

**Antonia Hover**

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**From:** John Plescow  
**Sent:** Monday, June 6, 2022 8:53 AM  
**To:** Consumer Correspondence  
**Subject:** FW: To CLK Docket 20210015  
**Attachments:** E-Form Improper Billing TRACKING NUMBER 187255; E-Form Improper Billing TRACKING NUMBER 187256

Please, add to Docket 20210015.

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**From:** Diane Hood <DHOOD@PSC.STATE.FL.US>  
**Sent:** Friday, June 03, 2022 3:42 PM  
**To:** John Plescow <JPlescow@PSC.STATE.FL.US>  
**Subject:** To CLK Docket 20210015

## Antonia Hover

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, June 3, 2022 12:30 PM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 187255

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

### CUSTOMER INFORMATION

Name: Reagan Johnson  
Telephone: (772) 485-6836  
Email: reagansymone@yahoo.com  
Address: 114 Sw Dalton Circle Port Saint Lucie FL 34953

### BUSINESS INFORMATION

Business Account Name: Reagan Johnson  
Account Number: 1924017302  
Address: 114 Sw Dalton Circle Port Saint Lucie FL 34953

### COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company  
Details:

A base rate increase has bumped my FPL bill from \$10.77 to \$29.94, which is a 178% increase in my monthly cost to be connected to the FPL energy grid. We switched to solar in order to not only reduce our costs, but also to help energy as a whole by increasing renewable energy. Unfortunately, now FPL is increasing our "minimum base rate", which was approved by you guys. How do constituents vote on this? How do we get a say? I'm at a point where we are struggling to making living wages with inflation being so high, and yet our energy company was giving permission, by you the FPSC, to raise our rate by 178% when we are producing all of our own energy at this point. How is this legal, or ethical, or in the best interest of Floridians? Shame on FPL and the PSC alike for discouraging customers from going solar and advancing renewable energy.

Will there be a way to vote to disallow this from happening again in the future?

## Antonia Hover

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, June 3, 2022 12:56 PM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 187256

### CUSTOMER INFORMATION

Name: Richard Voss  
Telephone: (561) 703-6426  
Email: vossrf@gmail.com  
Address: 2501 S Ocean Blvd Boca Raton FL 33432

### BUSINESS INFORMATION

Business Account Name: Richard F Voss  
Account Number: 95669-66595  
Address: 2501 S Ocean Blvd Boca Raton FL 33432

### COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company  
Details:  
Incorrect application of new \$25 minimum base bill.

The details portion of my latest bill is show at <https://snipboard.io/EevUAh.jpg>

It shows Base charge: \$8.99, Minimum base bill:\$13.80, Non-fuel: \$2.43, and Fuel: #1.15 and an Electric service amount: \$26.37.

According to FPL <https://www.fpl.com/content/dam/fplgp/us/en/news/2022/energy-notes-q1-2022.pdf> "A minimum base bill applies to the base electric portion of a customer's electric bill, which is comprised of the base charge and base energy charge. The minimum base bill does not apply to other aspects of a bill, including fuel, other cost recovery clauses or taxes and other fees."

Thus, the Minimum base bill should be  $\$25.00 - (\$8.99 + \$2.43) = \$13.58$ , not \$13.80 as shown on my bill.

In a phone conversation with FPL customer service on 6/3/2022 attempted to explain the FPL uses a different non-fuel rate than that shown on my bill in it's calculating.

This is misleading and leads to an apparent overcharge of the minimum.

The calculation of the customers minimum charge should be clear on the bill with specified items adding up to the \$25.00 minimum.

In addition the application of the \$25 minimum encourages customers subject to the minimum to use additional electricity with no increase in cost.