

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: 12/27/2022
TO: Office of Commission Clerk
FROM: Bureau of Consumer Assistance, Office of Consumer Assistance & Outreach
RE: Customer Correspondence

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 20220001.

COMMISSION
CLERK

2022 DEC 27 PM 3:58

RECEIVED-FPSC

December 2022

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

FP&L
700 Universe Blvd.
Juno Beach, FL 33408

RE: FP&L Rate Increases

Dear Commissioners:

Having been an officer and director of public companies, private companies and a board member of non-profit organizations, as well as a business owner in South Florida, please accept the following comments on the imminent rate increases. Yes, I understand the executive role as well as dealing with thousands of shareholders.

First, the marketing “professionals” at FP&L need to be “transitioned” to another occupation. Do monopolies really need to waste resources building their “brand?” It is absurd and all just beyond any common sense.

To wit:

“Around here, it takes several sources of energy to bring you energy.” That is a direct quote from a constant advertising video campaign by FP&L via YouTube.com. If I hear it once more I may vomit.

Around here, it takes lots of old taxpayers to keep their monopoly going. They’re well-paid.

It takes gargantuan amounts of coal to fuel the power plants so the “going-green” fanatics can have constant energy-consuming electronic devices in the Age of Narcissism.

Maybe we could receive the benefit of reduced rates because FP&L is “proactively” doing more qualitatively and quantitatively to lower its operating expenses?

All the unappreciated customers who pay their utility bills on time fantasize about hearing such possibilities.

Big data or “deep” data mining companies, including the mega banks, need to apply as much vigor to their own operating budgets as they do in tracking every single activity of the “little people.” Nobody really cares about the overburdened taxpayer. “Let them eat cake!”

Further, why not reduce executive expenditures? We already know that isn’t realistic.

In our new Liberal World Order, we’re all supposed to be “going green” because the planet is near death according to the media. That doesn’t seem to bother as many as one might think or behaviors would be modified accordingly in a world where common sense still ruled. Plastic consumption is at an all-time high. We already know the oceans are full of litter and plastic, but few are losing any sleep . . . unless there’s a way to make money from it. Have you noticed? There is no money in finding solutions. The monster SUV earth-destroyers are getting bigger. The citizens are getting bigger. Even the illegal immigrants are getting bigger. No fat-shaming please! Gluttony and greed are no longer sins. It’s called “biggie-size.”

The “going-green” do-gooders don’t realize the amount of coal it takes to fuel the power plants so they can be on the Internet 24/7 wasting their lives with minutia. Narcissism is big business. The governments really love that all the people are dumbed down and distracted. It’s a win-win.

Again, there is no money in finding solutions but rather only in perpetuating drama, especially as illustrated by the “pandemic.” I’ve been all over the world and never seen any true “pandemic” with a 95%-plus recovery rate. I’m sure I must be crazy. The bubonic plague and smallpox epidemics are long forgotten. Stay safe!

It’s hard not to digress. The lies are more pervasive than oxygen.

FP&L solicits its customers for more programs and more services. They need more revenue streams. They were even advertising vacations to Sanibel Island, well, until Hurricane Ian arrived. Their executives need more bonuses, and the shareholders of energy companies need more “value.”

Why not spend more time trying to save money and resources . . . especially if they’re an energy provider in the new Liberal World Order and the planet is dying?

Why not spend more time trying to save capital and resources in a nation-state that is totally bankrupt and only continues to print money as a fast-food mentality-type solution?

Why not reduce spending and be a good example for our governments that are bankrupting us?

Consider giving breaks to the old people who pay their bills early.

FP&L should use its power and influence to make a measurable difference helping all the “little people” by reducing their corporate expenses! Customers don’t really need advertising gimmicks in the form of free vacations.

Following FP&L on Facebook is as stupid as following the White House. One doesn’t really know what’s going on but the sanitized information is presented according to their express wishes after legal counsel allows for wiggle-room.

Instead, why not reduce spending and be a good example for those whose parents never instructed them about paying bills on time?

For example:

FP&L has no problem providing unsolicited advice, unrelated to utilities, so why don’t they tell the Miss Browns of the world that paying their bills on time isn’t discrimination?

Miss Brown sued FP&L in a class-action suit because of its debt collection initiatives. Of course the matter is being managed by Rust Consulting in Minnesota. In like Flynn, they are.

See: <https://brownfccpasettlement.com>

Since few women are at home raising their children and it’s now the job of daycare “professionals” and all non-family members, including the governments and subsidized government programs, remind all the “little people” out there to pay their bills on time!

They don’t teach home and financial management at daycare, and there’s nobody at home to teach all the little children that when they grow up they have to pay their bills on time. Those who don’t have any outstanding debts or imminent debt collection fears end up paying for those who can’t manage their finances. The consumer always pays in the end . . . just like our current “supply chain” debacle.

Most consumers cannot manage their finances as obvious by all the credit repair scams and related fraud. For all the confused consumers out there who need help fixing their credit, this is the “empowering” they really need:

- 1.) Pay your bills on-time, or early if possible;
- 2.) Don't spend more than you make; and
- 3.) Avoid unnecessary debt.

There it is. It used to be called common sense. It's dead, so you probably haven't heard of it. Why doesn't FP&L remind their customers to pay their bills on time and reward (positive reinforcement) those who actually do?

I don't want a “free” vacation from FP&L. They're already monitoring all my activities. I'd accept rewards in the form of discounts or proof of their reduced corporate operating expenses?

In fact, paying one's bills on time or in advance will actually boost one's credit score especially if it is a mortgage payment. It's amazing how that works. That's another free tip for confused consumers!

In the end, guess who pays when the Miss Browns of the world don't pay? That's right. People like us who pay their bills on time. Oh, we pay.

Raising the rates means there will be more Miss Browns out there who can't or don't or won't pay the monopoly, and FP&L runs a “robust” collections department filled with “professionals.” Nobody at FP&L or anywhere is subsidizing my income or utility expenses. Their inability to reduce expenses costs the taxpayers so certain groups receive subsidies.

We did not provide a return address below. Receiving a trite response with insincere platitudes and “excuses” justified as “reasons” would be a further waste of time, paper and postage. There is already enough waste.

Monopolies and their dilettante corporate leaders should have the integrity, accountability and to live within more conservative budgets so they understand how hard it is for all the “little people” out there. As a monopoly, they have nothing to lose.

Maybe someone with common sense will hear our plea.

With thanks,

Outraged Residents
Palm Beach, Florida

WEST PALM BCH FL 334

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DISTRIBUTION CENTER

2022 DEC 27 AM 6:59

Florida Public Service
Commission
2540 Shumard Oak Blvd.
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