

**Antonia Hover**

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**From:** Ellen Plendl  
**Sent:** Monday, February 28, 2022 4:25 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; FW FLP; FW FPL; FW Florida Power and Light Rate Increase; FW FPL raised our power bill by 273%; FW My power bill and the MONOPOLY based unjust rate increase!!!!; FW FPL rate increase; RE Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; marieolney@yahoo.com; FW Florida Power & Light merger with Gulf Power; FW Florida Power & Light Company NORTHWEST FLORIDA - Utility Bill Price Gouging

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

## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Monday, February 28, 2022 2:37 PM  
**To:** 'dlcronley@yahoo.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Diane Thompson  
dlcronley@yahoo.com

RE: FPSC Inquiry 1391416C

Dear Ms. Thompson:

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)

## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Monday, February 28, 2022 2:33 PM  
**To:** 'tcondon@arc-gateway.org'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Tina Condon  
tcondon@arc-gateway.org

RE: FPSC Inquiry 139141C

Dear Ms. Condon:

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

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Sincerely,

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

## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Monday, February 28, 2022 2:31 PM  
**To:** 'lmindestin@icloud.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. & Mrs. John McNight  
lmindestin@icloud.com

RE: FPSC Inquiry 1391413C

Dear Mr. & Mrs. McNight:

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

## Antonia Hover

---

**From:** Ellen Plendl  
**Sent:** Monday, February 28, 2022 2:27 PM  
**To:** 'megamax247@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. David A. Faust  
megamax247@gmail.com

RE: FPSC Inquiry 1391409C

Dear Mr. Faust:

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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## Antonia Hover

---

**From:** Ellen Plendl  
**Sent:** Monday, February 28, 2022 2:24 PM  
**To:** 'chwoody1967@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Chris Woodward  
chwoody1967@gmail.com

RE: FPSC Inquiry 1391406C

Dear Mr. Woodward:

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  
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1-800-511-0809 (fax)

## Antonia Hover

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, February 28, 2022 2:07 PM  
**To:** Ellen Plendl  
**Subject:** FW: FLP

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

Thank you.

Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

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**From:** diane thompson <dlcronley@yahoo.com>  
**Sent:** Tuesday, February 8, 2022 12:05 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FLP

Dear Governor DeSantis,

I am writing in regards to Florida Light & Power, and the recent rate increases in NW Florida. I live in Pace, FL.

I have not been excited about a politician in a very long time, but you have been wonderful and I am excited to see how well you have taken care of our "free state" of Florida. I am very proud to say I am from Florida because of you! I have friends and family who live out of state and they think we are very fortunate to have a governor like you. I am mature enough to understand that I will not agree with every decision you make regarding our state, but that is okay since we do not always get our way! I have to say I am disheartened to see what FL&P is doing to our area as well as your lack of acknowledgement to the situation. I realize and understand rate increases are needed, but the amount of their recent increase is beyond reasonable. I know of no-one who was prepared to have their power bills doubled and even tripled in some cases. That is not what we were told to expect. I belong to a few FB groups regarding this, and it is heartbreaking what is happening to our area. Recently, a child told his bus driver that they had no power (it has been in the 20s at night) because his mother (single) could not afford the power bill. This is unacceptable. I cringe when I think about what we have in store for us once summer arrives.

Please do the right thing and look into this. I know Florida Light & Power is a big contributor to your campaign, but I think you would be fine without them! You have proven yourself to be worthy of being governor without this particular business's help!

Thank you for your consideration,

Diane Thompson  
Florida Panhandle resident

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

## Antonia Hover

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, February 28, 2022 2:07 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

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**From:** Wil R. <redhead.jew.girl@gmail.com>  
**Sent:** Wednesday, February 23, 2022 11:45 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL

Governor,

The rate hikes of FPL must be addressed. You are responsible for the increase in our power bill. It can't be all blamed on people you appointed. This is something that you must address and take action on. This is not something you can ignore and continue to blame on other people.

Thank you,  
Wilma Rutherford

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## Antonia Hover

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, February 28, 2022 2:06 PM  
**To:** Ellen Plendl  
**Subject:** FW: Florida Power and Light 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:** Tina Condon <tcondon@arc-gateway.org>  
**Sent:** Friday, February 25, 2022 3:43 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Florida Power and Light Rate Increase

Dear Governor Desantis,

I am begging you to do something about the FPL rate increases we are all suffering from in Northwest Florida since FPL became our provider. When we got our bill I almost fainted. Our bill was almost \$400.00! and my son's bill was \$525.00! even though he used less energy than the previous month. He simply did not have the money and although he did not ask I called FPL and paid the bill for him out of our meager retirement savings. Please help us. We just can't make it.

Sincerely,

Tina Condon

This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of The Arc Gateway, Inc. Finally, the recipient should check this email and any attachments for the presence of viruses. The Arc Gateway, Inc. accepts no liability for any damage caused by any virus transmitted by this email.

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## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, February 28, 2022 2:06 PM  
**To:** Ellen Plendl  
**Subject:** FW: FPL raised our power bill by 273%

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:** Linda Mcknight <lmindestin@icloud.com>  
**Sent:** Friday, February 25, 2022 6:07 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL raised our power bill by 273%

Dear Governor Desantis:

We own a home in Panama City Beach and last month our bill from FPL was \$1,095. The bill would normally have been about \$400. I can't imagine what the bills will be in the summer!

This rate increase is exorbitant and I call on you on behalf of your voters and the citizens of Florida to look into how FPL could be allowed to raise rates so high. Something must be done immediately or there will be people who can't pay these bills and will blame this on you and the Republicans.

You have done everything right since you have been elected. Please don't jeopardize your political future and the future of the Republican Party in Florida by allowing this situation to dominate the conversation.

Thank you,

Linda McKnight  
John McKnight

Sent from my iPhone

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## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, February 28, 2022 2:05 PM  
**To:** Ellen Plendl  
**Subject:** FW: My power bill and the MONOPOLY based unjust rate increase!!!!  
**Importance:** High

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 Faust <megamax247@gmail.com>  
**Sent:** Monday, February 28, 2022 1:16 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** My power bill and the MONOPOLY based unjust rate increase!!!!  
**Importance:** High

**It's so blatant that a MONOPOLY, as yourself, can rape their customers with unjust rate increases as you have done to the people of Northwest Florida!!! My bill has been well over \$100 and this last one closer to \$200 more due to your levied rate increase imposed after acquiring Gulf Power. WOW, I've been an accountant in the business sector for decades and have never seen a business expect immediate profits from a merger or purchase of competitors assets before, but oh Yeah, you're a MOMOPOLY and don't have to compete in the American markets as all other business do. You arrogant DICTATORS, and the lawmakers the sanctioned this rate increase should be disbanded and/or fined under Anit-MOMPOLOY laws. My support and prayers are with oh so many other good Florida citizens that are fighting to make it happen!!!!**

**Shame on you and the Folirda lawmakers for allowing this company to make hardworking and fixed income Floridians SUFFER for your disgusting LEDGER BOTTOM LINE!!! Good people having to make a utterly life changing decision to not feed their families or freeze in the dark.**



**I wonder if your company is following the PUTIN business model on screwing your people for Power and Profits.**

**With Total Antipathy:**

**David A. Faust**

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, February 28, 2022 2:05 PM  
**To:** Ellen Plendl  
**Subject:** FW: FPL rate increase

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Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

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**From:** chris <fumfacilities@gmail.com>  
**Sent:** Monday, February 28, 2022 1:32 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FW: FPL rate increase

Sent from [Mail](#) for Windows

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**From:** [Chris Woodward](#)  
**Sent:** Monday, February 28, 2022 12:27 PM  
**To:** [fumfacilities@gmail.com](mailto:fumfacilities@gmail.com)  
**Subject:** Fwd: FPL rate increase

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

**From:** **Chris Woodward** <[chwoody1967@gmail.com](mailto:chwoody1967@gmail.com)>  
**Date:** Mon, Feb 28, 2022, 12:11 PM  
**Subject:** FPL rate increase  
**To:** <[contact@pscstate.fl.us](mailto:contact@pscstate.fl.us)>

Good day to you all and blessing . I'm taking time out of my busy life to share with you the level of stress and anxiety that we as FPL customers are experiencing due to the rate increase unanimously approved by the FPS . You obviously couldn't have imagined the level of hurt that common Florida citizens would feel by having to choose between food , medicine and insurance (to name just a few) or keep the power on . But that is exactly what is happening now. Our church who helps people through benevolence with utility bills has seen and heard heart breaking stories because of what you all unanimously approved. My personal bill went from a rough average of 200.00 per month ( I have new replacement windows and all led lights along with added insulation under my steel roof) to over 430.00 per the last 2 months. We are a lower middle class couple who both work very hard and who voted for Ron DeSantis and are pleased with him but this is not sustainable for us . The Gov. Will hear from us now or in the voting booth. Because this will cripple us financially . We have looked into solar but the regulations are written where we can't find solar for a modular home that isn't sitting on a foundation. The other issue is the statement by FPL on my bill that says this rate increase is

for FPL to invest in cleaner more reliable energy. Basically using my money to invest in there company! so where is my shares in FPL??? This is not how the free market works !!! I'm praying God forgives each of you , Him knowing your obvious ignorance of the devastating effects of this action.

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## Antonia Hover

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**From:** john.montesanti <john.montesanti@yahoo.com>  
**Sent:** Monday, February 28, 2022 11:50 AM  
**To:** Ellen Plendl  
**Subject:** RE: Consumer Inquiry - Florida Power & Light Company

They may have received less than they originally requested but they are still screwing over the consumers big time.

You ask for the moon and settle somewhere in the middle, a know negotiation tactic.

That merger should have never been approved. I told the lawyers from FAIR they should try to get it reversed on Antitrust grounds.

I may get involved myself when I return to the Panhandle.

I am being affected myself as a property owner in Okaloosa. I wasn't even there last month, had the thermostat on heat at 56 degrees and still had a \$155 bill.

This company tried to merge with JEA in Jacksonville and was voted down.

Where was the governor in all this. MIA is where he was.

John A Montesanti  
850-902-0621

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

**From:** Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
**Date:** 2/28/22 11:00 AM (GMT-05:00)  
**To:** "john.montesanti@yahoo.com" <john.montesanti@yahoo.com>  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. John Montesanti  
john.montesanti@yahoo.com

RE: FPSC Inquiry 1391334C

Dear Mr. Montesanti:

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)

## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Monday, February 28, 2022 11:00 AM  
**To:** 'john.montesanti@yahoo.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

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john.montesanti@yahoo.com

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Sincerely,

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



## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Monday, February 28, 2022 10:58 AM  
**To:** 'marieolney@yahoo.com'  
**Subject:** marieolney@yahoo.com

Ms. Marie N. Olney  
marieolney@yahoo.com

RE: FPSC Inquiry 1391331C

Dear Ms. Olney:

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

Sincerely,

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

## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, February 28, 2022 10:56 AM  
**To:** Ellen Plendl  
**Subject:** FW: Florida Power & Light merger with 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

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**From:** john.montesanti <john.montesanti@yahoo.com>  
**Sent:** Sunday, February 27, 2022 6:37 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Florida Power & Light merger with Gulf Power

Dear Governor:

Where were you when the Power Commission signed off on a four year rate increase for Florida Light & Power that resulted in consumers facing double and triple utility bills.  
Was the Powe Commission complicit with Florida Power.

They certainly didn't look after the consumers interest. I own a small townhome in Ft.Walton Beach and was not even there in January and yet my utility bill was \$155. This is outrageous.

Was antitrust even looked into before allowing this merger and monopoly to take place. You will not be getting my vote.

Sent from my Verizon, Samsung Galaxy smartphone

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

## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, February 28, 2022 10:55 AM  
**To:** Ellen Plendl  
**Subject:** FW: Florida Power & Light Company NORTHWEST FLORIDA - Utility Bill Price Gouging  
**Attachments:** FLP POWER\_001.pdf

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:** Marie Olney <marieolney@yahoo.com>  
**Sent:** Friday, February 18, 2022 5:32 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Florida Power & Light Company NORTHWEST FLORIDA - Utility Bill Price Gouging

Hello Governor DeSantis,

I'd first like to say that I am a big fan. You are doing a fantastic job as our Governor for the state of Florida. Thank you so much for not giving in to all the Covid craziness and for not shutting down our State.

The reason that I am writing is to bring to your attention that Gulf Power was recently purchased by Florida Power & Light Company (FPL) and they have doubled or tripled most people's utilities bill in the Panhandle of Florida. I almost fell over when I opened my Dec/January bill (copy attached) which was \$470.00! (Dec 2021 was only \$238.00). It looks like my next bill from FPL is going to be higher, right now it is \$465.82!!

The winter months are when my utility bills are generally lower because I keep the heat turned down very low.

I am extremely worried about the summer months coming up and do not believe that we will be able to afford to stay in our home with utility bills this high. I do not own this home, I rent. My husband and I have lived here for almost four years and we have never had utility bills this high. I have also attached a print-out of our our power bills with Gulf Power for the last year so you can see the difference.

There is a petition going around that had over 15,000 signatures at the time that I signed it regarding this matter (FPL price gouging in NW Florida).

I do not know if you can do anything about this but there are ALOT of people in the Florida Panhandle that are being adversely affected by Florida Power & Light Company NW Florida. We do not have any other option to switch utility companies so we are at the mercy of this company and it is not right for them to come here and double/triple rates.

Your assistance would be greatly appreciated.

Sincerely,

Marie N. Olney

/MNO  
Enclosure

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.



**Electric Bill Statement**

**For:** Dec 28, 2021 to Jan 25, 2022 (29 days)

**Statement Date:** Jan 25, 2022

**Account Number:** 21045-85027

**Service Address:**

455 S 11TH ST

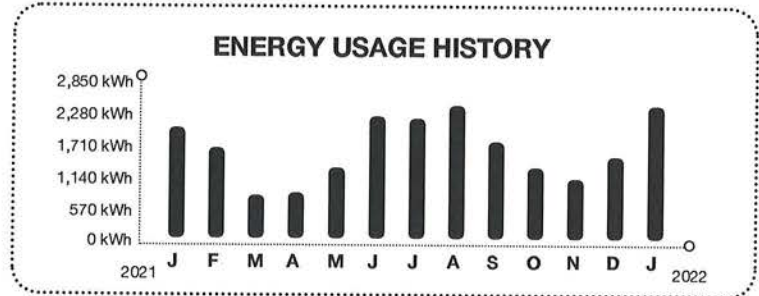
DEFUNIAK SPRINGS, FL 32435-2619

Hello Marie Olney,  
Here's what you owe for this billing period.

**CURRENT BILL**

**\$470.82**  
TOTAL AMOUNT YOU OWE

**Feb 15, 2022**  
NEW CHARGES DUE BY



**BILL SUMMARY**

Amount of your last bill	416.64
Payment(s) received - thank you	-416.64
Balance before new charges	0.00
Total new charges	470.82
<b>Total amount due</b>	<b>\$470.82</b>

*(See reverse for billing details)*

Visit [FPL.com/PayBill](http://FPL.com/PayBill) for ways to pay

The Public Service Commission unanimously approved FPL's four-year rate agreement, which begins this month, to support investments in cleaner and more reliable energy. Visit [FPL.com/Answers](http://FPL.com/Answers).

**KEEP IN MIND**

- Payments received after February 15, 2022 are considered late; a late payment charge, the greater of \$5.00 or 1.50% of your past due balance will apply. Your account may also be billed a deposit adjustment.

*Natalie*

Customer Service: 800-225-5797  
 To Report Power Outages: 800-468-8243  
 Hearing/Speech Impaired: 711 (Relay Service)



/ 150022 2104585027 06618000000000000000047082

0001 0002 001811 2 6

Make check payable to FPL NW FL in U.S. funds and mail along with this coupon to:

MARIE OLNEY  
 455 S 11TH ST  
 DEFUNIAK SPRINGS FL 32435-2619



FPL NORTHWEST FL  
 P.O. BOX 29090  
 MIAMI FL 33102-9090



21045-85027 ACCOUNT NUMBER	\$470.82 TOTAL AMOUNT OWED	Feb 15, 2022 NEW CHARGES DUE BY	\$ AMOUNT ENCLOSED
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**FPL**  
Northwest FL

**Customer Name:**  
Marie Olney

**Account Number:**  
21045-85027

FPL.com Page 2

0002 0002 001811

E001

### BILL DETAILS

Amount of your last bill	416.64
Payment(s) received - thank you	-416.64
<hr/>	
Balance before new charges	\$0.00
<b>New Charges</b>	
Rate: RS-1 RESIDENTIAL SERVICE	
Base charge	8.99
Energy charge	293.32
Fuel charge	105.59
<hr/>	
Electric service charges	\$407.90
Gross rec. tax/Regulatory fee	10.76
Franchise charge	12.89
Utility tax	34.27
Late payment charge	5.00
<hr/>	
Taxes and charges	\$62.92
Total new charges	\$470.82
<b>Total amount you owe</b>	<b>\$470.82</b>

### METER SUMMARY

Meter reading - Meter 5180415. Next meter reading Feb 24, 2022

<b>Usage type</b>	<b>Current</b>	-	<b>Previous</b>	=	<b>Usage</b>
kWh	33903		31327		2576

### ENERGY USE COMPARISON

	<b>This Month</b>	<b>Last Month</b>	<b>Last Year</b>
Service to	Jan 25, 2022	Dec 27, 2021	Jan 26, 2021
kWh used	2576	1595	2142
Service days	29	33	34
kWh/day	89	48	63
Amount	\$465.82	\$237.93	\$313.61

### KEEP IN MIND

- The non-fuel energy charge is \$0.10775 per kWh used during the billing period up to 1,000 kWh and \$0.11775 per kWh for usage above 1,000 kWh. The fuel charge is \$0.03487 per kWh used up to 1,000 kWh and \$0.04487 per kWh for usage above 1,000 kWh.

### Florida's Energy Future

Our unanimously approved rate plan for 2022-2025 invests in Northwest Florida's energy future.

[FPL.com/Answers](https://www.fpl.com/Answers)

### Welcome to FPL

See the top 10 changes you can expect as an FPL customer, plus important information and FAQs.

[FPL.com/Together](https://www.fpl.com/Together)

### We are here to help

Many factors can affect your bill, including cold weather. If you are experiencing hardship and need help with your bill, resources are available.

[FPL.com/Help](https://www.fpl.com/Help)

When you pay by check, you authorize FPL to process your payment electronically or as a draft. If your payment is processed electronically, your checking account may be debited on the same day we receive the check and your check will not be returned with your checking account statement.

FPL does not agree to any restrictions, conditions or endorsements placed on any bill statement or payments such as check, money order or other forms of payment. We will process the payment as if these restrictions or conditions do not exist.

OLNEY USAGE – LAST YEAR

→ Jan 2022	\$465.82
Dec 2021	\$237.93
Nov 2021	\$178.71
Oct 2021	\$205.72
Sep 2021	\$275.45
Aug 2021	\$367.79
Jul 2021	\$334.57
Jun 2021	\$338.56
May 2021	\$205.25
Apr 2021	\$142.94
Mar 2021	\$132.54
Feb 2021	\$257.27
Jan 2021	\$313.61