

Antonia Hover

From: Ellen Plendl
Sent: Friday, July 8, 2022 7:43 AM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: FW New FPL rate charges being imposed on us, another screw job!; FW Consumer Inquiry - Florida Power & Light Company; Re Consumer Inquiry - Florida Power & Light Company

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

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, July 7, 2022 3:14 PM
To: EOG-Referral
Subject: FW: New FPL rate charges being imposed on us, another screw job!

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: Ron and/or Kelly Broughton <broughton831@peoplepc.com>
Sent: Thursday, July 7, 2022 2:33 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: New FPL rate charges being imposed on us, another screw job!

Dear Gov Desantis,

I just received my bill from FPL, showing a NEW minimum base charge rate of \$25 which essentially triples my bill. I DO NOT know how the Public Service Commission approved this charge, but it is completely out of order!! FPL already has a base charge for using their services, and adding an additional charge to "use their poles and wires" is RIDICULOUS!! We installed solar on our home, and are trying to "do the right thing by going green", and what happens? We get our bill jacked up! Their explanation is that we need to "pay our fair share" for using their system (their words!). Since when is making people using solar wearing out their system? If I'm using solar and not their system, how is it that I'm not paying my fair share? I'm doing what "the government" wants, but yet, getting penalized for it. Making me pay for using their electric system (when I'm on solar) is like saying I have to pay extra for gasoline I am NOT using while my car sits in the driveway and goes NOWHERE!! It's absolutely ridiculous and WRONG!

Has the PSC EVER said no to something a utility asked for? From my research, the answer to that question is NO. They are more concerned about companies than customers. PLEASE look into this matter and do something about it. We had no choice when FPL bought out Gulf Power, and since that happened, we have had nothing but pain in the pocket since. I'm sure if the PSC were an elected body, they would ALL lose their jobs in the next election cycle.

If it were possible to go off the grid, I would, and I'm sure so would many others. But that is not

possible by state law (according to the solar installers). If it were possible to switch to another provider, I would do that as well. But again, not possible. So what's left? Let the PSC and FPL screw us with no recourse. You, sir, are one of our only options for recourse. Please do something for us.

Thank you!

Ronald Broughton

9863 Creet Circle

Navarre, FL 32566

850 376-4120

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: Shonna McCray
Sent: Thursday, July 7, 2022 4:15 PM
To: 'broughton831@peoplepc.com'
Cc: Ellen Plendl
Subject: FW: Consumer Inquiry - Florida Power & Light Company

Mr. Ronald Broughton
broughton831@peoplepc.com

RE: FPSC Inquiry 1399132C

Dear Mr. Broughton:

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.

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

From: Misty Anguiano <manguiano@outlook.com>
Sent: Thursday, July 7, 2022 5:05 PM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Florida Power & Light Company

Ellen,

Thank you for responding to my email I sent to the Governor's office last month. I appreciate someone acknowledging my concern over the unexpected hike in my monthly bill. I feel that FPL and Gulf Power did an awful job in communicating expectations to its customers as to how much the average increase would be. I would have remembered the kind of numbers I and other locals have been posting on multiple social media platforms. Going from a monthly bill of 98.00 to 250.00 i would think get you upset. At the very least a "warning letter" as to the projected rate increase would have better prepared me for the pain to my pocketbook. I have been in communication with FPL since i sent out my emails and it's amazing that now i am on their billing radar that they can make projections daily on how much i will have to send them each month but they didnt do this courtesy prior. I don't expect you to answer for them but i would appreciate it if you added this email to Docket No. 20210015. Maybe it will help in the future, and it makes me feel better that I voiced my outrage.

Regarding the below referenced virtual meetings,

"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."

I may have missed any public advertisement about these hearings in 2021. Considering the special circumstances of 2020-2021 I would think many missed that golden opportunity but I will review the link you have shared and be more vigilant on what corporate entities are doing. Thank you for your time,

From: Ellen Plendl <EPlendl@PSC.STATE.FL.US>
Sent: Wednesday, July 6, 2022 7:24 AM
To: 'Manguiano@outlook.com' <Manguiano@outlook.com>
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Misty Anguiano-Spanberger
Manguiano@outlook.com

RE: FPSC Inquiry 1398993C

Dear Ms. Anguiano-Spanberger:

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

<https://nam12.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.floridapsc.com%2F&data=05%7C01%7C%7Cd11e0771c3004bc0d99d08da5f4a8ba4%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637927071059733828%7CUnknown%7CTWFpbGZsb3d8eyJWIjojMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6IklhaWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&psdata=xLWi2K9VZoyIYwf7rmjdYiAq0RGw0YtZre5KM4wKdsk%3D&pserved=0>. 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)