

**Lisa Smith**

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**From:** Ellen Plendl  
**Sent:** Thursday, February 24, 2022 9:14 AM  
**To:** Consumer Correspondence  
**Subject:** Docket No. 20210015  
**Attachments:** kirby-anderson-correspondence-response.pdf; richard-hicks-correspondence-response.pdf; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW FP&L; FW Power bills; FW FL. Power merger with Gulf power rate increases; Consumer Inquiry - Florida Power & Light Company; deplorable FPL corporate culture and attitude towards the rate-paying public in the State of Florida; Re Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW FPL; Re Consumer Inquiry - Florida Power & Light Company

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

## Ellen Plendl

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Wednesday, February 02, 2022 10:25 AM  
**To:** Ellen Plendl  
**Subject:** FW: Florida Power and Light

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:** KIRBY ANDERSON <kirby.anderson56@gmail.com>  
**Sent:** Saturday, January 29, 2022 5:28 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Florida Power and Light

Sir, please review the horror stories from folks like me who saw their power bills increased 187% over the same time frame last year. The Public Service Commission was sold a bill of goods by FPL and told everyone their bills would go up \$15 a month. This lie was fed to every news outlet, and signed off by the Florida Office of Public Counsel, the very folks we thought would act in the best interests of the people of this state. Bidens inflation and the malfeasance of the Public Service Commission are making YOUR constituents freeze this winter. We will vote him out ASAP. Tell me Governor, what will be your fate? Don't take my word for it, read what your voters are saying publicly!  
<https://www.facebook.com/groups/fplpricegougingnorthwestflorida>

Any reply sent to me will be publicly shared!

Respectfully  
Kirby Anderson  
4789 Shoal Lake Circle  
Crestview. FL 32539  
850 902 0339  
[Kirby.anderson56@gmail.com](mailto:Kirby.anderson56@gmail.com)

Sent from Mail for Windows

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

1388670

**Diane Hood**

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, February 01, 2022 5:14 PM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 185860

**CUSTOMER INFORMATION**

Name: Kirby Anderson  
Telephone: (850) 902-0339  
Email: kirby.anderson56@gmail.com  
Address: 4789 Shoal Lake Cir Crestview FL 32539

**BUSINESS INFORMATION**

Business Account Name: Kirby Anderson  
Account Number:  
Address: 4789 Shoal Lake Cir Crestview FL 32539

**COMPLAINT INFORMATION**

Complaint: Improper Billing against Florida Power & Light Company  
Details:

I request an immediate review by the Office of the inspector General concerning flagrant and egregious overbilling by FPL. My bills for the last two years show a predictable pattern of use.  
My first FPL bill is 46.155% higher than my highest ever charged over the last 2 years.

2/17/2022	\$442.03
1/19/2022	\$141.57
12/20/2021	\$148.65
11/18/2021	\$120.13
10/20/2021	\$127.51
9/20/2021	\$188.01
8/19/2021	\$158.40
7/19/2021	\$177.62
6/17/2021	\$140.07
5/19/2021	\$116.28
4/20/2021	\$145.28
3/19/2021	\$165.60
2/18/2021	\$165.60
1/20/2021	\$204.41
12/21/2020	\$126.61
11/18/2020	\$118.28
10/20/2020	\$164.98
9/17/2020	\$159.82
8/19/2020	\$170.26
7/20/2020	\$156.19
6/19/2020	\$80.32
5/19/2020	\$107.30
4/20/2020	\$130.76
3/19/2020	\$137.23
2/19/2020	\$163.74

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 24, 2022

Mr. Kirby Anderson  
4789 Shoal Lake Circle  
Crestview, FL 32539

RE: FPSC Inquiry 1388670E

Dear Mr. Anderson:

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 a high electric bill. 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 the company that on February 3, 2022, a FPL meter electrician tested meter number 5199726 at your residence. The meter test indicated a weighted average of 99.85 percent. Although FPL's meter test order indicated utility staff notify you prior to the meter electrician's arrival so that you could observe the meter test, the company missed the requested notification.

On February 22, 2022, a FPL meter electrician conducted a second meter test. It is my understanding you were present for the meter test. Meter number 5199726 indicated a weighted average of 99.97 percent. Both meter tests registered within the limits set by the F.A.C.

A comparative review of your usage between October and December shows an increase comparing month to same month in 2021 compared to 2020, as well as January 2021 to January 2022. In solely reviewing 2021 and 2022, your consumption increased each month over the previous month from October forward as follows:

Month	2020 Kilowatt-Hours	2021 Kilowatt Hours	2022 Kilowatt Hours
January		1,212	2,716
February	979	1,212	
March	909	1,034	
April	731	809	
May	932	1,007	
June	1,125	1,303	
July	1,247	1,154	
August	1,166	1,384	
September	1,187	897	
October	822	841	
November	880	1,062	
December	1,519	1,014	

Mr. Kirby Anderson  
Page 2  
February 24, 2022

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 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.

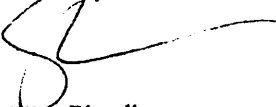
You also requested the company provide you with a VFLEX file and sensus analytics. According to FPL, the company does not produce a VFLEX file, or the sensus analytics you referenced in your E-mails to the FPSC. FPL reports that the meter readings in the company's sensus software does not contain a multiplier. The multiplier is located and applied within FPL's billing system. I have enclosed a composite of your meter reading, consumption, and billing history from February 27, 2020 to January 27, 2022. You also requested paper bills. I am also enclosing copies of your monthly bills for the same date range.

You may contact Ms. Darriva Evans, FPL Corporate Resolution Specialist, toll-free at 1-844-239-0978, extension 16, to 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.

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 call me by March 11, 2022; otherwise, we will consider the matter resolved. You may reach me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,



Ellen Plendl  
Regulatory Consultant  
Office of Consumer Assistance & Outreach

Enclosures

**Ellen Plendl**

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, February 01, 2022 11:15 AM  
**To:** Ellen Plendl  
**Subject:** FW: Power 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  
Please find attached email received and responded to 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:** kirby.anderson@cox.net <kirby.anderson@cox.net>  
**Sent:** Tuesday, February 1, 2022 12:10 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Cc:** tcole@wmbb.com; news@sbgvtv.com  
**Subject:** Power Bill

Sir

The Public Service Commissioners you appointed approved an increase in power bills averaging of 37%  
My power bill went from \$141 to \$442 overnight.

As I type this I am sitting without heat with a laptop and TV on.

That's all.

If this was your intent then SHAME ON YOU!

If not I request the Inspector General of the Public Service Commission to do a study and report the facts through the press.

As a 65 year old pensioner, I can not afford these usurious rates.

Please help us! We beg you!

Kirby Anderson  
4789 Shoal Lake Circle  
Crestview FL 32539  
8509020339

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.

**Ellen Plendl**

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, February 01, 2022 11:16 AM  
**To:** Ellen Plendl  
**Subject:** FW: First Amendment

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:** kirby.anderson@cox.net <kirby.anderson@cox.net>  
**Sent:** Tuesday, February 1, 2022 12:41 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com; chairman@okaloosagop.com  
**Subject:** First Amendment

**Sir,**

**Based on my First Amendment Rights to petition my government for relief:**

**I request a formal investigation of FPL and the Florida Public Service Commission for unconscionable rate increase's proving harmful to the public.**

**As FPL holds a government sponsored monopoly, as head of said Government, You Sir are responsible for the conduct of the Public Service Commission.**

**November 8, 2022 is in 281 days Sir.**



**Respectfully Submitted**  
**Kirby Anderson**  
**4789 Shoal lake Circle**  
**Crestview, FL 32539**  
**8509020339**

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:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Thursday, February 24, 2022 8:46 AM  
**To:** Ellen Plendl  
**Subject:** FW: Power bills

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:** carolann10218@gmail.com <carolann10218@gmail.com>  
**Sent:** Wednesday, February 23, 2022 12:01 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Power bills

Dear Sir,

This is ridiculous. My power bill has doubled! It was \$753. It has Never been this high in 40 years. I cannot believe they were able to charge such amounts with government approval.

Something has to be done about this. I am a single parent and this is crazy they can charge these amounts. I turned my heater off and we will just freeze as I told FPL Northwest Florida.

A small amount of increase is fine for most people. Double is not. What are you going to do about this problem our government made? Apparently they couldn't add these double amounts. It is double not a small increase. Last year my bill was \$414 for the same time of year. I have not changed anything in my household.

Sincerely,

Carol Kneece  
5317 Gulf Drive  
Panama City, Florida 32408  
850-899-7511

Sent from my iPhone

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## Lisa Smith

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**From:** Ellen Plendl  
**Sent:** Thursday, February 24, 2022 9:07 AM  
**To:** 'carolann10218@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Carol Kneece  
carolann10218@gmail.com

RE: FPSC Inquiry 1391053C

Dear Ms. Kneece:

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.

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:** Thursday, February 24, 2022 8:47 AM  
**To:** Ellen Plendl  
**Subject:** FW: FP&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

**From:** Jeff Childers <jeffnrina378@gmail.com>  
**Sent:** Wednesday, February 23, 2022 12:41 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FP&L

Right up front, I am not a FP&L customer, but many of my friends and family members are. Thankfully, I am currently with CHELCO. What FP&L is doing to our folks in the panhandle is irresponsible and this falls on the public services commission and your office.

There is NO WAY the commission did their stated job for the people of the state of Florida (making sure that Florida's consumers receive some of their most essential services ... in a safe, REASONABLE, and reliable manner) when they approved such rate hikes. Something else seems to be going on here. The claim by FP&L to our people that their rates will be lower in four yrs than they were under Gulf Power is extremely condescending at best. If they are so confident in this being factual, then the investment of the so-called necessary infrastructure should have been spread out over these four yrs and these investors should have been required to actually invest accordingly and not increase the financial burden on so many currently struggling in this present economy.

What appears is that a deal was made to ensure the greatest profit to these investors as immediately as possible over AGAINST ensuring the people of Florida a fair and metered supply and cost of energy. The question of why begs to be asked.

Until such time as this, the faces and names of this commission have not occupied much of a place in my conscious thinking, but they have now. Whatever any other aspirations any of them may have, this won't be forgotten by a lot of people that I am hearing from I can assure you.

Governor Desantis, this applies to you as well. While so many of us in the panhandle have been strong supporters of you, this causes a great deal of pause in our minds. SOMETHING HAS GOT TO BE DONE!

And before the unreasonable and untenable retort comes back that there may have been "public meetings" concerning this issue in which the public could have spoken, take stock of your own selves how many city hall meetings, county

commissioner meetings, local school board meetings, etc. each and every one of you have attended in the last year—or ten yrs for that matter, and then judge everyone else.

Jeff Childers  
6092 Blueberry Lane  
Crestview, FL 32536

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## **Lisa Smith**

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**From:** Ellen Plendl  
**Sent:** Thursday, February 24, 2022 9:04 AM  
**To:** 'jeffnrina378@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Jeff Childers  
jeffnrina378@gmail.com

RE: FPSC Inquiry 1391052C

Dear Mr. Childers:

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.

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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 4:40 PM  
**To:** Ellen Plendl  
**Subject:** FW: FL. Power merger with Gulf power rate increases

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

Thank you.

Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

**From:** Chris Macaulay <chrismacaulay83@yahoo.com>  
**Sent:** Tuesday, January 18, 2022 11:01 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FL. Power merger with Gulf power rate increases

FL. Power Commission: Mike Layosa, Art Graham, Andrew Fay, Gary Clark, Gabriella Passidomo who Gov. Desantis has allowed to almost double 11 Million customers electric bills through increase billing schemes including mine. Lots of Seniors and low wage workers have been affected who can not afford this but do not have the means to contact the right people. Please respond this is second email. I am about to take this to the ENTIRE media ! 720-272-7424 thx Chris

Sent from Yahoo Mail on Android

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## Lisa Smith

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**From:** Beatrice Balboa <beatricebalboa@gmail.com>  
**Sent:** Tuesday, February 22, 2022 2:59 PM  
**To:** Ellen Plendl  
**Subject:** deplorable FPL corporate culture and attitude towards the rate-paying public in the State of Florida  
**Attachments:** LETTER\_ FPL power bill increased a ridiculous \$116.pdf; LETTER\_ FPL bill twice as high as Gulf Power's.pdf; FPL bills 'through the roof'\_ Santa Rosa commissioners exploring way to help residents.pdf; Florida is finally realizing its potential as a solar energy pioneer \_ South Central Florida Life.pdf; FPL supports customers paying subsidies but not when it comes to rooftop solar.pdf; Hotly debated solar energy rules changes move forward in Legislature \_ WLRN.pdf; Florida Power & Light bills increase in Santa Rosa worries commissioners.pdf; Complaints resolved by Public Service Commission, FP&L reveals differing customer feedback.pdf; As Florida's rooftop solar bill comes under fire, a new amendment could ease its impact.pdf

Tuesday 22 February 2022 1500 hours

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

To whom it may concern,

I am writing to express my ongoing deepest disappointment that FPL and the FPL Corporation continues to mismanage the electrical infrastructure in the State of Florida despite given unfettered access to elected and appointed government officials and agencies in the furtherance of policies and agendas in pursuing poorly thought out sourcing of energy resources and a decidedly anti-consumer stance with the rate-paying public across the board. Ongoing investigations continue undercover that FPL will continue to extract ever larger fees and electrical rates to aggrandize their oversized ambitions by direct and indirect political arrangements in backrooms.

The attached documentation clearly indicates the lengths that FPL will continue to pursue to ensure their monolithic position in the electricity sector in the State of Florida, despite significant complaints from all walks of life from the day-to-day residents in the State of Florida. The decidedly disproportionate position that behemoths from the energy industry exert on dissipating any common good and ground that the rate-paying public seeks is on full display. Ongoing protests regarding FPL corporate culture and attitudes continues unabated with the following accompanying statements:

"I live in Pensacola. My power bill for January 2022 from Florida Power & Light was twice as high as my power bill from Gulf Power in December 2021."

"I've talked to hundreds of people in the last week. And one of the biggest issues that I hear from people about is their power bills are going up through the roof," said District 3 Commissioner James Calkins.

"In nearly all of the complaints to the Public Service Commission, the investigation ends by saying the customer was satisfied with the company's action plan.

However, all of the people who filed complaints that Channel 3 talked to on Monday said they were not satisfied with the investigation.

"That's a complete, false lie. There is no way we were satisfied with any of this," a man told Channel 3.

"That's a lie," a woman told Channel 3. "He knew I wasn't satisfied when he left."."

Please place these observations and articles in the appropriate docket to underscore the overwhelmingly calculated cold-hearted manner that these captains seem to influence the very elected/appointed representatives that should, instead, be seeking to comfort their constituents day-to-day hardships to pay for the aggrandizement of these out sized economic sectors.

Thank you for your time in these matters and hope to hear from you soon.

Sincerely,  
Beatrice Balboa  
1010 South Ocean Boulevard, Unit 1008  
Pompano Beach, FL 33062-6631  
USA

**Lisa Smith**

---

**From:** Ellen Plendl  
**Sent:** Tuesday, February 22, 2022 3:06 PM  
**To:** 'Beatrice Balboa'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Beatrice Balboa  
beatricebalboa@gmail.com

Dear Ms. Balboa:

This is in response to your February 22 email to the Florida Public Service Commission (FPSC) regarding Florida Power & Light Company (FPL).

We will add your feedback and the articles you shared to our public record on Docket 20210015

If you have any questions or concerns 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)

# **LETTER: FPL power bill increased a ridiculous \$116**

**Letter to the editor**

This is ridiculous. My Florida Power & Light power bill increased \$116. Projected bill is almost \$300, with 13 days left on the billing cycle!

I live in a two-bedroom mobile home in the Panhandle. I only get Social Security disability due to a poor heart and PTSD times two.

— *Cheryl Durlin, Navarre*

# **LETTER: FPL bill twice as high as Gulf Power's**

**Letter to the editor**

I live in Pensacola. My power bill for January 2022 from Florida Power & Light was twice as high as my power bill from Gulf Power in December 2021.

— *Woodrow Soderlind Jr., Pensacola*

# FPL bills 'through the roof': Santa Rosa commissioners exploring way to help residents

Alex Miller, Pensacola News Journal - 3h ago

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From left, Kelly Hagen, Molly Harenstein, and Bree Bruni hold signs as they and others protest FPL and the higher power bills in front of City Hall prior to a Thursday, Feb. 10, 2022.

Increased power bills for Santa Rosa County residents took a front row seat at the County Commission's committee meeting Monday morning as commissioners discussed the possibility of adjusting the county's franchise fee, but several questions arose over what decisions would fall under the county's purview.



Ultimately, the commissioners tasked staff to come back to the board Thursday with more information to help navigate if, and how, the board could step in to alleviate rising rates.

Since Gulf Power transitioned to Florida Power & Light on Jan. 1, residents in Santa Rosa County have been voicing their concerns to county officials over the fact their power bills have drastically increased.

**The reaction in Pensacola:** Pensacola inches closer to creating electric utility amid anger toward FPL rate increase

**Rate increases greenlit:** Gulf Power is transitioning to FPL on Jan. 1. Here's what customers need to know

"I've talked to hundreds of people in the last week. And one of the biggest issues that I hear from people about is their power bills are going up through the roof," said District 3 Commissioner James Calkins.

Calkins proposed knocking the franchise fees from 5% to 4%. Franchise fees for utilities are typically imposed by a public entity because a private entity is using things like public rights of ways. In the case with Santa Rosa, it also works to generate revenue since the county will not be competing with FPL to provide service. The current rate provides about \$7.5 million for the county, and to change that there would need to be a contract renegotiation.

Calkins also promoted the idea of attempting to create more utility competition in the area, but County Attorney Thomas Dannheisser clarified that a decision like that falls outside the county's purview.

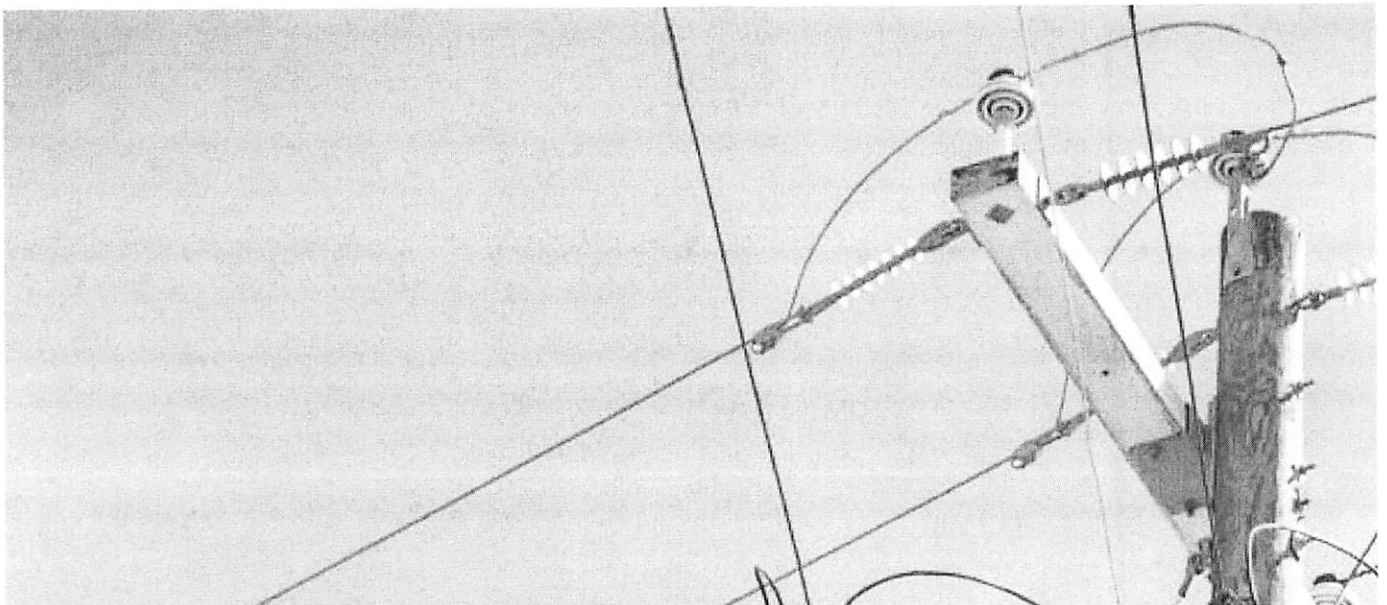
"As to competition between franchise-generating companies, the county has no jurisdiction," Dannheisser said. "That's exclusively through the (Florida) Public Service Commission."

Still, the commissioners tasked county staff with a fact-finding mission to get information about rate increases, and the feasibility of strategies to alleviate the problem.

"We need a good, solid explanation, not that FPL-executive-level. Bring it down to earth with 'Here's the long-term plan,'" said Commission Chairman Bob Cole. "Bring it down to what Bob Cole the mechanic understands, not (what) a New York City lawyer (is) asked to understand."

A large part of what the commissioners want to learn is the extent to which a change in the franchise fee would affect the price consumers pay.

"For our folks, it comes down to, 'Does it give me another gallon of gas a month? Or does it give me an extra gallon of milk a month?'" said District 4 Commissioner Dave Piech.









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Gulf Power lineman Christian Grissom changes out a fuse along Mobile Highway after Hurricane Zeta passed through the Gulf Coast in Pensacola on Thursday.

"My question for staff, and I would like to have that information brought back Thursday for public knowledge, is how much would that actually (be seen) on an individual power bill to the citizen," District 5 Commissioner Colten Wright added.

Wright stressed the idea of making a decision that is fiscally responsible and not one that is "knee-jerk" or "emotional."

"But I just want to make sure that we're not making a short-sighted decision trying to do the right thing, but having a long-term negative impact," Wright said. "That's why I just want to make sure we get all that on the table and before we move forward with some kind of vote; that we have all the facts."

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Calkins said he has been in contact with representatives from FPL who told him that rates should start to naturally decrease. He said the main aim right now though, is finding a way to help constituents.

"The goal is to give the citizens relief on their bills and inflation," Calkins said. "So, that's my proposal to this board for lowering the franchise fees."

# Florida is finally realizing its potential as a solar energy pioneer

Posted Wednesday, February 16, 2022 4:55 pm

**By Matt Valle**  
**Vice President of FPL Development**

For Floridians, the promise of cost-effective and reliable solar energy from the grid started like a small ray of light peeking out of the clouds.

FPL began exploring solar technology in South Florida in the mid-1980s, believing in an exciting, new energy future.

After decades of research and planning, Floridians got their first taste of that future in 2009, when President Barack Obama helped usher in the next era of clean energy with a large-scale solar site in DeSoto County – the largest of its kind in the U.S. at the time.

That exciting start has only led to more innovation and reduced costs for large-scale solar, creating savings for customers and an opportunity for our state to shine.

Today, over 3.6 million kilowatts of clean, zero-emissions solar energy are generated for customers by FPL's solar energy centers. They are each three times as large as the historic site from 2009 and cost less to operate – producing the largest amount of solar for the lowest possible cost.

We recently added eight new solar energy centers throughout Florida, bringing the overall total to 50 solar energy centers in operation. For perspective: the clean solar energy generated from these 50 solar energy centers can power approximately 750,000 homes. In terms of carbon emissions, that's equivalent to taking more than 650,000 gas-powered cars off the road each year. This isn't just an important milestone for residents receiving that power, it's also a remarkable achievement for the state of Florida.

We are proud to help Florida pursue a cleaner energy future, and we are on track to shatter our original, bold solar goals.

The company expects to complete its “30-by-30” plan to install 30 million solar panels across Florida by the end of 2025 – five years ahead of schedule. The benefits of this 30 million solar panel network extend far beyond providing cleaner energy. They will generate approximately \$2.5 billion in fuel savings for residents, create more than 20,000 construction jobs and are expected to contribute more than \$700 million in property taxes over their lifetime for counties across the state.

Florida is on the frontlines of climate change and frequently severe weather. As the nation’s largest utility, FPL has a responsibility to continue investing in the technology and infrastructure necessary to ensure all customers benefit from clean energy – now and in the future.

Over the next four years, we plan to add another 16 million solar panels across an additional 50 solar energy centers for customers throughout the state. We will also continue to integrate battery storage technology to help bring solar energy onto the grid even when the sun isn’t shining. And, we’re researching and testing new clean energy fuels, like green hydrogen, which has the potential to someday unlock a 100% carbon-free energy future.

In addition to investing in clean technology, we’re also investing in education. The recently unveiled microgrid at Florida International University supplies backup power from a solar array in the event of a severe weather outage. Likewise, the University of Central Florida’s new microgrid control lab is providing engineering students with invaluable experience simulating and testing real-life grid control operations.

Florida has come a long way in its clean energy journey, and we believe the best part of this journey is still to come. By remaining focused on continuous improvement, and inspiring more to join this effort, together we can achieve a fully decarbonized economy where all households and businesses are powered by renewable, dependable and affordable energy.

# FPL supports customers paying subsidies but not when it comes to rooftop solar

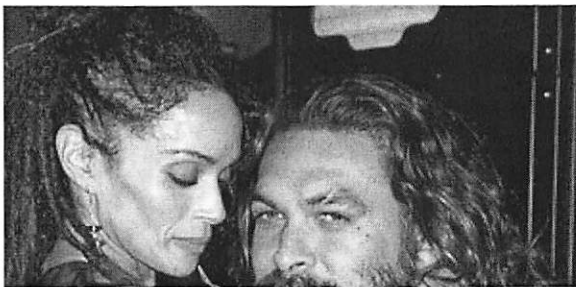
Mary Ellen Klas | Miami Herald - 2h ago

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**I**n a new television ad, Florida Power & Light argues that “outdated Florida laws are forcing FPL customers who don’t have rooftop solar to pay extra every month for the few who do.”

The argument — that some customers subsidize other customers — is at the heart of the utility industry’s push to change the “net metering” financial terms that have helped expand the solar power industry. The bill, written by FPL for two legislative sponsors, would slash financial incentives for rooftop solar installation and impose new fees on users.



[Lisa Bonet 'Not Doing Well' After Jason's Betrayal](#)

[Ad Living Magazine](#)

Opponents argue that there is no data to justify the claim that non-solar customers subsidize solar users, and they argue instead that rooftop solar provides a net benefit, not a net cost. But they also point to another reason to oppose the net metering legislation in Florida: the utility industry’s own contradictions over subsidies.

As recently as October, in a rate request approved by state regulators, FPL secured three provisions that allow it to require some ratepayers to

subsidize others — including asking residential users to pay for \$1 billion in rate reductions for large commercial and industrial operations.

Residential customers to bear brunt of \$1.5 billion FPL rate hike

In addition, the utility companies asked for and received the right to impose another \$2 billion in subsidies from non-participants to participants in its utility-scale solar program called "SolarTogether." And, for the first time, regulators allowed them recover about \$32 million in costs from customers with little to no monthly electricity usage, including solar users, by charging a monthly minimum fee.

Critics say those programs contradict the industry's intense lobbying and advertising campaign to change the rules for private solar users — an estimated 90,000 customers who use "net metering" to sell excess power back to the grid and offset some of their investment for their solar equipment.

On Monday, the House's State Administration & Technology Appropriations Subcommittee voted 10-5 in favor of HB 741, sponsored by Rep. Lawrence McClure, R-Dover. The bill will be heard in the House Commerce Committee on Wednesday. The companion measure in the Senate, SB 1024, must be heard by the Rules Committee.

## Schools fear impact of bill

Rooftop solar makes up less than 1% of the 10.5 million electricity customers in the state but it is one of the fastest growing industries in the nation and threatens to cut into the utility industry's revenue stream. Critics say if the anti-net-metering legislation becomes law in Florida, it will stifle solar's commercial potential in the state and allow the utility industry to dominate the market with large-scale solar farms, which all customers will finance.

FPL, however, is fiercely determined to install 30 million solar panels in the state by 2030, and considers its solar investment "greener" for Florida than allowing homeowners to install and finance their own systems. Passing the bill is the company's top priority, and it has the support of GOP leaders in the Legislature, who have been the biggest recipients of the \$3.2 million in campaign contributions spent by FPL and its parent company, NextEra, this election cycle.

FPL argues that its 5.6 million customers spent \$30 million last year on "subsidies" associated with providing services to its 90,000 solar customers, and net metering must be changed because it predicts that amount will triple by 2025 as solar use grows.

Michele Drucker, the environmental chair of the Miami-Dade Parent Teacher Association, told the subcommittee Monday the school district passed a resolution to move to 100% clean energy by 2030 by investing in rooftop solar. Florida schools spend over a half-billion dollars each year on electricity, and in Miami-Dade, energy costs are the biggest expense for schools after teacher salaries.

With the increased costs from the recent rate case, and rising fuel costs driven by natural gas prices, FPL is raising its costs 21%, Drucker said after the meeting.

But because the bill could undermine that investment, Drucker urged the committee to reject it or “carve out an exception for schools.”

“They’re not worried about the less than 1% solar,” she said, referring to FPL. “They’re worried about schools catching on, using the rooftops to generate clean energy.”

Thomas Brulay, a senior at MAST Academy in Miami told the committee that last year he circulated a petition to allow for power purchase agreements on school rooftops.

“With no upfront costs or costs to taxpayers, schools could lease the rooftops to solar installers to generate power for schools,” he said. “Please do not pass this bill which will prevent our school district from saving \$100 million by 2030 and deny our students the opportunity to see clean technology working in their school sites.

Marcel Borges, a student from G. W. Carver Middle School in Miami, said he traveled to Tallahassee to testify on behalf of his brother, a student at Palmetto Elementary Pinecrest who couldn’t come because “he broke his arm on Saturday.”

“I’m doing this alone but I’m speaking for the both of us,” he said. “My teacher tells me that the climate crisis will be our problem, so I ask you to help me today. Please stop this bill.”

Here's how the FPL settlement agreement has baked subsidies into the rate base:

- Under the rate settlement, regulators allowed for lower cost increases for commercial accounts than residential accounts. Residential customers will pay \$1 billion, or 18% more, over the next four years than the state’s largest businesses, according FPL testimony and documents submitted as part of the rate case.
- Requiring all users to pay a “minimum bill” of \$25 a month, including solar users who use little or no energy.

- Allowing over \$2 billion in subsidies from non-participants to participants in its utility-scale solar program called “SolarTogether.”

## ‘Minimum bill’ payments

Although the FPL ad suggests that the company supports “bills that are fair for everyone,” critics say that the company used the settlement agreement in its rate case to insert a new “minimum bill” program that would offset some of the subsidy that the company claims non-solar users pay to maintain the electricity grid.

Under the minimum bill, all users who use would be charged at least \$25 by FPL. Regulators allowed Duke Energy Florida to charge a minimum bill of \$30.

“FPL submits that adding a proposed minimum bill will ensure that customers with little to no usage fairly and reasonably contribute to the fixed costs incurred to serve them and will reduce the potential for subsidization by other customers,” said FPL witness Tiffany Cohen during the rate case last fall.

FPL argued in its documents that the “minimum base bill only applies to customers who have extremely low or zero usage, such as a seasonal resident,” and it estimates about 14,000 net metering customers would qualify for the minimum bill.

Cohen said the company expects to collect \$32 million in revenue from the minimum bill, which will “offset the amount of revenue that’s been recovered from the general body of customers.”

“The intent is to ensure that all customers contribute towards their fair share of fixed system costs,” she said.

George Cavros, an attorney with the Southern Alliance for Clean Energy, told a House committee earlier this month that the FPL testimony was evidence that the utility considers “any revenue loss from rooftop solar is negligible, and that the minimum bill provision ensures that low-use customers, like net-metered customers, are reasonably and fairly contributing to its fixed cost.”

“It begs the question, if FPL says that the minimum bill ensures that low-use energy customers, like solar rooftop customers, are paying their fair share, why are we going after them again?” he asked.



# Solar Together concerns

FPL also won regulatory approval to give \$2 billion in credits to participants in its utility-scale solar program called “SolarTogether.” Under the program, customers voluntarily pay more on their electric bills to finance solar projects and then receive credits that are expected to result in them getting a “payback” in about seven years.

Critics, which included the PSC staff, argued that the program requires the vast majority of customers who do not participate to subsidize the program expenses and take on the risk of the program without seeing the benefits. The Office of Public Counsel in 2020 called the program a “vanity project” that required all customers to and take on all risks “which primarily benefit only a few participants.”

Despite the criticism, the PSC approved the Solar Together subsidy, which will benefit commercial accounts more than residential users. The decision had the support of the some environmental groups.

## Subsidy or savings?

Raul Vergara, CEO Cutler Bay Solar Solutions in Miami, is among many solar suppliers who argue that homeowners in Florida are providing a net savings to other utility users by investing more than \$750 million into the energy infrastructure of the state, and offsetting the need for utility-financed energy generation.

He said his South Florida customers alone produce 75 megawatts of power a day. “That is the equivalent of what FPL produces out of the solar farms they have at Krome [Avenue Solar Center,]” he said. “Except my customers pay for those panels and nobody has to pay them back.”

Kim Ross of the Rethink Energy Action Fund urged legislators to reject the utility argument that solar customers are a burden on other ratepayers. She cited the Senate staff analysis that notes that one-third of FPL’s solar customers make less than \$50,000 a year in revenue and two-thirds make less than \$100,000.

“Rather than harming low-income customers, net metering is actually how low to moderate income customers get access,” Ross told the House’s State Administration & Technology Appropriations Subcommittee on Monday. She added that because “there’s nothing in this bill

that guarantees lower rates for anyone,” eliminating net metering may also not save ratepayers money.

Lisa Edgar, a former PSC commissioner who was on the commission in 2008 when it adopted the net metering rule, agreed with the investor-owned utility (IOU) industry that the rule is outdated and unfair.

“We have 1% of residential rate payers in IOU territory that have rooftop solar,” she told the House State Administration & Technology Appropriations Subcommittee. “That means that the 99% of the others are subsidizing those costs, many of whom are elderly and not in a position to make a 20-year investment into their home.”

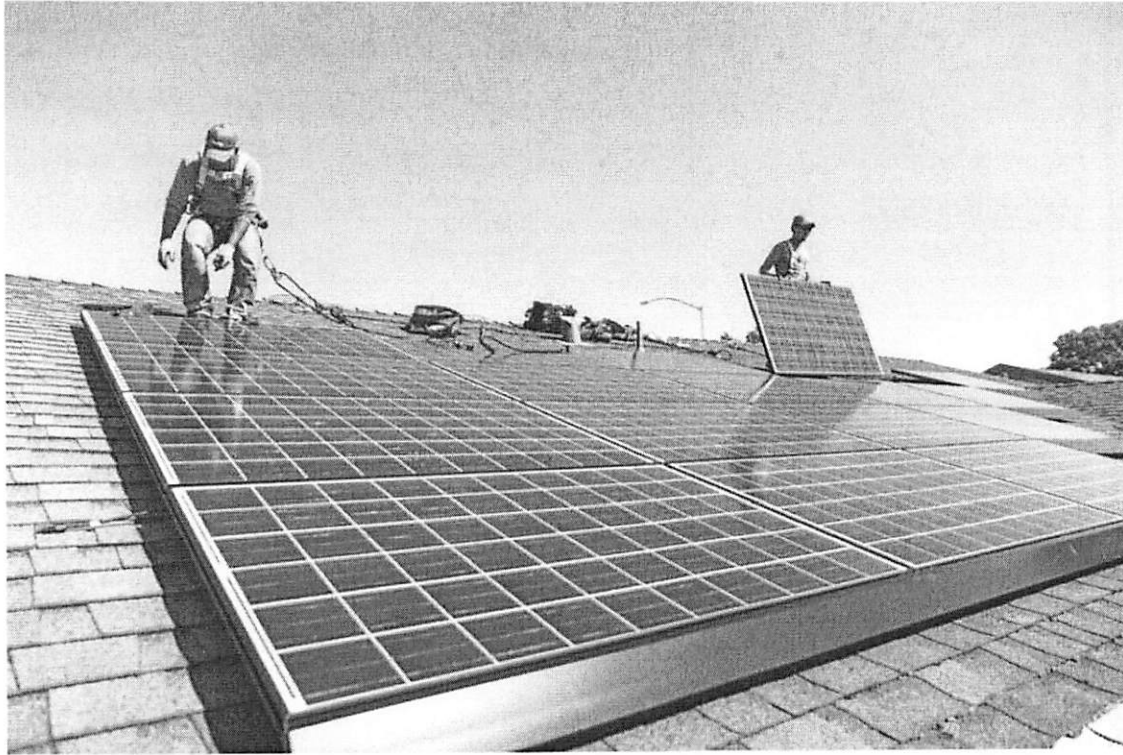
Cavros countered that “the PSC has not made any determination about the costs and benefits of solar.”

In the face of heavy opposition from clean energy advocates and the solar industry, the House sponsor of the bill, McClure said on Monday that he was working on an amendment that gradually slashes the financial incentives for solar users, instead of imposing them all at once. The amendment was released on Tuesday morning and will be heard in the House Commerce Committee on Wednesday.

Hotly debated solar energy rules changes move forward in Legislature

## WLRN 91.3 FM | By Jim Saunders

Published February 21, 2022 at 5:00 PM EST



SOLARCITY / AP

Florida lawmakers continued to move forward Monday with key changes in rules for rooftop solar energy, drawing heavy opposition from the solar industry and environmental groups.

But as the House State Administration & Technology Appropriations Subcommittee approved the bill (HB 741), sponsor Lawrence McClure, R-Dover, said he is working on a proposed amendment to more gradually make the changes. He described that approach as taking a "glide path."

“One could argue it (the bill) is too heavy-handed and too swift and doesn’t give rooftop solar the ability to adjust,” McClure said. “So I look forward to presenting that amendment.”

The issue, which has sparked a noisy fight throughout this year’s legislative session, deals with an otherwise wonky concept known as net metering. That involves the interplay between utilities and rooftop solar owners, including credits that utilities provide for electricity generated by rooftop solar systems.

McClure and other supporters of the bill contend that the state’s current rules result in people without rooftop solar systems subsidizing rooftop-solar owners. That argument stems, at least in part, because utilities continue to face overall costs of operating the electrical grid. Among the supporters of the bill are Florida Power & Light, which has run television ads calling for changes in net metering.

While McClure said his amendment will phase in proposed changes over a longer period of time, the bill will continue to be aimed at eliminating subsidies.

“The bottom line is rooftop solar, I believe, will be a part of our long-term solutions, but it cannot ride on the backs of the other ratepayers indefinitely,” McClure said.

But rooftop solar installation businesses argue the bill — at least before McClure proposes the amendment — would severely damage the industry. Also, opponents of the bill dispute that costs are being shifted to people who do not have rooftop solar systems.

"It's predicated on the myth that solar customers in Florida right now are raising bills on (non-solar) Florida customers, and I can tell you that's nonsense," said George Cavros, an attorney for the Southern Alliance for Clean Energy. "It's utter nonsense."

Rep. Yvonne Hinson, a Gainesville Democrat who voted against the bill, said lawmakers "can ill afford to guess at this" and should take a deeper look at whether costs are being shifted.

"At this point, I think we need a study so we can know what the heck we are talking about," Hinson said.

The Florida Public Service Commission in 2008 approved a net-metering rule, and the bill would direct the commission to make revisions, including ensuring that "public utility customers who own or lease renewable generation pay the full cost of electric service and are not cross-subsidized by the public utility's general body of ratepayers."

People who own rooftop solar systems are required to hook up to utility systems and are able to sell excess electricity and receive bill credits in return. Under the 2008 rule, monthly credits are provided at utilities' retail rates. An important part of the bill would change that to providing the credits at what are known as "full avoided cost" rates, which could reduce the amounts going to rooftop solar owners.

As the rooftop solar industry has grown in recent years, similar debates have played out in other states. The industry contends it would be hurt by the potential Florida changes because homeowners would be less likely to see financial advantages of installing

systems — a concern that a House staff analysis acknowledged.

“The bill may have an indeterminate negative impact on the revenues of private businesses that install customer-owned renewable generation systems, since customers may not purchase these systems if they cannot recoup as much of the costs through the new net metering rate design,” the analysis said.

McClure earlier made a change in the bill to allow people who have rooftop solar systems by the end of this year to keep the current net-metering rate design for 20 years. That would help people who have financed the systems.

While he did not go into extensive detail Monday, McClure indicated the upcoming amendment would phase in over a series of years the changes in rates used to determine credits. The House panel voted 9-6 along almost straight party lines to approve the bill, with Rep. Anthony Sabatini, R-Howey-in-the-Hills, joining Democrats in opposing it.

The bill needs approval from the House Commerce Committee before it could go to the full House. The Senate version (SB 1024) needs approval from the Rules Committee before it could go to the full Senate.

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Alex Miller

Pensacola News Journal

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WFLA-TV Channel 3 WEAR-TV Mobile-Ft. Pierce

# Complaints resolved by Public Service Commission, FP&L, reveals differing customer feedback

By Lisa L. Brown - 11/11/11

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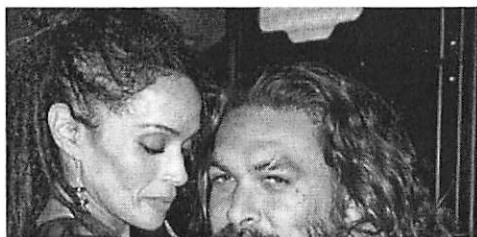
[React](#) [Comments](#)

**P** ENSACOLA, Fla. -- The Public Service Commission continues to investigate complaints from Florida Power & Light customers in Northwest Florida.

The Public Service Commission approved Florida Power & Light's rates through 12 public hearings.

Caption: WEAR

In their first month with those rates, the Public Service Commission says they received 76 complaints from customers in Northwest Florida -- 42 from Escambia County, 23 from Santa Rosa County and 11 from Okaloosa County.



Lisa Bonet 'Not Doing Well' After Jason's Betrayal

By Tracy M. ...

Channel 3 read through many of them and found out most were labeled as 'improper billing.'

Those reports say the commission requires FP&L to resolve the complaint within 15 days. The company also offers a meter test and energy audit, as well as the customers' 24-month consumption history.

- **RELATED: Customers protest rate hikes outside FPL building in downtown Pensacola**
- **RELATED: Legislators mixed on whether FPL should have another hearing over rates**

Representative Alex Andrade recommended this complaint process to customers when speaking with Channel 3 on Friday.

"If you want more supervision or more investigations done -- and you do believe that kilowatt usage isn't being calculated appropriately -- the only way to get that done is to submit that complaint to the Public Service Commission," he said.

In nearly all of the complaints to the Public Service Commission, the investigation ends by saying the customer was satisfied with the company's action plan.

However, all of the people who filed complaints that Channel 3 talked to on Monday said they were not satisfied with the investigation.

"That's a complete, false lie. There is no way we were satisfied with any of this," a man told Channel 3.

"That's a lie," a woman told Channel 3. "He knew I wasn't satisfied when he left."

Monday evening, Florida Power & light sent Channel 3 a statement saying that we did not give them enough time to review the 164-page document we sent them this afternoon.

The company went on to say that because Channel 3 didn't give them more time to review and respond, FP&L believes our story is one-sided.

Despite an investigation, those customers say they still don't understand why their bill was so high.

One of them Channel 3 contacted told us she saw their next power bill drop, but claims none of her habits changed.

The others continue to pay hundreds of dollars more, despite complaining to FP&L, the PSC, and many of Florida's top elected officials.

"I know it was kind of inconvenient for FP&L to take over from Gulf Power at the time they did, considering the economy and the overall price increase of fuel," a man told Channel 3. "But I don't think it's fair to the customers of

Pensacola that it was such a drastic increase for the majority of us."

**Channel 3 has provided FP&L's full statement:**

Unfortunately, WEAR did not provide FPL enough time to review the 164 pages of documents it emailed our team this afternoon. Despite the fact that we made a simple and reasonable request for additional time to review and respond to the collection of documents, WEAR quickly decided to move ahead with its piece and provide a one-sided story to its viewers. Telling one story tonight with a promise to publish our full response after the fact is hardly balanced journalism and a disservice to our customers in Northwest Florida.

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# As Florida's rooftop solar bill comes under fire, a new amendment could ease its impact



Jim Saunders

Tue, February 22, 2022, 6:00 AM · 4 min read



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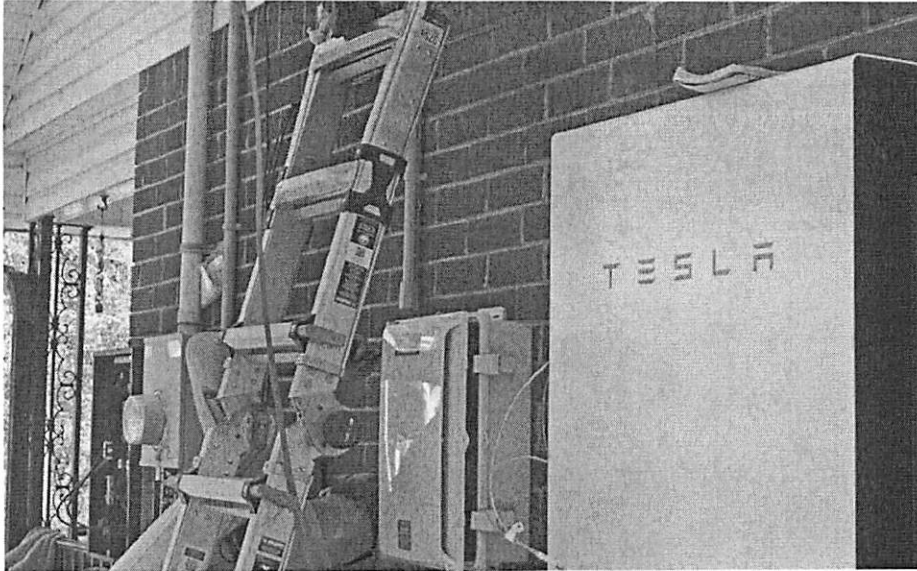
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**Pensacola solar companies sound off:** Northwest Florida solar industry says new bill will pull the plug on growing industry

**Rising electricity bills:** Pensacola inches closer to creating electric utility amid anger toward FPL rate increase





Sun Farm Energy workers install solar energy system on a home in Escambia County on Feb. 8.

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**Pensacola power:** What would it take for Pensacola to form an electric utility? We won't know without a study

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#### **'Utter nonsense': Solar industry says bill would cause severe damage**

But rooftop solar installation businesses argue the bill — at least before McClure proposes the amendment — would severely damage the industry. Also, opponents of the bill dispute that costs are being shifted to people who do not have rooftop solar systems.

"It's predicated on the myth that solar customers in Florida right now are raising bills on (non-solar) Florida customers, and I can tell you that's nonsense," said George Cavros, an attorney for the Southern Alliance for Clean Energy. "It's utter nonsense."

Rep. Yvonne Hinson, a Gainesville Democrat who voted against the bill, said lawmakers "can ill afford to guess at this" and should take a deeper look at whether costs are being shifted.

"At this point, I think we need a study so we can know what the heck we are talking about," Hinson said.

### **Bill would change 2008 net-metering rule**

The Florida Public Service Commission in 2008 approved a net-metering rule, and the bill would direct the commission to make revisions, including ensuring that "public utility customers who own or lease renewable generation pay the full cost of electric service and are not cross-subsidized by the public utility's general body of ratepayers."

People who own rooftop solar systems are required to hook up to utility systems and are able to sell excess electricity and receive bill credits in return. Under the 2008 rule, monthly credits are provided at utilities' retail rates. An important part of the bill would change that to providing the credits at what are known as "full avoided cost" rates, which could reduce the amounts going to rooftop solar owners.

From the opinion page:



Sun Farm Energy workers on Feb. 8 install solar panels on a home in Escambia County.

As the rooftop solar industry has grown in recent years, similar debates have played out in other states. The industry contends it would be hurt by the potential Florida changes because homeowners would be less likely to see financial advantages of installing systems — a concern that a House staff analysis acknowledged.

"The bill may have an indeterminate negative impact on the revenues of private businesses that install customer-owned renewable generation systems, since customers may not purchase these

systems if they cannot recoup as much of the costs through the new net metering rate design," the analysis said.

**Guestview:** Northwest Florida solar companies say new bill will pull the plug on their growing industry

**Andy Marlette:** GOP silent as FPL attacks freedom and liberty

#### **Amendment would phase in changes in rates that determine credits**

McClure earlier made a change in the bill to allow people who have rooftop solar systems by the end of this year to keep the current net-metering rate design for 20 years. That would help people who have financed the systems.

While he did not go into extensive detail Monday, McClure indicated the upcoming amendment would phase in over a series of years the changes in rates used to determine credits. The House panel voted 9-6 along almost straight party lines to approve the bill, with Rep. Anthony Sabatini, R-Howey-in-the-Hills, joining Democrats in opposing it.

The bill needs approval from the House Commerce Committee before it could go to the full House. The Senate version (SB 1024) needs approval from the Rules Committee before it could go to the full Senate.

## Lisa Smith

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, February 22, 2022 2:19 PM  
**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:** Angela Baker <angela46@aol.com>  
**Sent:** Tuesday, February 22, 2022 11:23 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL

Dear Gov. DeSantis

I am deeply troubled over the FPL bills that I am receiving. The rate has more than tripled since December. I am a sixty one year old single woman that works hard to pay my bills. Here is the breakdown of my electricity payments:

December 2021 (Gulf Power) \$71.95

January 2022 - (FPL) \$151.61

February 2022 - (FPL) \$239.31

As you can see the amount has more than tripled in less than three months. My usage habits have not changed so I am not sure why the increase has occurred. I understand the cost of fuel has increased and have to pay more at the pump also. I don't believe this justifies the amount of rate increase that is being charged. I can not afford such a high increase in my power bill on my income. I think that the increase that was approved was not based on actual information or that the Commission was misinformed. Please look into this as I can NOT afford to pay these high prices and still be able to eat! Please reply so that I know that this was read and someone is going to look into the gauging that is occurring from FPL. Thank you.

I know you are an extremely busy man that has a lot of important tasks on your plate. I respect and admire the work you have achieved and all of your policies. I hope you find the time to evaluate this and help the residents of Florida once again.

Angela Baker  
8901 Forest Oak Dr.  
Pensacola, FL 32506  
571-550-1247

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 2:49 PM  
**To:** 'angela46@aol.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Angela Baker  
angela46@aol.com

RE: FPSC Inquiry 1390839C

Dear Mr. Baker:

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.

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:** NIKAROONI68 <ncarson40@gmail.com>  
**Sent:** Tuesday, February 22, 2022 1:52 PM  
**To:** Ellen Plendl  
**Subject:** Re: Consumer Inquiry - Florida Power & Light Company

Exactly what I expected to receive. I am 54 years old and I will surely be 6 feet under before the supposed enhancements to the "Machine" begin to show any quality of life and/or financial reductions to the (to use your words) "Class of customers that will pay for the increase, usually categorized as residential, commercial, and industrial."

We will be watching closely.

Edward carson

On Tue, Feb 22, 2022 at 11:56 AM Ellen Plendl <[EPendl@psc.state.fl.us](mailto:EPendl@psc.state.fl.us)> wrote:  
Mr. Edward Carson  
[ncarson40@gmail.com](mailto: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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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)

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

STATE OF FLORIDA



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

## Public Service Commission

February 24, 2022

Mr. Richard Hicks  
1613 Governor's Drive  
Pensacola, FL 32514

RE: FPSC Inquiry 1388883E

Dear Mr. Hicks:

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 4, 2022, the company sent you an E-mail offering to test your meter for accuracy. FPL has no record of your acceptance of the meter test offer.

A comparative review of your usage in July, August, September, October, December 2021 shows an increase comparing month to month with the same months in 2020, as well as an increase in February 2022 compared to February 2021. Your consumption reflects a decrease comparing November 2021 compared to November 2020, as well as January 2022 compared to January 2021. In solely reviewing 2020 and 2021, your consumption increased each month over the previous month from November forward, with peaks in December and February as follows:

Month	2020 Kilowatt Hours	2021 Kilowatt Hours	2022 Kilowatt Hours
January		2,060	1,912
February		1,940	2,204
March	1,287	1,699	
April	905	954	
May	1,123	984	
June	1,502	1,423	
July	1,764	1,908	
August	1,826	2,175	
September	1,759	2,040	
October	1,390	1,515	
November	1,415	1,374	
December	1,570	2,010	

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

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

Mr. Richard Hicks  
Page 2  
February 24, 2022

You may contact Ms. Darriva Evans, FPL Corporate Complaint Resolution Specialist, toll-free at 1-800-239-0978, extension 16, to request and schedule a complimentary meter test and 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. I have enclosed a brochure, "*Conserve Your World*," which offers some recommendations on ways to minimize your electric consumption.

You also expressed concern about FPL's recent rate increase. When a utility company files an application for a rate increase with the FPSC, it must explain the need for the requested increase. Its petition must be accompanied by minimum filing requirements (MFRs), which are schedules and reports containing the operation, financial, economic, and rate information needed by the FPSC staff to evaluate the company's revenue increase request, rate structure, and quality of service. The company's proposal and financial information are closely analyzed before a Commission decision is made.

The utility also forecasts how much money is needed to cover its expenses in the next year. This includes a proposed return on its investment in assets used to provide service to its customers (such as power plants, electric lines, or gas mains), which the utility uses to pay interest on money it borrows and to compensate investors. The utility must also propose the classes of customers that will pay for the increase, usually categorized as residential, commercial, and industrial.

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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.

Mr. Richard Hicks  
Page 3  
February 24, 2022

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

Sincerely,

A handwritten signature in black ink, appearing to read 'Ellen Plendl', with a long, sweeping horizontal stroke extending to the right.

Ellen Plendl  
Regulatory Consultant  
Office of Consumer Assistance & Outreach

Enclosure

## Diane Hood

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**From:** Webmaster  
**Sent:** Wednesday, February 02, 2022 10:22 AM  
**To:** Consumer Contact  
**Subject:** FW: PSC Contact Form

-----Original Message-----

**From:** contact@psc.state.fl.us <contact@psc.state.fl.us>  
**Sent:** Tuesday, February 01, 2022 5:16 PM  
**To:** Webmaster <webmaster@PSC.STATE.FL.US>  
**Cc:** Rahaem8886@gmail.com  
**Subject:** PSC Contact Form

Contact from a Web user regarding - General Comment/Question

Contact Information:

Category: General Comment/Question

Name: Richard Hicks

Company:

Primary Phone: (850) 490-4600

Secondary Phone:

Email: Rahaem8886@gmail.com

Response requested? No

CC Sent? Yes

Comments:

What were y'all thinking when you approved this strong arm theft of a utility company rate hike?!?! Did you not think we have already been paying outrageous power prices? We the people need you our representatives to make good sound decisions for us, not help rob us!!! Y'all need to make this right ASAP!!! We are one of the top retirement States, meaning we have a lot of individuals on a fixed income and cannot afford this hike! Or how about the fact that most people will need to get a \$2 raise at their job in order to pay the difference in their power bill thanks to y'all's intelligent decision!!!



## **Diane Hood**

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, February 01, 2022 5:23 PM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 185861

### **CUSTOMER INFORMATION**

**Name:** Richard Hicks  
**Telephone:** (850) 490-4600  
**Email:** Rahaem8886@gmail.com  
**Address:** 1613 Governor's Drive, Pensacola FL 32514

### **BUSINESS INFORMATION**

**Business Account Name:** Richard Hicks  
**Account Number:**  
**Address:** 1613 Governor's Drive, Pensacola FL 32514

### **COMPLAINT INFORMATION**

**Complaint:** Improper Billing against Florida Power & Light Company  
**Details:**

I cannot believe y'all okayed to rate increase and almost have to stay is on a fixed income.. or how about the fact that most people would have to see a \$2 raise at their job in order to pay the difference in their power bill now?!?! This is insanity and needs to be fixed ASAP by you who messed it up!!! \$15 is not 25% + \$6.80 something for gas fluctuation also... Plus how do our kw usage go from the 1800kw range to always going over 2000kw?? I knew something was up with this company after Sally when I didn't have power for 3 weeks and was still charged a \$300 power bill! Turn that into the BBB nothing was done.. if you can't keep corporations out of your pockets then maybe y'all shouldn't have pockets to begin with! Do right by your constituents and fix this!!!

**Lisa Smith**

---

**From:** Elizabeth Harkins <elizabethharkins1111@gmail.com>  
**Sent:** Tuesday, February 22, 2022 2:54 PM  
**To:** Ellen Plendl  
**Subject:** Re: Consumer Inquiry - Florida Power & Light Company

Thank you for responding to my inquiry.  
I appreciate the added information. I'll share it with everyone in NWFL.

On Tue, Feb 22, 2022, 11:45 AM Ellen Plendl <[EPlendl@psc.state.fl.us](mailto:EPlendl@psc.state.fl.us)> wrote:  
Ms. Elizabeth Harkins  
[elizabethharkins1111@gmail.com](mailto: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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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)