

Antonia Hover

From: Ellen Plendl
Sent: Wednesday, March 9, 2022 11:02 AM
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; FW FPL Rates and Northwest Florida Unaffordable Energy; FW FPL, NW FL rate hikes; FW FPL in Northwest Florida; FW FP&L Bill; donna-burns-response-letter.pdf

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

Antonia Hover

From: Ellen Plendl
Sent: Wednesday, March 9, 2022 10:59 AM
To: 'kison@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Kison Niles
kison@gmail.com

RE: FPSC Inquiry 1392210C

Dear Mr. Niles:

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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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.

You also mentioned alternative options in the electric industry in Florida. Florida is not a deregulated state. The Florida Public Service Commission cannot deregulate the electric industry. It would be up to the Florida Legislature to make changes in the Florida Statutes to deregulate the electric industry.

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: Wednesday, March 9, 2022 10:55 AM
To: 'barbourkelly@yahoo.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Kelly Barbour
mailto:barbourkelly@yahoo.com

RE: FPSC Inquiry 1392208C

Dear Mr. Barbour:

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)

Antonia Hover

From: Ellen Plendl
Sent: Wednesday, March 9, 2022 10:47 AM
To: 'melnels1994@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Melissa Nelson
melnels1994@gmail.com

RE: FPSC Inquiry 1392206C

Dear Ms. Nelson:

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)

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, March 9, 2022 10:37 AM
To: Ellen Plendl
Subject: FW: FPL Rates and Northwest Florida Unaffordable Energy

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: Kison Niles <kison@gmail.com>
Sent: Saturday, March 5, 2022 1:08 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL Rates and Northwest Florida Unaffordable Energy

Hello Governor,

Please do something about the incredibly high FPL rates in Northwest Florida. With the switch to FPL from Gulf Power in addition to the nationwide inflation and current energy crisis, this is an inappropriate time for customers to be charged higher rates for power. These energy costs in no way resemble what I expect from growing up in Northwest Florida. We are being forced to pay rates that are more akin to states like California with no options to shop around for alternatives. Our power is being monopolized and it will hurt all Republican representatives in future elections since Northwest Florida supports Republican candidates so strongly. Northwest Florida residents cannot afford such high rates and this course of action is very disappointing given the current state of things in the nation and world post-pandemic.

Kison Niles

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: Wednesday, March 9, 2022 10:36 AM
To: Ellen Plendl
Subject: FW: FPL, NW FL rate hikes

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

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Kelly Barbour <barbourkelly@yahoo.com>
Sent: Sunday, March 6, 2022 3:59 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL, NW FL rate hikes

Governor DeSantis

Your loyal constituents in the panhandle are hurting. Can you help. Thank you

Very Respectfully

Kelly Barbour MSGt ret. USAF
barbourkelly@yahoo.com
662-574-1356. Text welcome

https://www.nwfdailynews.com/story/opinion/editorials/2022/02/12/fpl-forcing-some-residents-make-chilling-choices-opinion-okaloosa-walton-county-electricity/6639606001/?fbclid=IwAR18n5DwefT-ZPVfyJUT3wqZgGZQl4pDslwss_8FxGpDwUtZ25qBm2raGm4

Sent from my iPhone

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, March 9, 2022 10:35 AM
To: Ellen Plendl
Subject: FW: FPL in Northwest Florida

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: Melissa Nelson <melnels1994@gmail.com>
Sent: Sunday, March 6, 2022 11:52 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Cc: melnels1994@gmail.com
Subject: FPL in Northwest Florida

Dear Mr Desantis , I live in Pensacola Florida , we have recently changed power companies here from Gulf Power to FPL . I do realize that everything is higher right now but I do believe that this company is scalping its customers , we live in a 1000.00 square foot home and our bill was averaging around 116.00 a month now it is 285.00 with gas and food prices not sure how we are going to survive . Please help . I voted for you and you are an amazing Governor. Keep up the good work !

Sent from my iPad

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Antonia Hover

From: Consumer Contact
Sent: Wednesday, February 16, 2022 2:46 PM
To: Ellen Plendl
Cc: Shonna McCray
Subject: FW: FP&L Bill

Customer included the governors email address with the PSC's. DHood

From: Donna Burns <donnaknowsrealty@gmail.com>
Sent: Saturday, February 12, 2022 8:06 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>; gjohnson@bbbsefl.org; GovernorRon.Desantis@eog.myflorida.com
Subject: FP&L Bill

To Whomever is listening:

I just received my latest FP&L bill and it is almost double what it was last month! I knew rates were going to increase, but if this is what they're gonna keep doing, we won't be able to afford it much longer.

What I really don't understand is how can we, just the two of us, who have the same ole monotonous life, work, come home, watch TV, go to bed, can go from using 1,739 kwh to have used 2,789 kwh, when we keep our thermostat at 66 degrees during the day and 64 degrees at night! I don't know how we used 56 kWh a day last month, nothing changed, but yet this bill says we use 90 kWh a day. I disagree! And I think they should be made to prove it!!!

Can you explain this drastic rate increase?

Thank you for listening,

Donna Burns

Donna Burns, Real Estate Agent
Rising Star Real Estate
1191 Eglin Parkway, Suite G
Shalimar, FL 32579
850.543.6681 Cell
donnaknowsrealty@gmail.com

STATE OF FLORIDA

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

Public Service Commission

March 9, 2022

Mr. & Mrs. Gavin Burns
122 Pinewood Terrace
Fort Walton Beach, FL 32548

RE: FPSC Inquiry 1390345E

Dear Mr. & Mrs. Burns:

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 requested FPL offer to test your electric meter for accuracy. FPL sent you an email offering a meter test. However, FPL had no record of you contacting the company to request and schedule the meter test.

You may contact Ms. Andrea Flowers, FPL Customer Service Representative, at 850-444-6858, to request and schedule a meter test, as well as a complimentary energy audit, which will provide you with an analysis of your energy use and appliances, and recommendations to minimize your usage. Home energy audits are available to FPL customers at no charge, once every twelve months.

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

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

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

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

Mr. & Mrs. Gavin Burns

Page 2

March 9, 2022

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

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

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

Sincerely,



Shonna McCray
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

SM:mep