

Hiep Nguyen

From: Ellen Plendl
Sent: Friday, July 15, 2022 1:02 PM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: Consumer Inquiry - Florida Power & Light Company; FW FPL; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW Florida Power & Light; FW Help with electric company; FW Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW FPL electric bill

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

Hiep Nguyen

From: Ellen Plendl
Sent: Thursday, July 14, 2022 12:50 PM
To: 'abaunzad@hotmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Deborah
abaunzad@hotmail.com

RE: FPSC Inquiry 1399568C

Dear Deborah:

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.

Customers who are experiencing difficulty in providing payment on their account can contact the following resources for financial assistance:

* Low Income Home Energy Assistance Program --- Community Action Program Committee, Inc. at (844) 356-8139.

* Elderly Electric Assistance (EHEAP), which provides assistance for home-energy emergencies to qualified, low-income households with at least one person 60 years of age or older. To find out about qualifications, you may contact your county's local EHEAP agency, or by calling 1-800-963-5337.

* Our Florida offers electric assistance. The program is administered by the Florida Department of Children & Families. You can learn more information about Our Florida assistance by using the following link:

<https://www.ourflorida.com/>

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)

Hiep Nguyen

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, July 14, 2022 12:43 PM
To: EOG-Referral
Subject: FW: FPL

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: Deborah <abaunzad@hotmail.com>
Sent: Thursday, July 14, 2022 1:31 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL

DEAR GOVERNOR, PLEASE HELP... I am a 61 year old woman who has worked hard all my life and I have never been on any public assistance... my current power bill since FPL took over GULF POWER in Fort Walton beach Florida is over \$300! I live alone with my 22 year old son in a small 1956 block house and we cannot afford these outrageous bills... PLEASE HELP! Sincerely, Deborah Locke

330 Hollywood Blvd SE
FWB FL 32548
954 383 7879

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: Shonna McCray
Sent: Thursday, July 14, 2022 10:21 AM
To: 'ana.zieg@gmail.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Ana Ziegler
ana.zieg@gmail.com

RE: FPSC Inquiry 1399528C

Dear Ms. Ziegler:

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

Hiệp Nguyễn

From: Ellen Plendl
Sent: Thursday, July 14, 2022 10:14 AM
To: 'danielteel54@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Daniel Teel
danielteel54@gmail.com

RE: FPSC Inquiry 1399548c

Dear Mr. Teel:

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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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)

Hiep Nguyen

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, July 14, 2022 10:11 AM
To: EOG-Referral
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: Daniel Teel <danielteel54@gmail.com>
Sent: Wednesday, July 13, 2022 8:30 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power & Light

I am a 68 year old Florida resident living in the panhandle. My wife and I live on a fixed income in the small community of Milton, Fl.

Our power bills have increased greatly since FP&L purchased Gulf Power, to the point that we are actually thinking about leaving the area for a more affordable community that is not serviced by FP&L.

I feel that you are directly responsible in part as our governor as you appointed the commission that is overseeing FP&L and allowing these unjustified rate increases. I know that they contribute alot of money to you as well. You seem to be a friend of big business not the people of your state. I'm asking that you look beyond corporate money and help senior citizens living on fixed incomes in our state.

Respectfully
Daniel Teel

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: Wednesday, July 13, 2022 4:48 PM
To: EOG-Referral
Subject: FW: Help with electric 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: Ana Ziegler <ana.zieg@gmail.com>
Sent: Tuesday, June 28, 2022 7:34 AM
To: FirstLadyCasey.DeSantis <FirstLadyCasey.DeSantis@eog.myflorida.com>
Subject: Help with electric company

Hello Mrs. DeSantis,

Respectfully I'd like to ask you to look into the shenanigans FPL is getting away with in South Florida. They don't like that many people are putting solar panels and actually selling electricity back to them, so they decided to raise the minimum bill. That isn't right, I don't have solar panels because they are too expensive but I wish I had them, not only to save on electricity but just because it sounds better to use the sun that is up there everyday instead of FPL using money "making" electricity. Now I'm sure people that buy expensive panels can handle 10 or \$20 more a month but there are people without panels that actually pay around \$20 without panels; just dealing with the heat and not being able to sit in front of the TV in order to save. I'm fortunate my husband gets retirement pay and I have a paycheck. My problem is that my son uses very very little electricity because he can't afford it, so he's been cutting the use everywhere, taking cold showers and just cutting every possible way and now his bill goes double because FPL has a grudge with the solar people.

I know you are busy, but if you could check it out that would be great.

If you can't fix it, thanks anyway for reading my message

Ana Ziegler

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Hiệp Nguyễn

From: Shonna McCray
Sent: Wednesday, July 13, 2022 2:29 PM
To: Ellen Plendl
Subject: FW: Consumer Inquiry - Florida Power & Light Company

Please add to file.

From: Greg paige <gregpaige2@gmail.com>
Sent: Wednesday, July 13, 2022 2:17 PM
To: Shonna McCray <SMcCray@PSC.STATE.FL.US>
Cc: governorrn.desantis@eog.myflorida.com
Subject: Re: Consumer Inquiry - Florida Power & Light Company

Good day Ms McCray,

Thank you for your email explaining the purpose of the fpl minimum service charge.

I fully understand that fpl needs enough money to cover its expenses, including maintenance & repairs. I also understand that Florida is scratching the surface of the use of renewable energy into the overall energy mix and distribution.

It is also understood that we have only around 90k users of self generated energy in Florida. Florida should be encouraging energy consumers, who have the ability, to get self generated renewable energy when possible. This will help our energy needs in so many ways. These are a few:

1. It will immediately help in the hardening of our grid for all of Florida.
2. It will immediately help our fuel and non-fuel supply of energy for all of Florida.
3. It will lower the cost of energy to all of Florida.
4. It will reduce grid maintenance for all of Florida.
5. It will reduce the carbon footprint of all of Florida.
6. It will create thousands of good paying jobs & businesses in Florida.

What the minimum charge does, (mostly paid by the self energy generating consumers):

1. Punishes consumers for doing the right thing.
2. Collects about \$1,500,000 per month, from people who are spending or spent several thousands of dollars to acquire their own consistent and reliable energy. My area had been poorly served by FPL for decades.
3. Discourages new self generated energy users, which will increase the cost of energy in Florida.

4. Opens the door to FPL'S corrupting Florida's legislators. Fortunately Governor DeSantis vetoed the last attempt by FPL, which would reduce the reimbursement price for self generated energy from retail par to a fraction of the price. This in addition to the new minimum charge.

Why are we so disconnected from doing the right things when it benefits the many? Why not show the country a new way to be "Conservative"? The more we conserve, the more we will all benefit. Time to do what is right is running out and Florida is on the front lines of sea-level rise & global warming. Florida has so much to loose if we delay. Energy generation is the main way we can change our trajectory. Self-generated or on-site generated energy makes so much sense and FPL KNOWS IT!

Please act in the favor of all of Florida, including Fpl, by encouraging Fpl and the energy consumers to work together. Incentives for all will work better than punishment of the few. I am willing to help even more, if you want.

Sincerely,

Greg Paige

4408 Frances Dr

Delray Beach, FL 33445

On Tue, Jul 12, 2022, 3:19 PM Shonna McCray <SMcCray@psc.state.fl.us> wrote:

Mr. Greg Paige

gregpaige2@gmail.com

RE: FPSC Inquiry 1399431C

Dear Mr. Paige:

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
Regulatory Program Administrator
Florida Public Service Commission

Hiep Nguyen

From: Ellen Plendl
Sent: Wednesday, July 13, 2022 1:08 PM
To: 'vneff8@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Van Neff
vneff8@gmail.com

RE: FPSC Inquiry 1399490C

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)

Hiep Nguyen

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, July 13, 2022 12:53 PM
To: EOG-Referral
Subject: FW: FPL electric bill

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: Van Neff <vneff8@gmail.com>
Sent: Tuesday, July 12, 2022 8:46 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL electric bill

How come the prices are out of control? Thank You, sincerely Florida Residents.

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