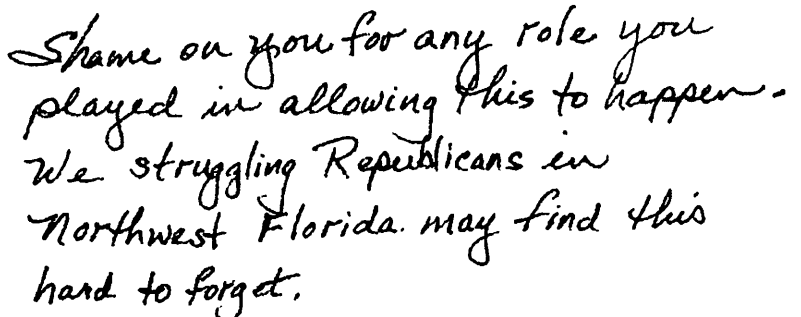
FPL should not boast that it cares about its customers when that "caring" is not reflected in its customers' power bills. We would appreciate it if you would cut back on lining greedy pockets and have some compassion on those of us who are barely getting by.

Sincerely,



Cynthia Hare  
FPL Northwest FL Customer

Copied: Florida Governor Ron DeSantis  
Florida Public Service Commission



Shame on you for any role you played in allowing this to happen. We struggling Republicans in Northwest Florida may find this hard to forget.

COMMISSIONERS:  
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STATE OF FLORIDA



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

## Public Service Commission

February 22, 2022

Ms. Cynthia Hare  
2353 Highway 177A  
Bonifay, FL 32425

RE: FPSC Inquiry 1390721C

Dear Ms. Williams:

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

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.

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

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

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

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

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

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

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the 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

**Lisa Smith**

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, February 22, 2022 12:14 PM  
**To:** Ellen Plendl  
**Subject:** FW: FP&L Monopoly

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:** Walker Tejas Ranger <fpandbill@gmail.com>  
**Sent:** Friday, February 18, 2022 11:09 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FP&L Monopoly

Hello Governor, DeSantis,

I'm sending this email on behalf of the over 8,000 members of the [FP&L Price Gouging - Northwest Florida](#) Facebook group. A group that was established just 3 weeks ago! And, a group that started [this petition](#) has collected over 16,00 signatures in the same time.

So many of us in Northwest Florida are hurting due to Florida Power and Light's arrival in our communities. We are reaching out to you saying enough is enough with this hostile takeover. We were led to believe our bills would increase \$10- \$15. As bills are rolling in, they are \$100, \$200, and \$300 higher than expected. Bills are doubling and tripling! We have many residents that are on fixed incomes such as retired military, our elderly and infirm on Social Security, single-parent households, and so many hard-working families who struggle from month-to-month and cannot afford these increases. An increase of this proportion should never have been approved while families are still grappling with the Covid pandemic and inflation! This is unacceptable and needs attention now!

We must find a solution to resolve what has been allowed to transpire and ease the burden being placed on the residents of Northwest Florida now. We want answers and need a solution as soon as possible.

Currently, Pensacola City Council is discussing a feasibility study to better negotiate and audit the franchise agreement with Florida Power & Light. We encourage you to do the same due diligence



for your residents. Many residents have seen a drastic discrepancy in kilowatt hours. The majority of residents' kilowatt hours run around the same baseline year-after-year. That was, until FP&L arrived. Now, resident's kilowatts are skyrocketing! This is not a coincidence. After receiving extremely high bills many residents have resorted to daily monitoring their own meter. This has resulted in multiple people discovering that the meter on their house does not match FP&L's records.

Undoubtedly, the residents of Northwest Florida are being charged the most extreme rates in the entire state. We are being hammered with fees on top of the rate increase. Every bill is showing a base rate of \$8.99. Some cities in Northwest Florida are even being charged a 6% franchise fee for a company we do not even want. We are still being charged for hurricanes Sally and Michael. FP&L was not responsible for providing service to our area when these events occurred. Why are we paying for them? Why are we paying an energy conservation recovery charge for programs to reduce electric demand? That should not be our responsibility. Nor should it be our responsibility to pay an environmental recovery cost. What is a capacity payment recovery cost and why are we paying it? To add insult to injury some residents are being charged a late fee when the bill isn't due for another two weeks. Many residents have also been hit with outrageous late fees. Some residents are accustomed to having a previous balance roll over. This helps with the financial strain far too many families are being faced with. This heartless company has also done away with that accommodation and does not care who is impacted. Northwest Florida residents deserve transparency. We deserve to know exactly what we are paying for. We deserve elected officials who will fight for us.

Sadly, when we call FP&L, many are being put on hold for hours and hours only to reach no one, or be told no to any payment option requests. One resident was left on hold 20 hours just to be forced to hang up. The families that this company is crushing cannot even reach anyone to discuss their bill. That is horrible customer service and a terrible business model. This could be why their google rating is a 1.6/5. In comparison, Pensacola Energy, a municipal owned and operated utility by the City, has a 4.2/5 rating. When people are actually able to reach someone they are being told, "pay it anyway," even in times where there is clearly a problem. There is no negotiating with this company. People being affected by this are resorting to extreme measures such as flipping breakers off, not running heat when it is cold, unplugging items, locking their entire family in one room to share a space heater, and turning off their water heaters. Still the bills are high! We did not have to live like this with Gulf Power and we should not have to live like this with FP&L either. This company is stealing your constituents' livelihood. Far too many are having to choose between putting food on the table, buying medicine, and paying their electric bill. Too many are crying out for help.

It is very unfortunate that FP&L has front loaded the absolute maximum rate onto the backs of Northwest Florida residents. All to fund their pet project of creating the largest solar farm in the United States. Which their parent company NextEra happens to be producing.

We recognize these issues with FP&L are impacting all the residents of Northwest Florida. Please do your due diligence to represent us.

Sincerely,

FP&L Price Gouging - Northwest Florida

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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.