

Iris Rollins

From: Ellen Plendl
Sent: Monday, September 26, 2022 1:23 PM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: Consumer Inquiry - Florida Power & Light Company; FW ; The Unwarranted Monetary Penalizing Factor ; FW Message from CSBizhub1; ron-lundmark-response-letter0926.pdf

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

From: [Shonna McCray](#)
To: ["emmafuentes791@gmail.com"](mailto:emmafuentes791@gmail.com)
Cc: [Ellen Plendl](#)
Subject: Consumer Inquiry - Florida Power & Light Company
Date: Friday, September 23, 2022 12:07:16 PM

Ms. Emma Fuentes
emmafuentes791@gmail.com

RE: FPSC Inquiry 1405202C

Dear Ms. Fuentes:

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.

FPL's is in the process of its proposed annual fuel cost adjustment. The fuel adjustment charge recovers the actual expenses associated with securing and processing fuel necessary to run the power plants used to generate electricity. Fuel rates mirror rising and falling fuel costs as reflected in the international marketplace. The revenue generated by the fuel adjustment charge does not add to the profit of the utility companies, but goes to pay fuel suppliers and transporters. The cost of fuel is shown as a separate cents per kilowatt-hour charge, and fuel costs are not contained in any other charge on a customer's bill.

Each year, utilities file their projected fuel expenses for the upcoming calendar year. The FPSC, along with the Office of Public Counsel and other consumer representatives closely examine the fuel costs requested by the utilities. Public hearings are held annually to set the fuel factors for the next year. Since rates are set on projected costs, at the end of the year, the costs are "trued-up" or compared to the audited actual expenses incurred by the utility. If the utility recovered more than its actual costs, the amount of over-recovery is used to reduce the next year's costs. If the utility under-recovered (costs were higher than expected) that deficit is likewise rolled into the next year. The fuel cost adjustment is recognized by virtually all state commissions, by the Federal Energy Regulatory Commission, and is also used by most municipal electric utilities and rural electric cooperatives.

Fuel costs for FPL were set by the FPSC during the November 2021 cost recovery clause hearing. By Florida Statute and established Commission policy, electric utilities may recover certain expenses from customers through cost recovery charges adjusted annually by the FPSC. Cost recovery is allowed on fuel and purchased power, capacity, conservation, and environmental requirements. Utilities may not, however, earn a profit on fuel charges.

Between November 1, and November 3, 2022, the FPSC will conduct the next hearings to determine the 2023 fuel adjustment charges. You may watch the hearings live or afterwards by using the following link:

<http://www.floridapsc.com/agendas/audiovideo/index.aspx>

Thank you for sharing your views. We will add your comments to the correspondence side of Docket No. 20210015, regarding FPL's rate case and Docket No. 20220001-EI regarding the fuel cost adjustment.

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

From: [Governor's Office of Citizen Services](#)
To: [EOG-Referral](#)
Subject: FW:
Date: Thursday, September 22, 2022 4:46:51 PM

We are on the new FPL increase, it would be the third increase in less than a year. Until when, this is cheeky, this situation with the FPL is no longer supported. If the shareholders have millionaire profits, why should this be allowed, the lobbyists do a good job, until when will this be allowed?

From: Emma Fuentes <emmafuentes791@gmail.com>
Sent: Thursday, September 8, 2022 4:00 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject:

English Translation:

We are on the new FPL increase, it would be the third increase in less than a year. Until when, this is cheeky, this situation with the FPL is no longer supported. If the shareholders have millionaire profits, why should this be allowed, the lobbyists do a good job, until when will this be allowed?

Nos estamos del nuevo aumento de la FPL, sería el tercer aumento en menos de un año. Hasta cuándo, esto es un descaro, ya no se soporta más está situación con la FPL. Si los accionistas tienen ganancias millonarias, porque hay que permitir esto, los cabilderos hacen un buen trabajo, hasta cuándo se va a permitir esto.?

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.

From: charley7722@aol.com
To: [Office of Chairman Fay](#)
Cc: [Office of Commissioner Passidomo](#); eric.silagy@fpl.com; [Ellen Plendl](#); [Shonna McCray](#); rebecca.talton@fpl.com; [Office of Commissioner Clark](#); [Office of Commissioner Graham](#); [Office of Commissioner La Rosa](#); ron.desantis@eog.myflorida.com; farmer.gary@flsenate.gov; fl23response@mail.house.gov; evan.jenne@myfloridahouse.gov; ebony.pardo@mail.house.gov; investigate@local10.com; helpmehoward@wsvn.com; nperez@local10.com; newsdesk@local10.com; denis.mcdonough@va.gov; carolyn.soucy@va.gov; judy_paul@davie-fl.gov; jlevy@hollywoodfl.org
Subject: The Unwarranted Monetary Penalizing Factor ?
Date: Wednesday, September 21, 2022 11:07:22 AM
Attachments: [Honorable Governor Ron Desantis September 19.docx](#)

FPSC Commissioners FPL Chairman Eric Silagy

Good Day !

FPSC Docket No. 20210015 FPL Account No. 26582 57510

Note : Attached Letter Request.

Ref: The Unwarranted Minimum Rate Increase By FPL Towards Senior Citizen Veterans.

As promised, my attached letter request has been forwarded to Florida Governor Ron DeSantis.

In the interim I sincerely hope that the Governor will order a thorough investigation In order to

honestly determine as to why the FPSC granted their approval to the minimum rate

increase that directly penalizes individuals such as myself for no good cause.

The FPSC made a honest mistake when they irresponsibly approved of the request by FPL.

Thank You.

Kind Regards,

Michael J. Walsh

Senior Citizen (82 Years Young)

US Navy Veteran 1957-1963 ADR2

Hollywood, Fl.



RON DESANTIS
GOVERNOR

STATE OF FLORIDA

Office of the Governor

THE CAPITOL
TALLAHASSEE, FLORIDA 32399-0001

www.flgov.com
850-717-9418

September 2, 2022

Mr. and Mrs. Ron Lundmark
4915 Waterbridge Down
Sarasota, Florida 34235

Dear Mr. and Mrs. Lundmark:

Thank you for contacting Governor Ron DeSantis. We are sorry to hear of your difficulties and appreciate the opportunity to respond to your letter.

The Public Service Commission is an arm of the legislative branch of government and regulates certain public utilities in Florida. To assist you, I forwarded a copy of your letter to PSC for their review. If you want to contact PSC directly, please use the information provided below. Enclosed is a brochure which explains what the PSC regulates.

The Low-Income Home Energy Assistance Program (LIHEAP) assists households that have incomes below 150% of the federal poverty income guidelines who need assistance in paying their utility bills. To qualify you must apply in the county in which you live.

Thank you again for contacting Governor Ron DeSantis.

Sincerely,

A handwritten signature in cursive script that reads "Martha Lynn".

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

ML/cas

Enclosure

cc: Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-6100



When to Call The Florida Public Service Commission

The Florida Public Service Commission (PSC) regulates the electric, natural gas, and water and wastewater industries in the state, along with certain telecommunications services. This guide gives specific information about the PSC's responsibilities so that consumers can get help with their utility issues. Contact information is also listed for consumers having problems with non-regulated utilities. For

help with solving regulated utility issues, consumers can reach PSC Consumer Assistance at **1-800-342-3552**, by e-mail at contact@psc.state.fl.us, or through the PSC Web site at www.FloridaPSC.com.

Electric

What the PSC Regulates, Contact the PSC

- Investor-owned electric companies such as Florida Power & Light Company, Florida Public Utilities Company, Gulf Power Company, Duke Energy Florida, and Tampa Electric Company.
- Rates and charges
- Meter and billing accuracy
- Electric lines up to the meter
- Reliability of the electric service
- New construction safety code compliance for transmission and distribution
- Territorial agreements and disputes
- Need for certain power plants and transmission lines

What the PSC Does Not Regulate

- Rates and adequacy of services provided by municipally owned and rural cooperative electric utilities, except for safety oversight.⁴
- Electrical wiring inside the customer's building
- Taxes on the electric bill⁵
- Physical placement of transmission and distribution lines³
- Damage claims
- Right of way³
- Physical placement or relocation of utility poles⁹

Natural Gas

What the PSC Regulates, Contact the PSC

- Investor-owned natural gas companies such as: Florida City Gas; Florida Division of Chesapeake Utilities Corporation; Florida Public Utilities Company (FPUC); FPUC Indiantown Division; FPUC Ft. Meade Division; Peoples Gas System; Sebring Gas System, Inc., and St. Joe Natural Gas Company, Inc.
- Rates and charges
- Meter and billing accuracy
- Pipeline safety issues, including operations and construction
- Territorial agreements and disputes

What the PSC Does Not Regulate

- Municipally owned natural gas utilities except for safety oversight³
- Gas districts and authorities except for safety oversight
- Liquid Propane (LP) Gas
- Taxes on the natural gas bill⁵
- Damage claims
- Gas pipeline siting³
- House piping
- Gas appliances

Water and Wastewater

What the PSC Regulates, Contact the PSC

- Investor-owned water and wastewater companies in 38 counties⁶
- Rates and charges
- Meter and billing accuracy
- Certification and territory amendments
- Quality of service

What the PSC Does Not Regulate

- Municipally owned and county-owned water and wastewater utilities³
- Water treatment companies
- Taxes on the water and wastewater bill⁵
- Damage claims
- Water clarity or pressure²
- Bulk sales of water or wastewater treatment
- Water lines beyond the point of connection

Telecommunications

What the PSC Regulates, Contact the PSC

- Service quality and reliability of pay telephone providers
- Relay service
- PSC can accept complaints related to Lifeline Assistance program and Telephone Relay Service

What the PSC Does Not Regulate

- Wireless (cellular) telephone service¹
- Cable/Satellite television¹
- Interstate or international telephone service¹
- Voice over Internet Protocol (VoIP)
- Telephone wires on the customer's side of the interface box
- Rates for inside wire maintenance contracts
- Authorization of taxes on telephone bills⁵
- Charges for pay-per-call (900 number) calls
- Yellow Pages[®] advertising
- Internet service
- Pay telephone rates for local calls
- Solicitation calls⁷
- Harassing, threatening, or obscene calls⁸
- Damage claims
- DSL/broadband deployment
- Service complaints
- Service quality
- Rate caps for pay telephone and call aggregator (hotel) locations
- Rates and charges

1. *Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Complaints
445 12th Street, SW
Washington, D.C. 20554
fccinfo@fcc.gov
www.fcc.gov
Toll Free: 1-888-CALL-FCC (1-888-225-5322) voice,
1-888-TELL-FCC (1-888-835-5322) TTY.
Consumer and Mediation Specialists are available Monday
through Friday, 8:00 a.m. to 5:30 p.m. ET*
2. *Department of Environmental Protection
Citizen Services
3900 Commonwealth Boulevard
Tallahassee, Florida 32399
850-245-2118 (phone); 850-245-2128 (fax)
<http://www.dep.state.fl.us>*
3. *Contact your city or county commission about authorized
jurisdiction.*

4. *The PSC reviews the rate structure these utilities use to
collect their costs, but has no jurisdiction over what costs
are included in rates. Safety jurisdiction is limited to new
construction and compliance with the National Electrical
Safety Code. Contact the city utilities office or the Board of
Directors of the Cooperative.*
5. *Contact the governmental entity that levied the tax.*
6. *To determine if you live in a jurisdictional county, [click here](#)
or call 1-800-342-3552.*
7. *Florida Department of Agriculture and Consumer Services
2005 Apalachee Parkway
Tallahassee, FL 32399-6500
1-800-435-7352
www.freshfromflorida.com*
8. *Contact your local law enforcement agency.*
9. *The PSC has the authority to require electric utilities to
comply with safety and reliability regulations. Private electric
utilities have the power of eminent domain to take property for
just compensation to construct their facilities. Recourse for
loss of property value as a result of the placement of electric
facilities resides with the courts.*

Inquiries on services not regulated by the PSC and not footnoted should be initially forwarded to the service provider.

923690
9/9/22
M.L.

Utilities
Marty

Ron and Joyce Lundmark
4915 Waterbridge Down, Sarasota, FL 34235

8-19-22

Governor DeSantis
State of Florida
The Capital
400 S. Monroe St.
Tallahassee, FL 32399-0001

Dear Governor DeSantis,

We love the job you are doing for Florida residents, however there is something is wrong with the FPL. I have written them and they refuse to respond. Our electric bills have gone up drastically. So much that we are now considering selling our beautiful home because we can't afford the electricity.

We are on a fixed income and when the electric bill goes to \$390 for a month in which we put half the house without air conditioning, raised the thermostat up a few degrees for the half we live in most of the time, and shut off the pool heater. It still went up \$100 for the month. I can't imagine what will happen when we try to heat the pool this winter. Maybe we should have bought a home in a less expensive state. Biden voter prices are killing us.

I've been considering getting a lawyer and filing some kind of class-action suit on behalf of FPL customers. This is bad for Florida if people start to move out of the state because of overly high electric costs.

Is there anything that we can do to be assisted in this? We moved here two years ago and would hate to leave now, but we also have to eat.

Thank you for the job you're doing.

Ron and Joyce Lundmark

A handwritten signature in black ink, appearing to be 'R. Lundmark', written over a faint printed name.



Ron Lundmark
4915 Waterbridge Down
Sarasota, FL 34235

TAMPA FL 335
SAINT PETERSBURG FL
22 AUG 2022 PM 7 L



GOVERNOR DE SANTI'S
STATE OF FLORIDA
400 S. MONROE ST.
TALLAHASSEE, FL

32399-0001

951555-889195



From: [Cimmino-Lynn, Martha](#)
To: [EOG-Referral](#)
Subject: FW: Message from CSBizhub1
Date: Friday, September 2, 2022 8:47:21 AM
Attachments: [923690-lundmark-outgoing.pdf](#)
[923690-LUNDMARK.pdf](#)

Please find attached email received and responded to 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: CSBizhub1@eog.myflorida.com <CSBizhub1@eog.myflorida.com>
Sent: Thursday, September 1, 2022 4:53 PM
To: Cimmino-Lynn, Martha <Martha.Cimmino-Lynn@eog.myflorida.com>
Subject: Message from CSBizhub1

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.

COMMISSIONERS:
ANDREW GILES FAY, CHAIRMAN
ART GRAHAM
GARY F. CLARK
MIKE LA ROSA
GABRIELLA PASSIDOMO

STATE OF FLORIDA



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

September 26, 2022

Mr. & Mrs. Ron Lundmark
4915 Waterbridge Down
Sarasota, FL 34235

RE: FPSC Inquiry 1402923E

Dear Mr. & Mrs. Ron Lundmark:

This is in response to your inquiry with the Florida Public Service Commission (FPSC) regarding Florida Power & Light Company (FPL).

You expressed a concern with high electric bills. Rule 25-6.052, Florida Administrative Code (F.A.C.), requires electric meters to register a weighted average accuracy rating of between 98 percent and 102 percent. If a meter is found to register more than the maximum allowed, the utility is required to credit the customer's bill. To determine the accuracy, we requested FPL test your electric meter. FPL left several voicemail messages and sent you emails and a letter offering to test your electric meter. FPL received a voicemail message in which you advised you were away from the residence. FPL requested you contact the company and as of September 21, 2022, the company had no record of your further contact.

A comparative review of your usage in January, April, July and August shows an increase comparing month to same month in 2022 compared to 2021. In solely reviewing 2022, your consumption increased each month over the previous month from March forward, with peaks in June and August followed by a subsequent decrease in September, as follows:

Month	2020 Kilowatt-Hours	2021 Kilowatt Hours	2022 Kilowatt Hours
January		2,108	2,237
February		1,955	1,886
March		2,185	1,807
April		2,051	2,275
May		2,860	2,400
June		2,720	2,196
July		2,460	2,628
August		2,517	2,759
September		2,409	1,641
October	2,098	2,380	
November	1,973	2,446	
December	2,107	2,244	

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Mr. & Mrs. Ron Lundmark

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September 26, 2022

You may contact Mrs. Maggie Touron, FPL Corporate Resolution Specialist, at 1-844-239-0978, extension 03, to schedule a meter test and an energy audit, which will provide you with an analysis of the energy use and appliances at your residence, and recommendations to minimize the usage. Home energy audits are available to FPL customers at no charge, once every twelve months. I have enclosed a brochure, "*Conserve Your World*," which offers some recommendations on ways to minimize your electric consumption.

You also expressed concerns about FPL's rates. 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.

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Mr. & Mrs. Ron Lundmark

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September 26, 2022

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We will add your feedback to Docket No. 20210015, regarding FPL's rate case.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the FPSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

If you have any questions or concerns please call Ms. Ellen Plendl by October 11, 2022; otherwise, we will consider the matter resolved. You may reach Ms. Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,



Shonna McCray
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

SM:mep

Enclosure