

**Antonia Hover**

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**From:** Ellen Plendl  
**Sent:** Monday, July 25, 2022 11:19 AM  
**To:** Consumer Correspondence  
**Subject:** Docket No. 20210015  
**Attachments:** FW Senior Citizen Feedback; Senior Citizen Feedback; Consumer Contact 1398580C - Michael Walsh; Fwd E-Form Improper Billing TRACKING NUMBER 187688; Re E-Form Improper Billing TRACKING NUMBER 187688; Fwd FPL We have processed your payment; Loyal Customer Request.; Tracking # 187688; RE Consumer Inquiry - Florida Power & Light Company; Re Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company

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

## Antonia Hover

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**From:** Consumer Contact  
**Sent:** Monday, July 25, 2022 10:42 AM  
**To:** Ellen Plendl  
**Subject:** FW: Senior Citizen Feedback

The following has been added to 1398580C. Customer reference this case number in his email. DHood

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**From:** Betty Leland <BLELAND@psc.state.fl.us>  
**Sent:** Monday, July 25, 2022 7:25 AM  
**To:** Commissioner Correspondence <CommissionerCorrespondence@PSC.STATE.FL.US>  
**Subject:** FW: Senior Citizen Feedback

Good Morning:

Please place this email in Docket #20210015.

Thanks.

*Betty Leland, Executive Assistant to  
Commissioner Art Graham  
Florida Public Service Commission  
[bleland@psc.state.fl.us](mailto:bleland@psc.state.fl.us)  
(850) 413-6024*

**From:** [charley7722@aol.com](mailto:charley7722@aol.com) <[charley7722@aol.com](mailto:charley7722@aol.com)>  
**Sent:** Saturday, July 23, 2022 1:05 PM  
**To:** Office of Chairman Fay <[Commissioner.Fay@psc.state.fl.us](mailto:Commissioner.Fay@psc.state.fl.us)>  
**Cc:** Office of Commissioner Graham <[Commissioner.Graham@PSC.STATE.FL.US](mailto:Commissioner.Graham@PSC.STATE.FL.US)>; [commissioner.larosa@psc.stste.fl.us](mailto:commissioner.larosa@psc.stste.fl.us);  
Office of Commissioner Passidomo <[Commissioner.Passidomo@psc.state.fl.us](mailto:Commissioner.Passidomo@psc.state.fl.us)>; Office of Commissioner Clark  
<[Commissioner.Clark@psc.state.fl.us](mailto:Commissioner.Clark@psc.state.fl.us)>; [ron.desantis@eog.myflorida.com](mailto:ron.desantis@eog.myflorida.com); [evan.jenne@myfloridahouse.gov](mailto:evan.jenne@myfloridahouse.gov);  
[debbie.wassermanschultz@myfloridahouse.gov](mailto:debbie.wassermanschultz@myfloridahouse.gov); [rick.scott@senate.gov.us](mailto:rick.scott@senate.gov.us); [marco.rubio@myflorida.com](mailto:marco.rubio@myflorida.com);  
[info.clerkweb@mail.house.gov](mailto:info.clerkweb@mail.house.gov); Shonna McCray <[SMcCray@PSC.STATE.FL.US](mailto:SMcCray@PSC.STATE.FL.US)>; Ellen Plendl  
<[EPlendl@PSC.STATE.FL.US](mailto:EPlendl@PSC.STATE.FL.US)>; [eric.silagy@fpl.com](mailto:eric.silagy@fpl.com); [alberto.fernandez@fpl.com](mailto:alberto.fernandez@fpl.com); [nperez@local10.com](mailto:nperez@local10.com);  
[newsdesk@local10.com](mailto:newsdesk@local10.com); [helpmehoward@wsvn.com](mailto:helpmehoward@wsvn.com); [investigate@wplgtips.com](mailto:investigate@wplgtips.com); [earthladyj@aol.com](mailto:earthladyj@aol.com);  
[carolyn.soucy@va.gov](mailto:carolyn.soucy@va.gov); [denis.mcdonough@va.gov](mailto:denis.mcdonough@va.gov)  
**Subject:** Senior Citizen Feedback

*Chairman Andrew Giles Fay & FPSC Colleagues,*

*[www.fpsc.gov](http://www.fpsc.gov)*

*Good Day !*

*Ref : Senior Citizen Pertinent Feedback . Docket # 20210015 FPL Account  
# 26582 57510 FPSC Inquiry # 1398580C FPSC Tracking No's 187688 187738*

***FPL Minimum Rate Charge ? : ( Innocent Victim Of Circumstance Scenario )***

*As a well versed, and also intelligent Senior Citizen, and also US Navy Veteran I still cannot  
fathom as to how the FPSC members could of granted a rate increase to FPL that monetarily  
penalizes individuals such as myself*

*primarily due to my Lower Monthly KWH usage ? ( 45 to 55 KWH )*

***FPL instead of praising, commending, congratulating, or even rewarding me for my diligent effort, and also sacrifice has chosen instead to monetarily penalize me instead ?***

***Where is The Basic PR, and also Loyal customer incentive FPL ?***

***What Is Wrong With The FPSC ?***

***FPL has chosen instead to deliberately mislead the FPSC, and to also plea their case based on their faulty infrastructure, lack of accountability, and greediness, when in fact they should also be held fully accountable for their***

***dishonesty as well.***

***I have been a loyal customer of FPL since the year 1976, and I have always paid my electrical bill on time.***

***I also suffer from PTSD, and Tinnitus. Single Household, and Living on a Fixed Income. Note : No AC in my home, and No Hot Water Heater. ( I Go To The Gym- Etna Medicare- Silver Sneakers )***

***In Summation :***

***I sincerely hope that my pertinent feedback will serve as a wake up call for the FPSC, as I am most assuredly not a Happy Camper . ( Hello Florida Governor Ron DeSantis ? )***

***Thank You.***

***Sincerely,***

***Michael J. Walsh ( 82 Years Young )***

***US Navy Veteran 1957-1963 ADR2 ( Member I.D. 1194721044 )***

***Hollywood, Fl.***

## Antonia Hover

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**From:** charley7722@aol.com  
**Sent:** Saturday, July 23, 2022 1:05 PM  
**To:** Office of Chairman Fay  
**Cc:** Office of Commissioner Graham; commissioner.larosa@psc.stste.fl.us; Office of Commissioner Passidomo; Office of Commissioner Clark; ron.desantis@eog.myflorida.com; evan.jenne@myfloridahouse.gov; debbie.wassermanschultz@myfloridahouse.gov; rick.scott@senate.gov.us; marco.rubio@myflorida.com; info.clerkweb@mail.house.gov; Shonna McCray; Ellen Plendl; eric.silagy@fpl.com; alberto.fernandez@fpl.com; nperez@local10.com; newsdesk@local10.com; helpmehoward@wsvn.com; investigate@wplgtips.com; earthladyj@aol.com; carolyn.soucy@va.gov; denis.mcdonough@va.gov  
**Subject:** Senior Citizen Feedback

*Chairman Andrew Giles Fay & FPSC Colleagues,* [www.fpsc.gov](http://www.fpsc.gov)

*Good Day !*

*Ref : Senior Citizen Pertinent Feedback . Docket # 20210015 FPL Account # 26582 57510 FPSC Inquiry # 1398580C FPSC Tracking No's 187688 187738*

***FPL Minimum Rate Charge ? : ( Innocent Victim Of Circumstance Scenario )***

*As a well versed, and also intelligent Senior Citizen, and also US Navy Veteran I still cannot fathom as to how the FPSC members could of granted a rate increase to FPL that monetarily penalizes individuals such as myself*

*primarily due to my Lower Monthly KWH usage ? ( 45 to 55 KWH )*

*FPL instead of praising, commending, congratulating, or even rewarding me for my diligent effort, and also sacrifice has chosen instead to monetarily penalize me instead ?*

*Where is The Basic PR, and also Loyal customer incentive FPL ?*

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*FPL has chosen instead to deliberately mislead the FPSC, and to also plea their case based on their faulty infrastructure, lack of accountability, and greediness, when in fact they should also be held fully accountable for their*

*dishonesty as well.*

*I have been a loyal customer of FPL since the year 1976, and I have always paid my electrical bill on time.*

*I also suffer from PTSD, and Tinnitus. Single Household, and Living on a Fixed Income. Note : No AC in my home, and No Hot Water Heater. ( I Go To The Gym- Etna Medicare- Silver Sneakers )*

*In Summation :*

*I sincerely hope that my pertinent feedback will serve as a wake up call for the FPSC, as I am most assuredly not a Happy Camper . ( Hello Florida Governor Ron DeSantis ? )*

*Thank You.*

*Sincerely,*

*Michael J. Walsh ( 82 Years Young )*

***US Navy Veteran 1957-1963 ADR2 ( Member I.D. 1194721044 )***

***Hollywood, Fl.***

## **Antonia Hover**

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**From:** Shonna McCray  
**Sent:** Friday, July 22, 2022 1:41 PM  
**To:** Ellen Plendl  
**Subject:** Consumer Contact 1398580C - Michael Walsh

Hello Ellen,

Please see the notes added and contact Mr. Walsh at 954-966-0466.

Thanks

## Antonia Hover

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**From:** charley7722@aol.com  
**Sent:** Thursday, July 21, 2022 3:08 PM  
**To:** Ellen Plendl  
**Cc:** Office of Chairman Fay; eric.silagy@fpl.com; evan.jenne@myfloridahouse.gov; info.clerkweb@mail.house.gov; ron.desantis@eog.myflorida.com; investigate@local10.com; Shonna McCray; carolyn.soucy@va.gov; denis.mcdonough@va.gov  
**Subject:** Fwd: E-Form Improper Billing TRACKING NUMBER: 187688

**Ms. Ellen Plendl,** [www.fpsc.gov](http://www.fpsc.gov)

**Docket # 20210015**

**Ref : Inoperative E-mail address. consumercomplaint@psc.state.fl.us FPSC Inquiry # 1398580C Tracking # 187688 187738**

**HELP !**

**Thank You.**

**Michael Walsh**

**Senior Citizen- US Navy Veteran**

**Innocent Victim Of Circumstance by FPL**

**Improper Rate Increase.**

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

From: charley7722@aol.com  
To: consumercomplaint@psc.state.fl.us <consumercomplaint@psc.state.fl.us>  
Sent: Thu, Jul 21, 2022 2:17 pm  
Subject: Fwd: E-Form Improper Billing TRACKING NUMBER: 187688

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

From: charley7722@aol.com  
To: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>  
Cc: eric.silagy@fpl.com <eric.silagy@fpl.com>; commissioner.fay@psc.state.fl.us <commissioner.fay@psc.state.fl.us>; eplendl@psc.state.fl.us <eplendl@psc.state.fl.us>; evan.jenne@myfloridahouse.gov <evan.jenne@myfloridahouse.gov>; info.clerkweb@mail.house.gov <info.clerkweb@mail.house.gov>; smccray@psc.state.fl.us <smccray@psc.state.fl.us>; ron.desantis@eog.myflorida.com <ron.desantis@eog.myflorida.com>; investigate@local10.com <investigate@local10.com>  
Sent: Thu, Jul 21, 2022 2:15 pm  
Subject: Re: E-Form Improper Billing TRACKING NUMBER: 187688

**Attention: Office Manager** <http://www.fpsc.gov/>

**Ref : Tracking # 187688**

**Docket # 20210015 FPL Customer Account # 26582 57510**

**There Has Been No Response To Date Directly From The Chairman of FPL Mr. Eric Silagy, As Requested ?**

**Thank You.**

**Michael Walsh**

**Senior Citizen- Hollywood, Fl.**

**US Navy Veteran 1957-1963 ADR2**

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

From: consumerComplaint@psc.state.fl.us

To: charley7722@aol.com

Sent: Sun, Jul 17, 2022 3:25 pm

Subject: E-Form Improper Billing TRACKING NUMBER: 187688

Your complaint against Florida Power & Light Company has been submitted directly to the Company and assigned TRACKING NUMBER: 187688.

Please refer to this number if you need to contact us in the future regarding this complaint.



## **Antonia Hover**

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**From:** charley7722@aol.com  
**Sent:** Thursday, July 21, 2022 2:16 PM  
**To:** consumerComplaint@psc.state.fl.us  
**Cc:** eric.silagy@fpl.com; Office of Chairman Fay; Ellen Plendl;  
evan.jenne@myfloridahouse.gov; info.clerkweb@mail.house.gov; Shonna McCray;  
ron.desantis@eog.myflorida.com; investigate@local10.com  
**Subject:** Re: E-Form Improper Billing TRACKING NUMBER: 187688

**Attention: Office Manager**      [www.fpsc.gov](http://www.fpsc.gov)

**Ref : Tracking # 187688**

**Docket # 20210015      FPL Customer Account # 26582 57510**

***There Has Been No Response To Date Directly From The Chairman of FPL Mr. Eric Silagy, As Requested ?***

***Thank You.***

***Michael Walsh***

***Senior Citizen- Hollywood, Fl.***

***US Navy Veteran 1957-1963 ADR2***

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

From: consumerComplaint@psc.state.fl.us  
To: charley7722@aol.com  
Sent: Sun, Jul 17, 2022 3:25 pm  
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Your complaint against Florida Power & Light Company has been submitted directly to the Company and assigned TRACKING NUMBER: 187688.

Please refer to this number if you need to contact us in the future regarding this complaint.

## Antonia Hover

---

**From:** charley7722@aol.com  
**Sent:** Wednesday, July 20, 2022 3:04 PM  
**To:** eric.silagy@fpl.com  
**Cc:** Office of Chairman Fay; Ellen Plendl; evan.jenne@myfloridahouse.gov; Shonna McCray; ron.desantis@eog.myflorida.com; info.clerkweb@mail.house.gov; carolyn.soucy@va.gov; denis.mcdonough@va.gov; nperez@local10.com; investigate@local10.com; newsdesk@local10.com; earthladyj@aol.com; ritaqueen99@gmail.com  
**Subject:** Fwd: FPL: We have processed your payment

**Chairman Eric Silagy,**                      **www.fpl.com**

**Note : My Normal Monthly Bill Is : \$ 16.00 + ( 45 to 55 KWH )**

**Account No. 26582 57510**

**Please remove the FPL unwarranted extra charge on my monthly electrical bill.**

**Latest Bill Charge : \$ 32.53**

**Thank You.**

**Michael Walsh**

**Senior Citizen- Single Household.**

**US Navy Veteran 1957-1963 ADR2**

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

From: FPL Communications <FPL\_Communications@ecc.fpl.com>  
To: CHARLEY7722@AOL.COM  
Sent: Wed, Jul 20, 2022 2:25 pm  
Subject: FPL: We have processed your payment

Help reduce summer bill spikes  
**Start receiving predictable energy bills year  
round**  
Enroll in FPL Budget Billing® [Learn more](#)

 **CLICK TO ENROLL**



**LOG IN**

**PAY BILL**

**MICHAEL WALSH**  
Account #: \*\*\*\*\*7510  
[Update Email](#)

# We have received your payment of \$32.53

Thank you for your payment. This confirms that it has been processed and is reflected in your FPL account balance.

## Save energy and money

Use the Energy Manager tool to find personalized recommendations and savings tips.

[Start saving >](#)

## We are here to help

If you are experiencing hardship as a result of the coronavirus (COVID-19) and need help with your bill, there are resources available.

[Learn more >](#)

Please do not reply to this email, this address is not monitored. For help, visit [FPL.com](https://www.fpl.com)

[Update Profile](#)

[Customize Preferences](#)

[Terms & Conditions](#)

[Privacy Policy](#)

[Contact Us](#)

By selecting Click to Enroll you authorize FPL to **immediately** enroll this account on the Budget Billing program, without providing further credentials or authorization. Each month, your Budget Billing amount will be based on the average of available actual bills during the previous 12 months. We continue to read your meter each month. Your monthly bill shows exactly how much energy you use, the actual bill amount, and any deferred balance on your account. Each month 1/12 of your deferred balance will be added (or subtracted if a credit) to your average bill amount and becomes your current bill – so your bills will vary slightly from month to month. There is no annual "true-up" period with FPL Budget Billing unless you close your account, you discontinue the program, or FPL Budget Billing is discontinued because of a past-due bill. After discontinuing from Budget Billing, you will not be able to rejoin the program for 12 months.

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E016 - 5b411bcd2bddde0c2f4b74650341dc67

## **Antonia Hover**

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**From:** charley7722@aol.com  
**Sent:** Tuesday, July 19, 2022 3:55 PM  
**To:** eric.silagy@fpl.com  
**Cc:** Shonna McCray; Ellen Plendl; Office of Chairman Fay; denis.mcdonough@va.gov; carolyn.soucy@va.gov; evan.jenne@myfloridahouse.gov; info.clerkweb@mail.house.gov; ron.desantis@eog.myflorida.com; nperez@local10.com; newsdesk@local10.com; investigate@local10.com; helpmehoward@wsvn.com  
**Subject:** Loyal Customer Request.

**FPL Chairman Eric Silagy,                      www.fpl.com   1-844- 893- 9894 x 13**

**Good Afternoon !**

**Ref : Loyal Customer Request. ( Account # 26582- 57510 )**

**As a loyal customer of FPL since the year 1976 I am once again asking your office to please remove the unwarranted charge that has been added to my electric bill.**

**FPL has chosen to monetarily penalize me as a Senior citizen for my low monthly KWH usage, and for no good cause ? ( 45 to 55 KWH )**

**I am retired and living on a fixed income, and reside in a single household. I am also a US Navy Veteran who suffers from PTSD , and Tinnitus. ( 82 Years Young )**

**FPL instead of praising, rewarding, or even commending me for my low monthly KWH usage FPL has chosen to monetarily penalize me instead ?**

**The loyal customer incentive factor is directly at center stage sir, as I am not asking for any preferential treatment.**

**Note : I have no AC in my home, and I also do not have a water heater.**

**Thank You For Your Consideration Chairman Silagy.**

**Respectfully,**

**Michael J. Walsh**

**6601 Evans Street**

**Hollywood, Fl. 33024**

**US Navy Veteran 1957-1963 ADR2**

**954-966-0466**

**Sierra Club Member**

## Antonia Hover

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**From:** charley7722@aol.com  
**Sent:** Sunday, July 17, 2022 4:13 PM  
**To:** Ellen Plendl  
**Cc:** Shonna McCray; Office of Chairman Fay; eric.silagy@fpl.com;  
evan.jenne@myfloridahouse.gov; ron.desantis@eog.myflorida.com;  
denis.mcdonough@va.gov; carolyn.soucy@va.gov; info.clerkweb@mail.house.gov;  
investigate@local10.com; nperez@local10.com; newsdesk@local10.com;  
helpmehoward@wsvn.com  
**Subject:** Tracking # 187688

*Ms. Ellen Plendl, [www.fpsc.gov](http://www.fpsc.gov)*

*Good Day !*

*Ref : Office of Public Counsel : Tracking # 187688*

*I have successfully filed my legitimate complaint against FPL for monetarily penalizing me for my low monthly KWH usage. ( 45 to 55 KWH )*

*FPL instead of praising, commending, or rewarding me for my low energy consumption have decided to monetarily punish me instead ? ( The Basic PR, and Loyal Customer Incentive Factors )*

*FPL also failed to provide with a written notice of their policy change for my June 2022 electrical bill ?*

***Note :** I still in good faith cannot fathom as to how the FPSC could of granted FPL permission to monetarily punish Senior Citizens such as myself for no good cause ?*

*I have been a loyal FPL customer since the year 1976, and I have always paid my electrical bill on time.*

*I reside in a single household, and am 82 years young. I am also a US Navy Veteran. ( 1957- 1963 ADR2 ) ( VA Member I.D. 1194721044 )*

*I also suffer from PTSD, and Tinnitus.*

*Thank You For Your Invaluable Assistance Ms. Plendl.*

*Sincerely,*

*Michael J. Walsh*

*NWF & Sierra Club Member*

## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Friday, July 15, 2022 1:48 PM  
**To:** 'charley7722@aol.com'  
**Subject:** RE: Consumer Inquiry - Florida Power & Light Company

Dear Mr. Walsh:

Thank you for sharing your feedback. I will add your comments to the public record.

As I recommended below, you may pose your question to the Office of Public Counsel by using the following information:

Office of Public Counsel  
111 West Madison Street  
Room 812  
Tallahassee, Florida 32399-1400

Telephone: (850) 488-9330  
Website: <http://www.floridaopc.gov/>

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)

**From:** charley7722@aol.com <charley7722@aol.com>  
**Sent:** Friday, July 15, 2022 1:34 PM  
**To:** Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
**Cc:** eric.silagy@fpl.com; Office of Chairman Fay <Commissioner.Fay@psc.state.fl.us>; rwmurphy@lawfirmmurphy.com; johntdavidpa@bellsouth.net; john@jtcullen.com; bunny@jtcullen.com; info.clerkweb@mail.house.gov; evan.jenne@myfloridahouse.gov; bobnicholslaw@att.net; a.fernandez@fpl.com; Shonna McCray <SMcCray@PSC.STATE.FL.US>; investigate@local10.com; earthladyj@aol.com; nperez@local10.com; helpmehoward@wsvn.com; newsdesk@local10.com; carolyn.soucy@va.gov; denis.mcdonough@va.gov; tj.therealestateguy@gmail.com; patriciawolf@comcast.net; lisaf@signatureflorida.com; jjaye\_bats@att.net; ritaqueen99@gmail.com; leabird@comcast.net; leaann@cvhlawgroup.com; dmlautomotive@aol.com; donaldflood1111@comcast.net; jju@kulaw.com; officeadmin@santamarialaw.net; ron.desantis@eog.myflorida.com; cahfree2@gmail.com  
**Subject:** Re: Consumer Inquiry - Florida Power & Light Company

**Ms. Ellen Plendl,** [www.fpsc.gov](http://www.fpsc.gov)

**Good Afternoon !**

**Ref : Innocent Victim Of Circumstance Scenario By FPL. ( Account # 26582 57510 )**

**I still cannot fathom to date as to how the FPSC could of granted FPL permission to monetarily penalize individuals such as myself for my low monthly KWH usage ?( 45 to 55 KWH )**

**I also have no idea at this time as to whether or not I will have legal recourse as a Senior Citizen, and also US Navy Veteran.**

**Please step into the arena FPSC Commissioner Andrew Giles Fay. Please step into the arena FPL Chairman Eric Silagy. ( Thank You Gentlemen )**

**Single Household, 82 years young. ( Loyal FPL Customer since the year 1976 )**

**In the interim I should of been praised, rewarded, and also commended for my lower KWH Usage by FPL ? ( Thank You FPL )**

**Thank You.**

**Sincerely,**

**Michael J. Walsh**

**Hollywood, Fl.**

**US Navy Veteran 1957-1963 ADRS**

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

From: Ellen Plendl <[EPlendl@PSC.STATE.FL.US](mailto:EPlendl@PSC.STATE.FL.US)>

To: 'charley7722@aol.com' <[charley7722@aol.com](mailto:charley7722@aol.com)>

Sent: Fri, Jul 15, 2022 12:28 pm

Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Michael Walsh

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

RE: FPSC Inquiry 1398580C

Dear Mr. Walsh:

This is a follow up to our July 15 telephone conversation about Florida Power & Light Company's (FPL) minimum billing charge ?

As we advised in our June 27 email, 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 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 ???

You may contact the Office of Public Counsel to voice your concerns about the provision for the minimum bill charge by using the following information:

Office of Public Counsel  
111 West Madison Street  
Room 812

Tallahassee, Florida 32399-1400

Telephone: (850) 488-9330

Website: <http://www.floridaopc.gov/>

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)



## Antonia Hover

---

**From:** charley7722@aol.com  
**Sent:** Friday, July 15, 2022 1:34 PM  
**To:** Ellen Plendl  
**Cc:** eric.silagy@fpl.com; Office of Chairman Fay; rwmurphy@lawfirmmurphy.com; johntdavidpa@bellsouth.net; john@jtcullen.com; bunny@jtcullen.com; info.clerkweb@mail.house.gov; evan.jenne@myfloridahouse.gov; bobnicholslaw@att.net; a.fernandez@fpl.com; Shonna McCray; investigate@local10.com; earthladyj@aol.com; nperez@local10.com; helpmehoward@wsvn.com; newsdesk@local10.com; carolyn.soucy@va.gov; denis.mcdonough@va.gov; tj.therealestateguy@gmail.com; patriciawolf@comcast.net; lisaf@signatureflorida.com; jjaye\_bats@att.net; ritaqueen99@gmail.com; leabird@comcast.net; leaann@cvhlawgroup.com; dmlautomotive@aol.com; donaldflood1111@comcast.net; jju@kulaw.com; officeadmin@santamarialaw.net; ron.desantis@eog.myflorida.com; cahfree2@gmail.com  
**Subject:** Re: Consumer Inquiry - Florida Power & Light Company

*Ms. Ellen Plendl, [www.fpsc.gov](http://www.fpsc.gov)*

*Good Afternoon !*

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*Please step into the arena FPSC Commissioner Andrew Giles Fay. Please step into the arena FPL Chairman Eric Silagy. ( Thank You Gentlemen )*

*Single Household, 82 years young. ( Loyal FPL Customer since the year 1976 )*

*In the interim I should of been praised, rewarded, and also commended for my lower KWH Usage by FPL ? ( Thank You FPL )*

*Thank You.*

*Sincerely,*

*Michael J. Walsh*

*Hollywood, Fl.*

*US Navy Veteran 1957-1963 ADRS*

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

From: Ellen Plendl <EPlendl@PSC.STATE.FL.US>

To: 'charley7722@aol.com' <charley7722@aol.com>

Sent: Fri, Jul 15, 2022 12:28 pm  
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Michael Walsh  
[charley7722@aol.com](mailto:charley7722@aol.com)

RE: FPSC Inquiry 1398580C

Dear Mr. Walsh:

This is a follow up to our July 15 telephone conversation about Florida Power & Light Company's (FPL) minimum billing charge ?

As we advised in our June 27 email, 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 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 ???

You may contact the Office of Public Counsel to voice your concerns about the provision for the minimum bill charge by using the following information:

Office of Public Counsel  
111 West Madison Street  
Room 812  
Tallahassee, Florida 32399-1400

Telephone: (850) 488-9330  
Website: <http://www.floridaopc.gov/>

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)

## Antonia Hover

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**Sent:** Friday, July 15, 2022 12:28 PM  
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