

**Antonia Hover**

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**From:** Ellen Plendl  
**Sent:** Tuesday, April 11, 2023 3:37 PM  
**To:** Consumer Correspondence  
**Subject:** Docket Nos. 20230001 & 20230017  
**Attachments:** FW FPL rate increase; FW FPL rates; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company

See attached customer correspondence and replies for Docket Nos. 20230001 & 20230017

## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Friday, April 7, 2023 3:18 PM  
**To:** EOG-Referral  
**Subject:** FW: FPL rate increase

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

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**From:** Fred Hackett <fredhackett@hotmail.com>  
**Sent:** Thursday, April 6, 2023 4:00 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL rate increase

Constituent message:

1. **Name**  
Fred Hackett
2. **Email Address**  
[fredhackett@hotmail.com](mailto:fredhackett@hotmail.com)
3. **Phone Number**
4. **Subject**  
FPL rate increase
5. **Message**  
Thanks for the 18% rate increase I just received on my current FPL bill. Stop focusing on running for President and think about seniors that may not be able to afford this. Perhaps you should be more "woke" to your Floridian seniors instead of wasting our money fighting the Mouse in Orlando
6. **Attach file (optional)**
7. **User IP Address**  
73.204.197.159
8. **Date Submitted**  
06/04/2023
9. **Time Submitted**  
3:59:47 pm, EDT
10. **HTTP User Agent**  
Mozilla/5.0 (iPhone; CPU iPhone OS 16\_3\_1 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.3 Mobile/15E148 Safari/604.1

This message was sent from <https://www.flgov.com>.

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

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Friday, April 7, 2023 3:19 PM  
**To:** EOG-Referral  
**Subject:** FW: FPL rates

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

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**From:** Rick Chapel <rclc777@comcast.net>  
**Sent:** Thursday, March 30, 2023 4:58 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL rates

Constituent message:

1. **Name**  
Rick Chapel
2. **Email Address**  
[rclc777@comcast.net](mailto:rclc777@comcast.net)
3. **Phone Number**  
941.549.0274
4. **Subject**  
FPL rates
5. **Message**  
Is there anything you can do to drastically reduce the rates FPL is charging? It seems every time we turn around, they raise their rates and then raise them again! And, no one tries to stop them!!

It's getting ridiculous!! My wife and I are retired and are trying everything to conserve and we just got our last bill from February 24 to March 28 for \$133. In the 23 years we've lived in Florida, that's the highest Febuary/March bill we've ever had. What's it going to be like this summer? Is FPL trying to bankrupt us, or force us out of Florida?

What can you do about this? Florida is a great place to live, but.....

Can you PLEASE HELP?

Sincerely, Rick & Linda Chapel

6. **Attach file (optional)**

- 7. **User IP Address**  
47.201.25.202
- 8. **Date Submitted**  
30/03/2023
- 9. **Time Submitted**  
4:58:09 am, EDT

This message was sent from <https://www.flgov.com>.

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## Antonia Hover

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**From:** Shonna McCray  
**Sent:** Tuesday, April 11, 2023 3:27 PM  
**To:** 'fredhacket@hotmail.com'  
**Cc:** Ellen Plendl  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Fred Hacket  
fredhacket@hotmail.com

RE: FPSC Inquiry 1419639C

Dear Mr. Hacket:

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.

You expressed a concern about recent rate increases. On March 7, 2023, the FPSC approved a mid-course correction to the fuel factors and granted preliminary interim storm restoration charge for FPL.

Utilities do not earn a profit on fuel charges. The fuel and capacity cost component of customers' bills is set for each calendar year, but mid-course corrections are used when a utility's costs increase or decrease significantly in the interim. Under Commission rules, a utility must notify the PSC when it expects an under- or over-recovery greater than 10 percent.

The adjusted fuel factors reflect unrecovered fuel costs incurred in 2022. The interim storm restoration recovery charges are costs associated with named storms and will replenish each utility's storm reserve fund. Interim storm restoration charges are approved for a 12-month recovery period and are subject to refund, with interest, pending further review once the total actual costs are known for each utility.

FPL's approved charges include the new fuel factor and the preliminary approval for recovery of \$1.5 billion in interim storm restoration costs for Hurricanes Ian and Nicole, as well as the remaining costs from Hurricanes Michael, Sally, and Zeta.

We appreciate you sharing your views and will add your correspondence to both Dockets 20230001 and 20230017 regarding the mid-course correction and the storm restoration recovery, respectively.

If you have any questions or concerns 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

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**From:** Shonna McCray  
**Sent:** Tuesday, April 11, 2023 3:29 PM  
**To:** 'rclc777@comcast.net'  
**Cc:** Ellen Plendl  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Rick Chapel  
rclc777@comcast.net

RE: FPSC Inquiry 1419641C

Dear Mr. Chapel:

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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Shonna McCray  
Regulatory Program Administrator  
Florida Public Service Commission