

Antonia Hover

From: Ellen Plendl
Sent: Wednesday, March 9, 2022 8:54 AM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: Re Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW ; Governor's Assignment Case Number 892,989 EOG000456452; sheila-paxton-response-letter.pdf

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

Antonia Hover

From: doug swing <dougswing@gmail.com>
Sent: Tuesday, March 8, 2022 6:48 PM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Florida Power & Light Company

Thank you for the information.

On Tue, Mar 8, 2022, 12:10 PM Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

Mr. Dwight Douglas Swing

dougswing@gmail.com

RE: FPSC Inquiry 1932172C

Dear Mr. Swing:

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

From: Ellen Plendl
Sent: Tuesday, March 8, 2022 1:11 PM
To: 'dougswing@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Dwight Douglas Swing
dougswing@gmail.com

RE: FPSC Inquiry 1932172C

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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

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, March 8, 2022 12:41 PM
To: Ellen Plendl
Subject: FW:

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: doug swing <dougswing@gmail.com>
Sent: Tuesday, February 1, 2022 11:14 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject:

Dear Governor Desantis,
I am writing you to express my opinion about the dramatic cost increase of electrical energy of Florida Power & Light. My power bill has tripled since December 2021.
Please make an effort to rein in control of this miscarriage of the public utility tyranny!

Respectfully,
Dwight Douglas Swing
Assistant Fire Chief (ret)
1905 Rhett Pl, Lynn Haven, FL 32444
Registered Republican

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: CRM.CitizenServices <CRM.CitizenServices@eog.myflorida.com>
Sent: Tuesday, March 8, 2022 11:49 AM
To: Ellen Plendl
Cc: Cimmino-Lynn, Martha
Subject: Governor's Assignment | Case Number: 892,989 | EOG:000456452
Attachments: 892989 paxton.pdf

Case Number:	892,989
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Origin	Letter
EOG Source	Citizen Services
Created On	3/8/2022 9:20 AM
Letter Date	
Priority	Default

Case Attribute(s)

Attribute	
Utilities	

Primary Contact Information

First Name	Sheila	Last Name	Paxton	Phone	
City	417 Hatchee Drive Crestview, Florida 32536 United States	County	Okaloosa County	State	Florida
	32536	Email			
Address Line 1	417 Hatchee Drive				
Address Line 2					
Organization /					

Additional Information

Description

Note

rate increase
cc: Marty

Case Assignment

Assigned To:	PSC - Public Service Commission	Due Date:	3/28/2022 10:20 AM

You have an assignment from the Executive Office of the Governor.

Please have staff review and respond as appropriate.

Please copy the link below to close the assignment, provide resolution information or request an extension/reassignment.

[Click Here to Update the Case](#)

If you have questions about this assignment, please send an email to CRM.CitizenServices@eog.myflorida.com.

Sincerely,

Kristie Jemmott

Office of Citizen Services

Executive Office of the Governor

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.

January 31, 2022

Dear Governor Desantis,

I would first like to thank you for your stand against vaccine mandates for the residents of the beautiful sunshine state. I am an RN working in a hospital and was prepared to walk away if the mandates continued. Thank you for your continued fight for medical freedom.

I live in the Florida panhandle in a region that was recently taken over by Florida Power and Lights (FPL). When I tell you that this region is about to face a power and billing crisis, I am not exaggerating. I have already reached out to Florida Public Service Commission (FPSC), who in turn sent my complaint back to FPL. FPSC "exercises regulatory authority over utilities in one or more of the three key areas: rate base/economic regulation; competitive market oversight; and monitoring safety, reliability, and service." They approved a rate increase of what should equate to a \$6.82 per month charge for 1,000 kw/hr. Instead, the Florida panhandle cities and towns are experiencing a 20-40% increase in their electric bills.

Our region has been blindsided by this. People will not be able to afford these bills and will end up with either no power or no food. Please react!! There needs to be an investigation on what was approved and what is being charged. We live in a 2100 sq foot 4 bed/2 bath house with four people. Our power bill went up 24%. We currently have our central air off (for 5 days during the cold snap) and are dealing with the 62 degree indoor temperature. We are keeping light usage to a minimum, using our wood fireplace, have unplugged everything we do not use daily, and still see our daily kw climbing to be over 1000 kw per month, which then places us again in a higher rate. I do not know if there is a system glitch or mathematical error occurring. What they are charging is different from what they said they would charge. How is that fair? Why isn't FPSC responding??

I implore you to really look at this issue. People are reporting \$800-\$1000 bills. It's quite baffling and the lack of response from people who are in positions to protect us is infuriating. You appointed 3 of the 5 commissioners responsible for this. Please demand answers. They said these rates were approved for the next 4 years. People will not be able to afford it; they will end up bankrupt.

Leading up to the rate change, our bills stated that <1000 kw we would be charged \$0.06683 and >1000 kw we would be charged \$0.07683. Instead, we are charged \$0.10775 <1000 kw and \$0.11775 >1000 kw. Please make it make sense. I am including their own bill breakdown including these numbers. I will highlight them.

Our state loves you. People across the nation loves you and wishes you were their Governor. Please be the bulldog we know you can be and demand change before people lose their homes over this greedy company. Thank you. All my best to you and your family,

Sincerely,



Sheila Paxton
850-826-1517

- 11 **Rate:** Determines how the bill is calculated for this account.
- 12 **Electric service amount:** These charges are regulated by the Florida Public Service Commission. The total electric service amount is made up of the following charges:
 - a. **Base charge:** A fixed monthly amount to cover the cost of providing service to your location. This charge includes the cost of the meter, billing and providing customer service. It is applicable whether or not electricity is used.
 - b. **Energy charge:** This total charge is made up of the following charges:
 - » **Energy Conservation Cost Recovery Charge (ECCR):** Cost of programs designed to reduce electric demand and consumption.
 - » **Capacity Payment Recovery Clause (CPRC):** Cost for purchasing electricity from non-FPL-owned resources, as well as certain nuclear-related expenses.
 - » **Environmental Cost Recovery Clause (ECRC):** Cost to meet environmental laws and regulations.
 - » **Storm Protection Plan Cost Recovery Clause (SPPCRC):** Cost to strengthen the grid in order to reduce restoration costs and outage times during major storms, as well as improving day-to-day service reliability.
 - » **Storm Restoration Recovery Charges:** Cost of service restoration following Hurricanes Michael and Sally.
 - » **Transition rider:** Addresses the difference in costs to serve FPL and former Gulf Power customers in a reasonable manner for all customers. Transition rider will decline to zero over a five-year period, fully aligning rates by Jan. 1, 2027.
 - c. **Fuel charge:** The cost for fuel required to provide each kilowatt-hour (kWh) of electricity. FPL makes no profit on fuel costs.

- 13 **Taxes and charges:** Taxes and fees may vary by area, with amounts established by local governing bodies. FPL collects these costs for distribution to appropriate entities and does not profit from them. The amount is made up of the following charges:
 - a. **Gross receipts tax:** Tax on a customer's electric bill that is paid to the State of Florida.
 - b. **Franchise charge:** Fee on a customer's electric bill that is collected by FPL and provided to the appropriate local municipality or county government.
 - c. **Regulatory assessment fee:** Tax on a customer's electric bill that is paid to the Florida Public Service Commission.

BILL DETAILS

Amount of your last bill	193.83
Payments received - Thank you	-193.83
Balance before new charges	\$0.00
New Charges	
Rate: RS-1 RESIDENTIAL SERVICE	
Base charge	8.99
Energy charge	107.75
Fuel charge	34.87
Electric service amount	\$151.61
Gross rec. tax/Regulatory fee	4.00
Taxes and charges	\$4.00
Total new charges	\$155.61
Total amount you owe	\$155.61

METER SUMMARY
Meter reading - Meter ACD1234, Next meter reading Mar 4, 2022

Usage type	Current	Previous	= Usage
kWh used	12580	11580	1000

ENERGY USAGE COMPARISON

	This Month	Last Month	Last Year
Service to	Feb 3, 2022	Jan 5, 2022	Feb 4, 2021
kWh used	1000	1229	974
Service days	29	29	29
kWh/day	34	42	34
Amount	\$155.61	\$193.83	\$132.88

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.

Stay connected
For a fast, easy way to stay informed and report outages, download the FPL Mobile App. FPL.com/MobileApp


We're here to help
If you're experiencing hardship as a result of the coronavirus (COVID-19) and need help with your bill, there are resources available. FPL.com/help

17 **Bill messages:** Important and timely information that can benefit our customers.

- 14 **Meter summary**
 - a. **Meter number:** Unique identifier associated with your electric bill.
 - b. **Next meter read date:** Date the next meter reading is scheduled to take place.
 - c. Meter reading from the last day of the service period minus the meter reading from the last day of the previous service period to determine kWh used during the service period for this bill.
- 15 **Energy usage comparison:** Compares the kilowatt-hours (kWh) used this month to last month, and to last year for the same period. A variety of factors may affect energy usage. For tips to manage your energy usage, visit FPL.com/WaysToSave.
- 16 **Pricing structure based on amount of energy use:** Starting Jan. 1, 2022, residential customer bills will be calculated using a tiered rate structure of different kWh rates: \$0.06683 per kWh used during the billing period up to 1,000 kWh and \$0.07683 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.
- 17 **Bill messages:** Important and timely information that can benefit our customers.

How to read your bill

- 1 **Bill-specific information:**
 - a. **Service period dates:** The service days included in this bill. Note: The number of days in a billing period may fluctuate due to weekends, holidays or changes in the date we read your meter.
 - b. **Statement date:** The date upon which the monthly bill is generated.
 - c. **Account number:** This is a unique identifier for the customer at this address – refer to this number if you contact FPL about your account.
 - d. **Service address:** The location where electricity is being provided.
- 2 **Total amount due:** The amount you owe for services already used during the billing period, plus any outstanding service charges, deposits or late payment fees incurred.
- 3 **New charges due by:** When the payment for new charges is due.
- 4 **Bill summary:** A high-level summary of the total amount due and payments received during the service period indicated on your bill.
- 5 **How to contact FPL:** You can manage your account, make a payment, report an outage and more at FPL.com, or you can call us.
- 6 **Energy usage history:** Illustrates the monthly kilowatt-hours (kWh) used for the last 13 months.
- 7 **Bill messages:** Important and timely information that can benefit our customers.
- 8 **Keep in mind:** Important information that can benefit our customers. **Note:** Starting Jan. 1, 2022, customer bills will be subject to a late payment charge. Here is where you will see details about the late payment charge that you may incur if your payment is received after your due date.
- 9 **Customer contact information:** Name associated with the account and the address requested to have communications sent.
- 10 **Payment mailing address:** Location to send a check payment for this bill. For more payment options, visit FPL.com/WaysToPay.



Electric Bill Statement
For: Jan 5, 2022 to Feb 3, 2022 (29 days)
Statement Date: Feb 3, 2022
Account Number: 12345-67890
Service Address:
123 MAIN STREET
ANYWHERE, FL 12345

FPL.com Page 1 E001

Hello Jane Doe,
Here's what you owe for this billing period.

CURRENT BILL

\$155.61

TOTAL AMOUNT YOU OWE

Feb 24, 2022

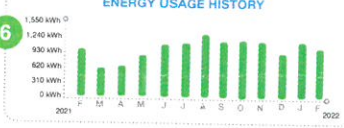
NEW CHARGES DUE BY

BILL SUMMARY

Amount of your last bill	193.83
Payments received	-193.83
Balance before new charges	0.00
Total new charges	155.61
Total amount you owe	\$155.61

(See reverse for billing details.)

ENERGY USAGE HISTORY



Go paperless
It's easier than ever to be in control of your energy bill. With notification options via email and text messages, you're sure to never miss a payment. Sign up today.
FPL.com/eBill

KEEP IN MIND
* Payments received after Feb 24, 2022 are considered late; a late payment charge, the greater of \$5.00 or 1.5% of your past due balance will apply. Your account may also be billed a deposit adjustment.

Visit FPL.com/PayBill for ways to pay.

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

12345-67890 / 27 123456 1122334455667788990011223

JANE DOE
123 MAIN STREET
ANYWHERE, FL 12345-1234

Make check payable to FPL Northwest FL, in U.S. funds and mail along with this coupon to:
FPL NORTHWEST FL
P.O. BOX 29090
MIAMI FL 33102-9090

12345-67890 ACCOUNT NUMBER

\$155.61 TOTAL AMOUNT YOU OWE

Feb 24, 2022 NEW CHARGES DUE BY

\$ SAMPLE BILL DO NOT PAY AMOUNT ENCLOSED

Stay connected

For a fast, easy way to stay informed and report outages, download the FPL Mobile App.

FPL.com/MobileApp

BILL DETAILS

Amount of your last bill	243.80
Payment(s) received - thank you	-243.80
<hr/>	
Balance before new charges	\$0.00

FPL AUTOMATIC BILL PAY - DO NOT PAY

New Charges

Rate: RS-1 RESIDENTIAL SERVICE	
Base charge	8.99
Energy charge	222.90
Fuel charge	78.75
<hr/>	
Electric service charges	\$310.64
Gross rec. tax/Regulatory fee	8.19
Franchise charge	19.63
Utility tax	27.26
<hr/>	
Taxes and charges	\$55.08
Total new charges	\$365.72
Total amount you owe	\$365.72

METER SUMMARY

Meter reading - Meter 5190487. Next meter reading Feb 23, 2022

Usage type	Current	-	Previous	=	Usage
kWh	23651		21673		1978

ENERGY USE COMPARISON

	This Month	Last Month	Last Year
Service to	Jan 24, 2022	Dec 21, 2021	Jan 25, 2021
kWh used	1978	1613	1865
Service days	34	28	34
kWh/day	58	58	55
Amount	\$365.72	\$243.80	\$284.73

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.

This is a different rate than what was advertised.

Florida's Energy Future

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

[Find out more >](#)

Welcome to FPL

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

[Learn more >](#)

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.

[Take action >](#)

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.

Electric Bill Statement

For: Dec 22, 2021 to Jan 24, 2022 (34 days)

Statement Date: Jan 24, 2022

Account Number: [REDACTED]

Service Address:

417 HATCHEE DR

CRESTVIEW, FL 32536-5203

FPL AUTOMATIC BILL PAY - DO NOT PAY

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

CURRENT BILL

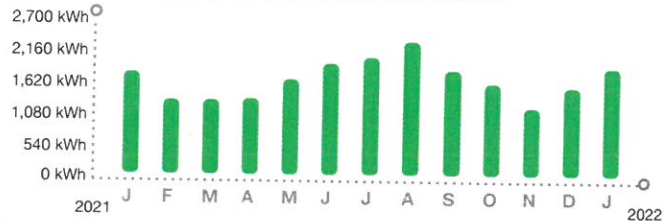
\$365.72

TOTAL AMOUNT YOU OWE

Feb 14, 2022

NEW CHARGES DUE BY

ENERGY USAGE HISTORY



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.

BILL SUMMARY

Amount of your last bill	243.80
Payment(s) received - thank you	-243.80
Balance before new charges	0.00

FPL AUTOMATIC BILL PAY - DO NOT PAY

Total new charges	365.72
Total amount due	\$365.72

(See reverse for billing details)

Visit FPL.com/PayBill for ways to pay

KEEP IN MIND

- Payments received after February 14, 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.
- The amount of this bill will be automatically deducted from your bank account on or after **February 5, 2022**

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

/ 3* FPL AUTOMATIC BILL PAY - DO NOT PAY *

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

SHEILA MARIE PAXTON
417 HATCHEE DR
CRESTVIEW FL 32536-5203

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

[REDACTED]	\$365.72	Feb 14, 2022	\$
ACCOUNT NUMBER	TOTAL AMOUNT OWED	NEW CHARGES DUE BY	FPL AUTOMATIC BILL PAY - DO NOT PAY

S. Paxton
417 Hatcher Dr.
Crestview, FL 32536

PENSACOLA FL 325

31 JAN 2022 PM 2 L



OFFICE OF THE GOVERNOR
CITIZEN SERVICES

2022 FEB -3 AM 9:51

Utilities

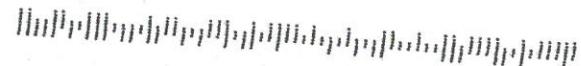
POC

cc Kathy

Rate Increase

Executive Office of Governor Desantis
400 S. Monroe St.
Tallahassee, FL 32399

9500001-00000000



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

March 9, 2022

Ms. Sheila Paxton
417 Hatchee Drive
Crestview, FL 32536

RE: FPSC Inquiry 1392124C

Dear Ms. Paxton:

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CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

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

Internet E-mail: contact@psc.state.fl.us

Ms. Sheila Paxton

Page 2

March 9, 2022

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On October 26, 2021 the FPSC approved a four-year rate settlement for FPL, reflecting an almost 40 percent reduction in its original rate revenue request for 2022. Parties to the settlement, filed on August 9, 2021, include the Office of Public Counsel, representing customers, the Florida Retail Federation; the Florida Industrial Power Users Group; and the Southern Alliance for Clean Energy.

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

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

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

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

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

Sincerely,



Shonna McCray
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

SM:mep