

Antonia Hover

From: Ellen Plendl
Sent: Thursday, March 17, 2022 10:30 AM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: Consumer Inquiry - Florida Power & Light Company; FW Help!; erik-acabeo-correspondence.pdf; erik-acabeo-reponse-letter.pdf; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW FPL Rate Hikes; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW Florida Power& Light; FW FPL; FW Florida Power & Light; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW Florida Power and Light is Stealing From Us in the Panhandle; Consumer Inquiry - Florida Power & Light Company; FW Help with the election company; FW (U) Bay Counties New Power Problem; FW

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

Antonia Hover

From: Ellen Plendl
Sent: Thursday, March 17, 2022 8:18 AM
To: 'jjloves0808@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Carolyn J McKinney
jjloves0808@gmail.com

RE: FPSC Inquiry 1392737C

Dear Ms. McKinney:

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

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

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After the FPSC's order is issued, any party may ask the Commission to reconsider its decision on the issues. After the reconsideration, the Public Counsel, the utility, or any other party involved in the proceeding may appeal the Commission's decision to the Florida Supreme Court.

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

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

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

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

The FPSC is happy to file an inquiry for any Florida consumer who has electric service or billing concerns with an investor-owned electric, natural gas or water & wastewater provider, including FPL. You may advise your friends and neighbors as the customer of record for their own service address/electric account to contact the FPSC by using the following information:

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

Toll-free Telephone: 1-800-342-3552

Fax: 1-800-511-0809

Email: contact@psc.state.fl.us

Internet: <http://www.floridapsc.com/ConsumerAssistance/ComplaintForm>

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: Thursday, March 17, 2022 8:08 AM
To: Ellen Plendl
Subject: FW: Help!

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: cj mckinney <jjloves0808@gmail.com>
Sent: Saturday, February 12, 2022 9:56 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Help!

Dear Governor Desantis,

As you must know Many Floridians are suffering right now.... BUT NOT BECAUSE OF THIS PANDEMIC! You have been a great leader during a time when we needed leadership, strength and courage. I am proud of how you handled the pandemic for the state of Florida.

Unfortunately we now face another CRISIS. Your people are being stolen from by a billion dollar company called Florida Power and Light. Many many people are literally having to live in the cold right now with no light in their home because they cannot afford these crazy crazy power bills. Please Governor DeSantis do some research on this situation I have a friend who her and her husband live in a home and it's just them their last power bill was over \$400 it's never been that even in the hottest part of Summer. My last power bill is excessively high and it's never been this high in winter ever. Thousands of people and businesses are suffering at the hands of this power company who is basically stealing and overcharging your customers. How on Earth was this approved by our elected officials. I mean literally there are people that have to like candles and go back to an age where we don't have any power because they can't afford it. These are your average hard-working Floridians. I want to know Governor DeSantis what are you going to do about this? Are you going to continue to be silent? There is no way that you don't know what's going on and if you don't it's time for you to look into this. The attorneys Levin Papatonio in Pensacola Florida are trying to litigate a way to force this company to stop stealing from the people. There have been many people that have gathered together on Facebook to try to help each other of cutting their bills down and just vent and support each other because nobody is helping us. Florida Power and Light they don't care they have a script that they read from they don't want to help us either. Something is seriously wrong with this situation. Many people have seen a spike in their kilowatts that they've never had before ever the meters are not reading correctly or there's a computer defect or something but this has to be investigated!!!

The right-tiered program is horrific and they've basically got it where we're all screwed. I take care of a home that is vacant right now and the bill went from \$50 to \$100 in one month no one is stealing from the house no one is taking the power because we are the only neighbor for this home. There is no reason why that bill went up 50%. And yes I did contact Florida Power about that they gave me a bunch of bull. Governor DeSantis am I going to get a bunch of bull from you too? Are you going to do your job and be the leader that you've shown yourself to be? Your people need help! And they're getting nothing from leaders that they've contacted.

Sincerely,

Carolyn J McKinney

850-377-4856

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.

Diane Hood

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, March 05, 2022 9:32 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 186572

CUSTOMER INFORMATION

Name: Erik Acabeo
Telephone: (915) 242-9521
Email: pollulo13@hotmail.com
Address: 620 prairie st Crestview FL 32536

BUSINESS INFORMATION

Business Account Name: Erik Acabeo
Account Number: 21005-98248
Address: 620 prairie st Crestview FL 32536

COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company

Details:

Bill almost double from same month last year and when with Gulf power. A/C and heater most of the time off due im military and out of the house over 12hrs a day and other family member works full time and over 10 hrs a day out of the house. Famlily size of only 2 persons and all appliances are high efficiency with all lights LED in the house.

PSC was contacted previously

Diane Hood

From: consumerComplaint@psc.state.fl.us
Sent: Friday, January 28, 2022 4:20 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 185737

CUSTOMER INFORMATION

Name: Erik Acabeo
Telephone: (915) 242-9521
Email: pollulo13@hotmail.com
Address: 620 Prairie St. Crestview FL 32536

BUSINESS INFORMATION

Business Account Name: Erik Acabeo
Account Number: 21005-98248
Address: 620 Prairie St Crestview FL 32536

COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company

Details:

Amount due from december to January went from 189 with Gulf Power to 229 by just only the merge of the companies.

Current bill almost doubled from 189 to 337 with less days and use of electricity remaining less than previous month.

Every time customer service is reached they just hung up on you when you try to speak to a manager.

PSC was contacted previously

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 17, 2022

Mr. Erik Acabeo
620 Prairie Street
Crestview, FL 32536

RE: FPSC Inquiry 1388499E

Dear Mr. Acabeo:

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 requested FPL test your meter for accuracy. The company sent you an E-mail offering to test your meter. It is my understanding FPL has not received your acceptance of the meter test offer. In order to adjust a bill, there needs to be conclusive proof that the meter malfunctioned or that the company applied improper rates.

A comparative review of your consumption shows a decrease between March and July; and September and October 2021 compared to the same months in 2020, as well as January 2022, compared to January 2021. Your consumption reflected an increase in February, August, November, and December 2021, compared to the same months in 2020. In solely reviewing 2021, your consumption increased from March forward with peaks in August 2021 and January 2022, followed by a subsequent decrease as follows:

Month	2020 Kilowatt-Hours	2021 Kilowatt Hours	2022 Kilowatt Hours
January		1,997	1,826
February	1,132	1,443	
March	1,250	1,209	
April	1,269	1,236	
May	1,405	1,122	
June	1,591	1,485	
July	2,171	1,856	
August	1,624	1,875	
September	1,565	1,560	
October	1,260	1,121	
November	1,028	1,086	
December	1,341	1,462	

You may contact Ms. Natalie Bailey, FPL Senior Business Analyst, at 850-444-6086, 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.

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

Mr. Erik Acabeo

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March 17, 2022

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.

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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 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 April 4, 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

Enclosure

Antonia Hover

From: Ellen Plendl
Sent: Thursday, March 17, 2022 9:53 AM
To: 'jms4thelord@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Judy Simms
jms4thelord@gmail.com

RE: FPSC Inquiry 1392765C

Dear Ms. Simms:

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: Thursday, March 17, 2022 9:50 AM
To: 'cglentz@yahoo.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Charlie Glentz
cglentz@yahoo.com

RE: FPSC Inquiry 1392763C

Dear Mr. Glentz:

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: Thursday, March 17, 2022 9:49 AM
To: Ellen Plendl
Subject: FW: FPL Rate Hikes

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

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

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

From: Judy Simms <jms4thelord@gmail.com>
Sent: Sunday, March 13, 2022 3:14 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL Rate Hikes

First of all I want to thank you for your leadership as my governor. I have been very proud of your actions on behalf of the citizens of Florida as well as setting the example for the whole nation. I praise God for your standing against all the wrong in the present administration.

I was born in South Florida and presently live in North Florida. I had lived through all the outrageous electric bills and warned everybody when FPL took over Gulf Power. They have done exactly what I predicted. FPL, in these times, are irresponsible and stone-hearted and taking advantage for all their lobbying efforts, which has paid off with them with no thought of their fellow man.

They listen to no one in North Florida so I'm asking you as our governor to intervene. Thank you very much and God bless you. You were in my prayers 🙏

Sent from my iPhone

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Antonia Hover

From: Ellen Plendl
Sent: Thursday, March 17, 2022 9:48 AM
To: 'amandanieves1983@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Amanda Nieves
amandanieves1983@gmail.com

RE: FPSC Inquiry 1392760C

Dear Ms. Nieves:

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

From: Ellen Plendl
Sent: Thursday, March 17, 2022 9:45 AM
To: 'elizabethharkins1111@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Elizabeth Harkins
elizabethharkins1111@gmail.com

RE: FPSC Inquiry 1392759C

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)

Antonia Hover

From: Ellen Plendl
Sent: Thursday, March 17, 2022 9:43 AM
To: 'msg.karen@ymail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Karen Lesnik
msg.karen@ymail.com

RE: FPSC Inquiry 1392756C

Dear Ms. Lesnik:

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.

The FPSC is happy to file an inquiry for any Florida consumer who has electric service or billing concerns with an investor-owned electric, natural gas or water & wastewater provider, including FPL. You may advise your son, friends and neighbors as the customer of record for their own service address/electric account to contact the FPSC by using the following information:

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

Toll-free Telephone: 1-800-342-3552

Fax: 1-800-511-0809

Email: contact@psc.state.fl.us

Internet: <http://www.floridapsc.com/ConsumerAssistance/ComplaintForm>

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: Thursday, March 17, 2022 9:42 AM
To: Ellen Plendl
Subject: FW: Florida Power& 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: Amanda <amandanieves1983@gmail.com>
Sent: Monday, March 14, 2022 12:03 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power& Light

Please help us Floridians with the outrageous price gouging Florida Power & Light is able to do to us. We are struggling as a nation and we're definitely struggling here in Florida with the increased gas prices electric prices, also the housing market. It's getting to the point where Americans cannot afford to even keep their children and themselves warm because of the prices of this company. This is the only company that we can receive power from. I feel like Florida Power & Light is a huge Monopoly Here. Please make them lower the prices so average hard-working American people can afford to live and stay warm!

Thank you,
Amanda Nieves

A scared and concerned American.

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: Thursday, March 17, 2022 9:41 AM
To: Ellen Plendl
Subject: FW: FPL
Attachments: 20220313_121142.jpg

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

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Elizabeth Harkins <elizabethharkins1111@gmail.com>
Sent: Sunday, March 13, 2022 4:15 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL

And I voted for you?

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.



FORT WALTON BEACH, FL

the daily readings, there may be slight discrepancies at the daily level.

March 12 - April 12

Projected Bill

\$724.44



Billing



Usage



Outages



My Account

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, March 17, 2022 9:40 AM
To: Ellen Plendl
Subject: FW: Florida Power & 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: Charlie Glentz <cglentz@yahoo.com>
Sent: Saturday, March 12, 2022 10:02 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Cc: Penny Glentz <penny.glentz@yahoo.com>
Subject: Florida Power & Light

Sir, the Panhandle is experiencing a dramatic increase in our power bills. Why? It's time for our leaders to get involved. What's going on?

While emphasizes is placed on wages not keeping up with inflation what about the people on fixed income? Please help us

Thank you

Charlie Glentz
Milton, Florida

[Sent from Yahoo Mail on Android](#)

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Antonia Hover

From: Ellen Plendl
Sent: Thursday, March 17, 2022 9:38 AM
To: 'alan.fikes@cox.net'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Alan Fikes
alan.fikes@cox.net

RE: FPSC Inquiry 1392754C

Dear Mr. Fikes:

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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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: Thursday, March 17, 2022 9:35 AM
To: 'angel21zz@yahoo.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Debi Hooks
angel21zz@yahoo.com

RE: FPSC Inquiry 1392753C

Dear Ms. Hooks:

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

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, March 17, 2022 9:34 AM
To: Ellen Plendl
Subject: FW: Florida Power and Light is Stealing From Us in the Panhandle

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: Alan Fikes <alan.fikes@cox.net>
Sent: Saturday, February 19, 2022 8:20 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Cc: LtGovernorJeanette.Nunez <LtGovernorJeanette.Nunez@eog.myflorida.com>
Subject: Florida Power and Light is Stealing From Us in the Panhandle

Governor,

I understand that the cost of energy is on the rise, but FPL's bill, one billing cycle after they bought Gulf Power, is unjustifiably high, if not illegal. Our family's energy usage is relatively constant and we were shocked that our first bill from FPL was 30 percent higher than previous months with comparable usage.

If state leadership authorized such a huge price increase, it was never socialized with citizens and it is very curious that the price increase happened at the same time FPL bought Gulf Power.

As a citizen in this great state, I request that an investigation be initiated to get to the bottom of this huge billing increase.

I am also surprised that Florida is proposing eliminating the ability of people with solar systems from getting credit for excess power pushed back on the grid. It sounds like the power companies want folks to not pursue solar options.

I am proud to be a Florida resident and to have you as my governor. I am confident that you will give this issue the attention it deserves.

Sincerely,

Alan Fikes
522 Parish Blvd
Mary Esther, FL 32569
850-803-0741

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Antonia Hover

From: Ellen Plendl
Sent: Thursday, March 17, 2022 9:32 AM
To: 'douglas.howe.8.ctr@us.af.mil'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Douglas Howe
douglas.howe.8.ctr@us.af.mil

RE: FPSC Inquiry 1392751C

Dear Mr. Howe:

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: Thursday, March 17, 2022 9:28 AM
To: Ellen Plendl
Subject: FW: Help with the election company

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: debi hooks <angel21zz@yahoo.com>
Sent: Monday, February 14, 2022 11:17 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Help with the election company

Please help everyone with the new electric company in my area Fort Walton Beach Florida Pensacola I don't know how far it stretches but everybody is electric bill has tripled people are having a hard enough time trying to feed their family much less keep them warm everybody is writing into wear channel 3 news for help can you help us in any way thank you

[Sent from Yahoo Mail on Android](#)

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, March 17, 2022 9:28 AM
To: Ellen Plendl
Subject: FW: (U) Bay Counties New Power Problem

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: HOWE, DOUGLAS J CTR USAF ACC 101 ACOMS/SCOO <douglas.howe.8.ctr@us.af.mil>
Sent: Monday, February 14, 2022 9:44 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: (U) Bay Counties New Power Problem

Good Morning Sir,

I am a Disabled Veteran, who works on Tyndall AFB as a contractor. I would like to bring to your attention the issues that are being had in Bay county with the new provider of electricity in the area. There have been tremendous price increases in the power bill ever since FLP and NextEra have taken over for Gulf power in this area. My Power bill has doubled under this new company and I am not the only one. Everyone that I have talked to in this area has seen an increase of at least 50%. Many saying that they have seen an increase of over 200%. This is an unlivable price for power. At this rate many people are going to have to choose between power and feeding their families. I am asking you to please step in and fix this atrocity.

V/R
Douglas Howe | Network Administrator | SysCom, Inc.
Business Systems | 850-283-5009
4465 Northpark Drive | Suite 400 | Colorado Springs | CO 80907

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, March 17, 2022 9:27 AM
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: Karen Patenaude <msg.karen@ymail.com>
Sent: Saturday, February 12, 2022 9:06 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject:

Dear Sir,

My son lives in Crestview, FL. His electric bill is \$700 and has been told nothing he can do with it but wait for warmer weather. They don't use a heater, they have a wood burning stove.

I have a good retirement, but I could never pay a \$700 electric bill.

They have a new electric company there, contract signed by county officials. They are about to sign a 30 yr contract.

Something must be done about these crooked companies and city and county officials.

Yours Sincerely
Karen Lesnik
402 Tivoli Park Dr
Davenport, FL 33897

[Sent from Yahoo Mail on Android](#)

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