

Hiep Nguyen

From: Ellen Plendl
Sent: Tuesday, March 29, 2022 7:59 AM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: clinton-keesler-response-letter.pdf; phillip-bunch-response-letter.pdf; phillip-bunch-survey.pdf; FW FPL Electric bill doubled ; FW NWFL Power Bill Spike by Socialists; Consumer Inquiry - Florida Power & Light Company; FW OUTRAGEOUS FLORIDA POWER AND LIGHT RATE INCREASES

See attached customer correspondence for Docket No. 20210015.

Hiep Nguyen

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, March 8, 2022 12:54 PM
To: Ellen Plendl
Subject: FW: FPL Electric bill doubled

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: clint keesler <SPEEDTRAP@live.com>
Sent: Tuesday, March 8, 2022 11:28 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL Electric bill doubled

Dear Governor Desantis,

I have lived in Florida and had my own home for the last 5 + years. This Jan and Feb my electric bills has skyrocketed! My highest bill I have had in the last 5 years has been about \$180 and that is my July August bill. NEVER A WINTER BILL. I look forward to my super low sub \$100 electric bills in the winter to catch up and make up for the high bills in the summer. This was not the coldest winter in 5 years. I have a new ac/heat unit. I am single and live alone, am on disability. I am not suddenly using huge amounts of power! I am being scammed! Please help! I am also in a class action lawsuit now. If my bill for feb was \$190 how ok n earth will it be in July and August when I actually do use a lot of power?????? \$500+?? Escambia county is getting scammed!!!! Help us!!!

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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.

Hiep Nguyen

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, March 28, 2022 3:24 PM
To: Ellen Plendl
Subject: FW: NWFL Power Bill Spike by Socialists

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: Sam <seventhsealsam@yahoo.com>
Sent: Sunday, March 13, 2022 4:54 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: NWFL Power Bill Spike by Socialists

Governor,

Florida Power and Light spiked most of our power bills by 33% when they bought out Gulf Power this January. They do so with a socialist tier structure penalizing anyone with a normal sized home or larger by jacking rates if you go over 1,000 kw-hrs. Only folks in a 1 bedroom tiny house or apartment could stay below that in Florida. Most conservatives are sick of being penalized by green commie left wing corporations. Bringing this to your attention in hope that you can put a stop this kind of unrighteous nonsense.

Best regards,
Sam

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Hiep Nguyen

From: Ellen Plendl
Sent: Tuesday, March 29, 2022 7:37 AM
To: 'seventhsealsam@yahoo.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Sam
seventhsealsam@yahoo.com

RE: FPSC Inquiry 1393435C

Dear Sam:

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)

STATE OF FLORIDA

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

Public Service Commission

March 29, 2022

Mr. Clinton Keesler
6302 Footprints Drive
Pensacola, FL 32526

RE: FPSC Inquiry 1392141E

Dear Mr. Keesler:

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 electric meter for accuracy. It is my understanding you declined the meter test offer.

A comparative review of your usage between September and December showed a decrease comparing month to same month in 2021 compared to 2020. Similarly, your consumption reflected a decrease in January and March in 2022 comparing month to same month in 2021. However, your February 2022 consumption reflected an increase over February 2021. In solely reviewing 2021 and 2022, your consumption increased each month over the previous month from May forward, with peaks in August 2021 and February 2022, followed by subsequent decreases as follows:

Month	2020 Kilowatt-Hours	2021 Kilowatt Hours	2022 Kilowatt Hours
January		1,018	927
February		802	1,096
March	518	588	498
April	461	474	
May	435	461	
June	703	723	
July	882	813	
August	816	880	
September	809	793	
October	541	534	
November	490	447	
December	603	466	

You may contact Ms. Paula Henson, FPL Customer Service Representative, at 850-444-6424, to request and schedule a future meter test and energy audit, which will provide you with an analysis of your energy use and appliances, and recommendations to minimize your usage. Home energy audits are available to FPL customers at no charge, once every twelve months. I have enclosed a brochure, "Conserve Your World," which offers some recommendations on ways to minimize your electric consumption.

You also expressed concern about a 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

Mr. Clinton Keesler
Page 2
March 29, 2022

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.

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 Ms. Ellen Plendl by April 15, 2022; otherwise, we will consider the matter resolved. You may reach Ms. 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

Enclosure

Hiep Nguyen

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, February 7, 2022 8:34 AM
To: Ellen Plendl
Subject: FW: OUTRAGEOUS FLORIDA POWER AND LIGHT RATE INCREASES

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

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Phil Bunch <philbunch@me.com>
Sent: Friday, February 4, 2022 3:46 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Cc: Bunch Phil <philbunch@me.com>
Subject: OUTRAGEOUS FLORIDA POWER AND LIGHT RATE INCREASES

Governor Desantis,

We all need your help in Northwest Florida NOW in regards to the price gouging going on by Florida Power and Light (FPL). I want to begin by saying both my wife and I are Registered Republicans, we vote, we voted for you and we are both Disabled Veterans living in Northwest Florida. When I heard of FPL merging or buying out Gulf Power and there would be "Small" rate increases" for the next 4 years and then rates would drop down lower than they are today, I was okay with that. We were all told the average increase would be \$17 per month. Well, in Jan 2022, **the first bill from FPL was \$231.63 which had went up \$97.59 from the previous month (previous month which was last Gulf Power bill was \$134.04).** In looking at the December/January bills from one year ago, they too were only \$132....much in line with last Gulf Power bill for Dec 2021. **However the \$97.59 increase under the first FPL bill represents almost a 100% increase!!!** Well, now, I just saw my newest FPL bill for Jan 22 and it is at \$320.59!!! Absolutely no way this can be correct. We have lived here close to 5 years and even prior to new roof, new heat pump etc, the Highest our bill ever was, was for Aug 2021 at it was \$229.00. **This \$320.59 bill for Jan 2022 represents an over 200% increase over the previous months and also 200% increase over the bill for the same months over the last two years.** It is just my wife and I living at our home which is energy efficient (good insulation, new roof, new Heat pump, etc) and we have not been doing ANYTHING any different for the first FPL bill. This is unacceptable.

I called FPL last month after the first bill. What a joke. First, their system hung up on me many times while on hold. Then when i finally was able to talk with a live person, she said she didn't know why bill was so much higher and maybe they "were trying to work out the issues. Whatever that means.

Well, I understand because the Public Service Commission authorized these rate hikes that FPL is immune from lawsuit and nothing we can do about it. We are truly hoping you as the Governor will find a way to resolve this GOUGING. As I stated above both my wife and I are Disabled Veterans and the only income we have is our military retirement and VA

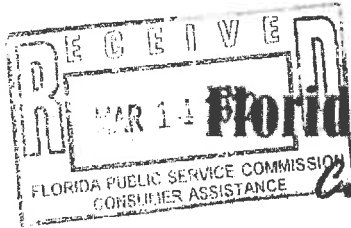
disability. We simply cannot afford these rates, especially with the increased costs of everything else...food, gas, and everything else.

I truly hope and believe that you will get involved in this and get this fixed. Since you have been in office, we have agreed with everything you have been doing....there has not been one thing you have done that we disagree with. We love you as Governor but we MUST have your help on this. Thank you in advance and If further information is needed, my contact information is below:

Respectfully,

PHILLIP A. BUNCH
5901 RUNNING IRON DRIVE
MILTON, FL 32570
(334) 318-0395

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.



Florida Public Service Commission

Customer Satisfaction Survey

Our records indicate that you recently contacted the Public Service Commission. To help us provide the best consumer service, we would appreciate your completing this survey. Please circle the appropriate rating, so we can understand how we might improve. When you're finished, just drop it in the mail. Postage is paid. We will carefully consider your suggestions. Thank you.

1. You should have received an acknowledgment letter from the Public Service Commission (PSC) about your complaint. Was that acknowledgment letter clear about the Commission's complaint process?

PLEASE CIRCLE A NUMBER

Very clear 7 6 5 4 3 2 1 Very unclear
0 Not Applicable

2. If you spoke with a PSC representative, was the representative courteous?

Very courteous 7 6 5 4 3 2 1 Very discourteous
 0 Not Applicable

3. If you spoke with a PSC representative, was the representative helpful?

Very helpful 7 6 5 4 3 2 1 Very unhelpful
 0 Not Applicable

4. Did the PSC staff provide you with sufficient information?

Sufficient 7 6 5 4 3 2 1 Insufficient
 0 Not Applicable

5. For this question, please consider your experience with the PSC—NOT the utility. Overall, how would you rate your service from the PSC staff?

Excellent 7 6 5 4 3 2 1 Poor

6. For this question, please consider your experience with the UTILITY—NOT the PSC. Overall, how would you rate the service from your utility in its handling of your complaint?

Excellent 7 6 5 4 3 2 1 Poor

UTILITY'S NAME:

Please provide any comments about the service you received from the PSC or from the utility.

Response letter said FPL indicated I said I was happy with their resolution. That is NOT true. I never said that & we are still getting stuck with outrageous electric bills. We were told last year prices would rise on average just \$17 per month. I could live with that. Last month, I was \$200 higher & was \$100 higher in January.

STATE OF FLORIDA

COMMISSIONERS:
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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 28, 2022

Mr. Phillip A. Bunch
5901 Running Iron Drive
Milton, FL 32570

RE: FPSC Inquiry 1389347E

Dear Mr. Bunch:

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

You expressed a concern with a high electric bill. Rule 25-6.052, Florida Administrative Code (F.A.C.), requires electric meters to register a weighted average accuracy rating of between 98 percent and 102 percent. If a meter is found to register more than the maximum allowed, the utility is required to credit the customer's bill. We have learned from FPL that on February 23, 2022, the company tested meter number 5823119 at your residence. The meter test indicated a weighted average of 10.02 percent, which was within the limits set by the F.A.C.

A comparative review of your usage between October and December showed an increase comparing month to same month in 2022 compared to 2021. Between January and March 2022, your consumption reflected an increase comparing month to same month in 2022 compared to 2021. Your consumption showed a significant increase in February 2022 compared to February 2021, and a notable increase compared to January 2022. In solely reviewing 2021 and 2022, your consumption increased each month over the previous month from May forward, with peaks in September 2021 and February 2022, followed by subsequent decreases as follows:

Month	2020 Kilowatt-Hours	2021 Kilowatt Hours	2022 Kilowatt Hours
January		1,163	1,394
February		1,137	1,927
March		1,082	1,230
April	1,091	987	
May	973	972	
June	1,279	1,256	
July	1,301	1,456	
August	1,411	1,483	
September	1,497	1,647	
October	1,497	1,221	
November	1,070	913	
December	889	886	

Neither the FPSC nor FPL can tell you exactly how the energy was used, only that it registered on an accurately working meter. In order to adjust a bill, there needs to be conclusive proof that the meter

Mr. Phillip A. Bunch
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malfunctioned or that the company applied improper rates. I have enclosed a brochure, "*Conserve Your World*," which offers some recommendations on ways to minimize your electric consumption.

You may contact Ms. Wendy Brooks, FPL Customer Advocate, at 850-444-6027 or Mr. Alberto Fernandez, FPL Customer Advocate, toll-free at 1-844-239-0978, extension 12, to schedule a future energy audit, which will provide you with an analysis of your energy use and appliances, and recommendations to minimize your usage. Home energy audits are available to FPL customers at no charge, once every twelve months.

You also expressed concern about the 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.

Mr. Phillip A. Bunch

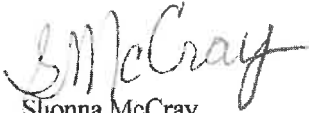
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March 28, 2022

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If you have any questions or concerns please call Ms. Ellen Plendl by April 15, 2022; otherwise, we will consider the matter resolved. You may reach Ms. 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

Enclosure