

**Antonia Hover**

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**From:** Ellen Plendl  
**Sent:** Monday, June 27, 2022 3:25 PM  
**To:** Consumer Correspondence  
**Subject:** Docket No. 20210015  
**Attachments:** Consumer Inquiry - Florida Power & Light Company; FW Pertinent Customer Feedback.; Consumer Inquiry - Florida Power & Light Company; FW Cost to the State  
Consumer Inquiry - Florida Power & Light Company; FW Florida power and light;  
Consumer Inquiry - Florida Power & Light Company; {BULK} FW Minimum Eclectic Bill  
Legislation

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

## Antonia Hover

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**From:** Shonna McCray  
**Sent:** Monday, June 27, 2022 3:12 PM  
**To:** 'charley7722@aol.com'  
**Cc:** Ellen Plendl  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Michael J. Walsh  
charley7722@aol.com

RE: FPSC Inquiry

Dear Mr. Walsh:

This is in response to your E-mail to Chairman Andrew Giles Fay, Florida Public Service Commission (FPSC) regarding Florida Power & Light Company's (FPL) minimum billing charge. Given the nature of your concerns, Chairman Fay believes it would be appropriate for the specialized staff of the FPSC's Office of Consumer Assistance and Outreach to respond directly to you.

The Florida Public Service Commission approved Florida Power & Light Company's general base rate settlement agreement in Order No. PSC-2021-0446-S-EI, issued on December 2, 2021, in Docket No. 20210015-EI. The settlement agreement was entered into by FPL and various parties representing consumers, including the Office of the Public Counsel (OPC) who advocates on behalf of Florida consumers. The settlement agreement includes numerous provisions with regards to FPL's base rates through the end of 2025.

The agreement also contains a provision that will raise the minimum bill charge to \$25 for all residential and general service non-demand customers. The minimum bill provision went into effect in June 2022. FPL was to notify its customers of the new minimum bill in bill inserts 30 days prior to implementation.

The minimum monthly bill does not replace the existing customer charge; instead, FPL will only charge the minimum bill when a customer's total monthly bill does not exceed \$25, excluding any taxes or other additional charges.

FPL explained that the minimum bill provision was included in the settlement agreement to ensure that all residential and general service non-demand customers contribute towards fixed costs of maintaining the electric system, costs which exist as a result of serving even limited amounts of energy to customers. The Commission approved the settlement agreement as being in the public interest when taken as a whole, and providing a comprehensive and balanced resolution to FPL's original petition for a base rate increase that provides rate stability for FPL's customers.

We have added your concerns to our files as a protest to the FPL's Rate Case, docket 20210015.

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

Sincerely,

Shonna McCray  
Regulatory Program Administrator  
Florida Public Service Commission

## Antonia Hover

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**From:** Office of Chairman Fay  
**Sent:** Monday, June 27, 2022 2:12 PM  
**To:** Ellen Plendl  
**Subject:** FW: Pertinent Customer Feedback.

Please handle

Veronica

**From:** charley7722@aol.com <charley7722@aol.com>  
**Sent:** Monday, June 27, 2022 2:11 PM  
**To:** Office of Chairman Fay <Commissioner.Fay@psc.state.fl.us>  
**Cc:** evan.jenne@myfloridahouse.gov; info.clerkweb@mail.house.gov; ron.desantis@eog.myflorida.com; eric.silagy@fpl.com; investigate@local10.com; askdebbie@dwsforcongress.com; investigate@wplgtips.com; nperez@local10.com; newsdesk@local10.com; bill@billoreilly.com; jesse@jessekellyshow.com; leabird@comcast.net; rachelcruising@bellsouth.net; santawalsh@gmail.com; earthladyj@aol.com; captdov@yahoo.com; donaldflood1111@comcast.net; maxgold@yahoo.com; philip@busey.org; lisaf@signatureflorida.com; patriciawolf@comcast.net; marie\_anna1121@att.net; ritaqueen99@gmail.com; aarachy@gmail.com; robejaslo@aol.com; cherdale22@gmail.com; jlevy@hollywoodfl.org; levy1993@bellsouth.net; agruber@hollywoodfl.org; zvismith3@gmail.com; judykuchta@yahoo.com; leann@cvhlawgroup.com; helpmehoward@wsvn.com; dmlautomotive@aol.com; rnchin195.rc@gmail.com; bigwheelcycles@gmail.com; judycb@bellsouth.net; driftwoodcivicassociation@gmail.com; hccaleadership@gmail.com; hwdgardens@gmail.com; helenandred@gmail.com; donnaokeefe@att.net; highlandgardens7@bellsouth.net; donna@kdbiederman.com; rlp.pco46@gmail.com; dprpca@aol.com; landerson@hollywoodfl.org; cshuham@hollywoodfl.org; lsherwood@hollywoodfl.org; tcallari@hollywoodfl.org; kbiederman@hollywoodfl.org; ann.murray@browardschools.com; annmhollywood@aol.com  
**Subject:** Fwd: Pertinent Customer Feedback.

**Chairman Andrew Giles Fay,** [www.psc.com](http://www.psc.com)

**Good Afternoon !**

**Ref : My Sincere Request For Your Direct Assistance Chairman Fay. ( FPL Account # 26582 57510 )**

**FPL has refused to remove the unwarranted charge on my June bill. ( Note : No Honest Justification For Same )**

**I in turn am being monetarily penalized by a money hungry, and also greedy company that seems to enjoy misleading the PSC, and to also prey on well versed Senior Citizens such as myself.**

**Thank You Sir.**

**Respectfully,**

**Michael J. Walsh**

**Hollywood, Fl.**

**954-966-0466**

**US Navy Veteran 1957-1963 ADR2**

**Sierra Club Member**

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

From: [charley7722@aol.com](mailto:charley7722@aol.com)

To: [eric.silagy@fpl.com](mailto:eric.silagy@fpl.com) <[eric.silagy@fpl.com](mailto:eric.silagy@fpl.com)>

Cc: [Commissioner.Fay@psc.state.fl.us](mailto:Commissioner.Fay@psc.state.fl.us) <[Commissioner.Fay@psc.state.fl.us](mailto:Commissioner.Fay@psc.state.fl.us)>; [ron.desantis@eog.myflorida.com](mailto:ron.desantis@eog.myflorida.com) <[ron.desantis@eog.myflorida.com](mailto:ron.desantis@eog.myflorida.com)>; [evan.jenne@myfloridahouse.gov](mailto:evan.jenne@myfloridahouse.gov) <[evan.jenne@myfloridahouse.gov](mailto:evan.jenne@myfloridahouse.gov)>; [info.clerkweb@mail.house.gov](mailto:info.clerkweb@mail.house.gov) <[info.clerkweb@mail.house.gov](mailto:info.clerkweb@mail.house.gov)>; [investigate@local10.com](mailto:investigate@local10.com) <[investigate@local10.com](mailto:investigate@local10.com)>; [nperez@local10.com](mailto:nperez@local10.com) <[nperez@local10.com](mailto:nperez@local10.com)>; [newsdesk@local10.com](mailto:newsdesk@local10.com) <[newsdesk@local10.com](mailto:newsdesk@local10.com)>; [helpmehoward@wsvn.com](mailto:helpmehoward@wsvn.com) <[helpmehoward@wsvn.com](mailto:helpmehoward@wsvn.com)>

Sent: Fri, Jun 24, 2022 12:04 pm

Subject: Pertinent Customer Feedback.

**Mr. Eric Silagy, C.E.O. [www.fpl.com](http://www.fpl.com) 700 Universe Blvd Juno Beach, Fl. 33408 561- 694-4000**

**Good Day !**

**Ref : Account # 26582 57510 Senior Citizen- Single Household.**

**Customer Overview & Valid Feedback : ( The Full Disclosure Aspect by FPL ? )**

**I am writing to request your direct assistance in my time of need Chairman Silagy.**

**As a long time loyal customer of FPL I was recently surprised when I received my latest FPL Bill, that has increased significantly, even though by electrical usage has not ? ( Minimum Base Bill Charge ? )**

**When I called customer service yesterday I was informed that my electrical bill has increased primarily due to the fact that my **KWH** usage is less then **230 KWH** ? ( Note : My Average Monthly KW - **45- 50** )**

**So in essence I have been unfairly, and also monetarily penalized because I have not met FPL's expectation for my monthly **KWH** usage ? ( Help !)**

**In retrospect I should of been commended, rewarded, and also praised by FPL for the minimum amount of electricity that I have utilized at my home since the year **1976**. ( The Loyal Customer Incentive Factor ? )**

**In Summation :**

**I am respectfully requesting that the additional unwarranted charge on my recent electrical bill be removed as I am living on a fixed income, and have numerous medical bills as a Veteran who suffers from both PTSD, and also**

**Tinnitus.**

**The justification for raising my electrical bill is completely out of context based primarily on my monthly **Low KWH** usage.**

**Thank You Sir.**

**Respectfully,**

**Michael J. Walsh**

**6601 Evans Street**

**Hollywood, Fl. 33024**

**US Navy Veteran 1957-1963 ADR2**

**954-966-0466**

## Antonia Hover

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**From:** Shonna McCray  
**Sent:** Monday, June 27, 2022 12:40 PM  
**To:** 'truthiscoming33@gmail.com'  
**Cc:** Ellen Plendl  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Joel  
truthiscoming33@gmail.com

RE: FPSC Inquiry 1398553C

Dear Joel:

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 Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray  
Regulatory Program Administrator  
Florida Public Service Commission

## Antonia Hover

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**From:** Shonna McCray  
**Sent:** Monday, June 27, 2022 12:31 PM  
**To:** Ellen Plendl  
**Subject:** FW: Cost to the State Consumer Inquiry - Florida Power & Light Company

Please add to file.

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

**From:** Smith, Michael A. <michael.a.smith@fema.dhs.gov>  
**Sent:** Monday, June 27, 2022 11:57 AM  
**To:** Shonna McCray <SMcCray@PSC.STATE.FL.US>  
**Subject:** RE: Cost to the State Consumer Inquiry - Florida Power & Light Company

I see. I do think that this is lopsided in that that the solar panel owners are the only people are hit with this cost when we have already paid out of pocket to provide power for the community and that there are a lot of people going to be unemployed who worked with the solar companies. If I know that this cost would have come down the road, I would not have bought the panels. This means future solar panel owners won't do this and that means those people working for these companies will be on unemployment where the state absorbs the cost and in turn the taxpayer.

In the long run, this will be a cost to the State.

I don't have to be a profit to predict this.

Besides, those people at the Commission are Bureaucrats, officials in a government department, who are only concerned with procedural correctness at the expense of people's needs. When James wrote what he wrote, he was talking about Bureaucrats.

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

**From:** Shonna McCray <SMcCray@PSC.STATE.FL.US>  
**Sent:** Monday, June 27, 2022 10:17 AM  
**To:** Smith, Michael A. <michael.a.smith@fema.dhs.gov>  
**Cc:** Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
**Subject:** Consumer Inquiry - Florida Power & Light Company  
**Importance:** Low

CAUTION: This email originated from outside of DHS. DO NOT click links or open attachments unless you recognize and/or trust the sender. Please select the Phish Alert Report button on the top right of your screen to report this email if it is unsolicited or suspicious in nature.

Mr. Michael A. Smith  
Federal Emergency Management Agency  
michael.a.smith@fema.dhs.gov

RE: FPSC Inquiry 1398528C

Dear Mr. Smith:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company's (FPL) minimum bill charge 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.

The Florida Public Service Commission approved Florida Power & Light Company's general base rate settlement agreement in Order No. PSC-2021-0446-S-EI, issued on December 2, 2021, in Docket No. 20210015-EI. The settlement agreement was entered into by FPL and various parties representing consumers, including the Office of the Public Counsel (OPC) who advocates on behalf of Florida consumers. The settlement agreement includes numerous provisions with regards to FPL's base rates through the end of 2025.

The agreement also contains a provision that will raise the minimum bill charge to \$25 for all residential and general service non-demand customers. The minimum bill provision went into effect in June 2022. FPL was to notify its customers of the new minimum bill in bill inserts 30 days prior to implementation.

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FPL explained that the minimum bill provision was included in the settlement agreement to ensure that all residential and general service non-demand customers contribute towards fixed costs of maintaining the electric system, costs which exist as a result of serving even limited amounts of energy to customers. The Commission approved the settlement agreement as being in the public interest when taken as a whole, and providing a comprehensive and balanced resolution to FPL's original petition for a base rate increase that provides rate stability for FPL's customers.

We have added your concerns to our files as a protest to the FPL's Rate Case, docket 20210015.

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

Sincerely,

Shonna McCray  
Regulatory Program Administrator  
Florida Public Service Commission



## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, June 27, 2022 11:59 AM  
**To:** EOG-Referral  
**Subject:** FW: Florida power and 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

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**From:** Joel <truthiscoming33@gmail.com>  
**Sent:** Sunday, June 26, 2022 6:26 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Florida power and light

Can you please take a look at Florida power and light I'm disabled and their crazy solar farms won't work we should use farm land for food and livestock the rates are going higher and higher  
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

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**From:** Shonna McCray  
**Sent:** Monday, June 27, 2022 11:17 AM  
**To:** 'michael.a.smith@fema.dhs.gov'  
**Cc:** Ellen Plendl  
**Subject:** Consumer Inquiry - Florida Power & Light Company

**Importance:** Low

Mr. Michael A. Smith  
Federal Emergency Management Agency  
michael.a.smith@fema.dhs.gov

RE: FPSC Inquiry 1398528C

Dear Mr. Smith:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company's (FPL) minimum bill charge 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 have added your concerns to our files as a protest to the FPL's Rate Case, docket 20210015.

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

Sincerely,

Shonna McCray



## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, June 27, 2022 10:50 AM  
**To:** EOG-Referral  
**Subject:** {BULK} FW: Minimum Eclectic Bill Legislation

**Importance:** Low

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. FYI.

Thank you.

Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

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**From:** Smith, Michael A. <michael.a.smith@fema.dhs.gov>  
**Sent:** Monday, June 27, 2022 10:15 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Minimum Eclectic Bill Legislation

Dear governor staff.

Please see the link below outlining this minimum electric bill charge. This \$30 minimum electric bill charge only affects those who have solar panels. It does not generate any noticeable revenue for the electric companies.

Sincerely,

Michael A. Smith Sr.  
Security Manager  
| FSD | DSB | DHS | FEMA |  
Office of the Chief Security Officer  
202-706-2263 Work Cell Phone  
[Michael.A.Smith@fema.dhs.gov](mailto:Michael.A.Smith@fema.dhs.gov)

Federal Emergency Management Agency  
fema.gov



# FEMA

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