

Antonia Hover

From: Ellen Plendl
Sent: Monday, July 25, 2022 2:44 PM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW FPL Ongoing Issues and Rate Hikes in Northwest Florida; FPL monopoly; Consumer Inquiry - Florida Power & Light; FW A Moral Responsibility; Re Consumer Inquiry - Florida Power & Light Company

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

Antonia Hover

From: Ellen Plendl
Sent: Monday, July 25, 2022 12:26 PM
To: 'Judy Robbert'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Judith Johns-Robbert
judyjrobbert@gmail.com

RE: FPSC Inquiry 1400233C

Dear Ms. Johns-Robbert:

This is in response to your July 21 email to the Florida Public Service Commission (FPSC) regarding Florida Power & Light Company (FPL). You expressed a concern with the email you received about FPL's Budget Billing program.

Budget Billing is a FPL optional payment plan whereby participants can avoid unpredictable electric bills. Participants in this program will usually receive a constant or fixed monthly bill that shows exactly how much energy was used, the actual bill amount, and the deferred balance on the account. The deferred balance can be a credit or debit amount and is the difference between the actual bill and the Budget Bill amount. You are under no obligation to participate.

You also expressed concern about FPL's rate increase. We will add your feedback to Docket No. 20210015, regarding FPL's rate case.

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: Judy Robbert <judyjrobbert@gmail.com>
Sent: Thursday, July 21, 2022 1:03 PM
To: Ellen Plendl <EPlendl@PSC.STATE.FL.US>
Subject: FPL monopoly

Dear Ms. Plendl,

Below is the annoying and condescending email from "FPL Account Management IS YOUR BILL TOUGH TO BUDGET FOR?"

<https://mail.google.com/mail/u/0/?tab=rm&ogbl#inbox/FMfcgzGpGwtWwwLFLmKMMWjpLtGQSpTj>

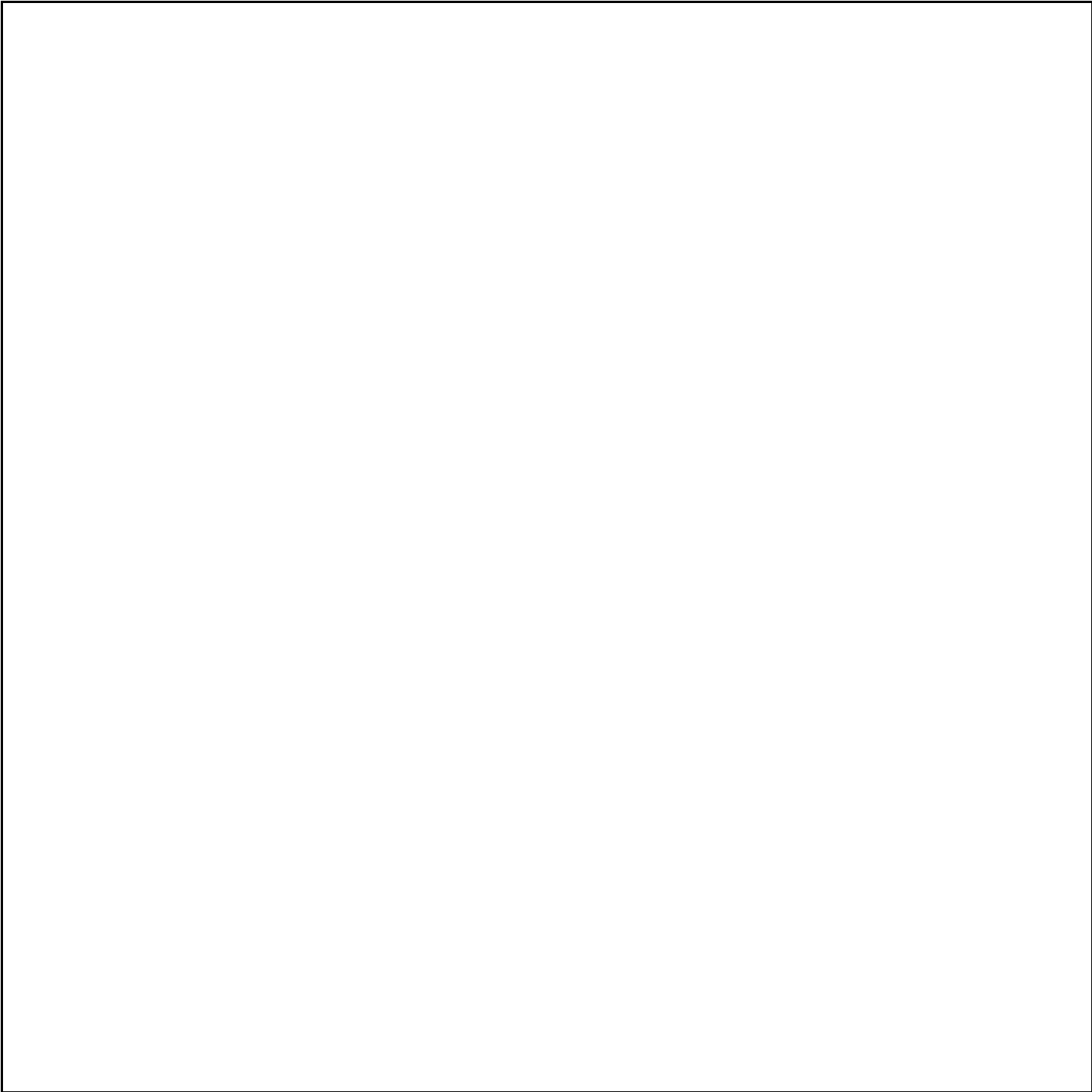
See what your Budget Bill estimate would look like

[View in Browser](#)

[Update Email](#)



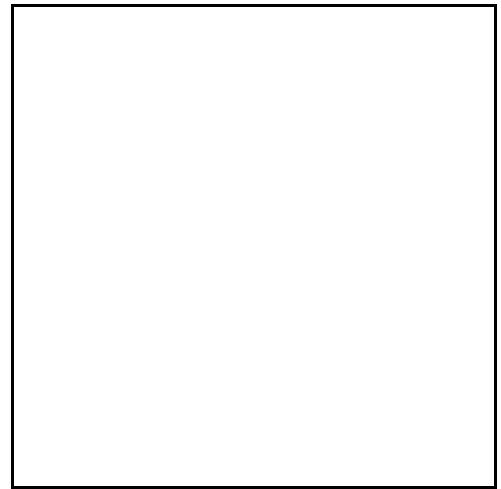
[LOG IN](#)



You're pre-qualified for predictable bills

Fluctuations in your monthly energy bills can make them difficult to predict. Our free FPL Budget Billing® program helps you better manage your monthly expenses by providing you with steadier bills throughout the year. While this is not a savings program, it's a great way to better plan your monthly expenses.

You're already pre-qualified for this program so why not see what your Budget Billing amount would look like this month?



[ESTIMATE YOUR BILL](#)

I love the people happily running along the beach flying a kite. I would tell FPL to GO FLY A KITE.

The PSC defied the rights of Floridians by allowing FPL to become a monopoly and over-charge their captive customers with an immediate rate hike for the same old service in their merger with Gulf Power.

My answer to FPL's question.do we have trouble paying our FPL bill with...

IS THE POPE CATHOLIC?

FPL should cease making charitable "donations" when it is FPL's customers who are making the donations.

The PSC is a proponent of monopolies and unfair trade practices. That is my opinion based on the facts at hand.

Judith Johns-Robbert

Antonia Hover

From: Ellen Plendl
Sent: Monday, July 25, 2022 11:27 AM
To: 'kison@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Kison Niles
kison@gmail.com

RE: FPSC Inquiry 1400219C

Dear Mr. Niles:

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 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: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, July 22, 2022 4:39 PM
To: EOG-Referral
Subject: FW: FPL Ongoing Issues and Rate Hikes in Northwest Florida

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: Kison <kison@gmail.com>
Sent: Friday, June 17, 2022 11:50 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL Ongoing Issues and Rate Hikes in Northwest Florida

Hello Governor,

Since Gulf Power switched to FPL in our area of Okaloosa County, FL, we have had price rate increases on the order of 20% - 30%. I have contacted your office several times but have not received any correspondence regarding the issue. Additionally, we are experiencing almost weekly outages while paying these higher rates. Outages of this frequency were never experienced before FPL took over, and they are at the same time touting their increased power grid reliability which has not panned out. How can this be resolved? This is not the great energy policy or service in the great state of Florida that we have been accustomed to for the last 25 years. At the current rate of support, I expect rolling blackouts will be next during this hot summer.

--
Kison

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: Judy Robbert <judyjrobbert@gmail.com>
Sent: Thursday, July 21, 2022 1:03 PM
To: Ellen Plendl
Subject: FPL monopoly

Dear Ms. Plendl,

Below is the annoying and condescending email from "FPL Account Management IS YOUR BILL TOUGH TO BUDGET FOR?"

<https://mail.google.com/mail/u/0/?tab=rm&ogbl#inbox/FMfcgzGpGwtWwwLFLmKMMWjpLtGQSpTj>

See what your Budget Bill estimate would look like

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[LOG IN](#)



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FPL should cease making charitable "donations" when it is FPL's customers who are making the donations.

The PSC is a proponent of monopolies and unfair trade practices. That is my opinion based on the facts at hand.

Judith Johns-Robbert

Antonia Hover

From: Shonna McCray
Sent: Tuesday, July 19, 2022 4:43 PM
To: 'pedrosantana007@hotmail.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Florida Power & Light

Pedro Santana
pedrosantana007@hotmail.com

RE: FPSC Inquiry 1399888C

Dear Mr. Santana:

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: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, July 19, 2022 2:34 PM
To: EOG-Referral
Subject: FW: A Moral Responsibility

Importance: High

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: Pedro Santana <pedrosantana007@hotmail.com>
Sent: Friday, July 1, 2022 3:27 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: A Moral Responsibility
Importance: High

Governor DeSantis,

I have been following your journey for the last two years, and admire everything you have done for Florida in all this medical and woke folly and chaos. Basic freedom must never be compromised, EVER.

However, I am writing you to tell you that I have to reconsider all of your work and support I have been giving you for one of your government's very specific policies, which is having a devastating impact on me and the rest of my community.

I recently received my June FPL bill, only to find that it has literally more than doubled overnight. I learn that is because of a "New minimum base bill" approved by your FPSC. I find this to be fundamentally wrong and egregious for 3 reasons.

- 1. The increase of more than 100% impacts only those that have a low consumption of power, i.e. generally those of very low income or the ELDERLY. In fact, your New Minimum Bill is a de facto TAX on the poor. You should be ashamed of allowing such a policy that makes the lives of those already struggling even harder, for whom a power bill twice as high has a devastating impact. Furthermore, the actual increase is not little, and in some cases more than double, way over rate of inflation.
- 2. FPL, despite all the efforts, programs, and policies and incentives set forth to REDUCE power usage by its customers, is now in fact PUNISHING those who use the least power. If we don't consume enough, we are CHARGED more. How [silly] is that? Do you see how hypocritical this is? When we do every effort to invest in low power consumption light bulbs and appliances, and adapt our way of life to reduce our individual burden on the utility company, it now turns around and PUNISHES us for "Not Consuming Enough" power. That is just morally wrong.

- 3. While I understand the rationale of having higher production and distribution costs being passed on to customers, I do not understand why you would pass on the cost this way, to the ones who consume the least and who can least afford it. Why would you not pass on the cost in two much less harmful ways, like increasing the actual rate per KWH for base consumption, and increasing the rate for those who consume more than their share of power, by increasing the rate above a certain level of consumption, even more, or even reducing the rate change threshold, which wouldn't affect those with low power consumption. This would be in line with the basic objective of reducing overall power usage and load on the grid. This is just cruel and unusual.

You SHOULD NOT have touched the Minimum Monthly Bill at all, and should reverse this decision. Your policy affects thousands of the most vulnerable Floridians. Do not pick in the pockets of the poor and elderly.

Pedro Santana

45 Durham B

Deerfield Beach, FL 33442

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Antonia Hover

From: Daniel Teel <danielteel54@gmail.com>
Sent: Friday, July 15, 2022 8:22 PM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Florida Power & Light Company

When they first took over I calculated the approximate rate increase my family would see (would depend on your kWh rate usage because they're tiered rates) @ 30% higher than equal energy use with gulf power, and that's what I'm seeing now. I think that's an excessive rate increase, especially since apparently we were already paying the highest energy rates in Florida when with gulf power.

On Thu, Jul 14, 2022, 9:14 AM Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

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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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)