

**Charlie Smith**

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**From:** Ellen Plendl  
**Sent:** Thursday, September 7, 2023 10:46 AM  
**To:** Consumer Correspondence  
**Subject:** Docket Nos. 20230001 & 20230017  
**Attachments:** Consumer Inquiry - Florida Power & Light Company; FW: ELECTRIC BILL INCREASE;  
Consumer Inquiry - Florida Power & Light Company; FW: Higher electricity??;  
Consumer Inquiry - Florida Power & Light Company; FW: Question on Utilities

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

## Charlie Smith

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**From:** Ellen Plendl  
**Sent:** Thursday, September 7, 2023 10:10 AM  
**To:** 'bparrill777@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Barbara C. Parrillo  
bparrill777@gmail.com

RE: FPSC Inquiry 1428741C

Dear Ms. Parrillo:

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 FPL's rates. 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.

Customers who are experiencing difficulty in providing payment on their account can contact the following resources for financial assistance:

\* Low Income Home Energy Assistance Program --- <https://www.floridajobs.org/community-planning-and-development/community-services/low-income-home-energy-assistance-program/find-your-local-low-income-home-energy-assistance-program-provider-for-help>

\* Elderly Electric Assistance (EHEAP), which provides assistance for home-energy emergencies to qualified, low-income households with at least one person 60 years of age or older. To find out about qualifications, you may contact your county's local EHEAP agency, or by calling 1-800-963-5337.

If you have any questions or concerns please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl  
Regulatory Analyst IV  
Florida Public Service Commission  
Office of Consumer Assistance & Outreach  
1-800-342-3552 (phone)  
1-800-511-0809 (fax)

## Charlie Smith

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Thursday, September 7, 2023 9:46 AM  
**To:** Ellen Plendl  
**Subject:** FW: ELECTRIC BILL INCREASE

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

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:** barbara c parrillo <bparrill777@gmail.com>  
**Sent:** Thursday, September 7, 2023 7:38 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** ELECTRIC BILL INCREASE

Constituent message:

- Name**  
barbara c parrillo
- Email Address**  
[bparrill777@gmail.com](mailto:bparrill777@gmail.com)
- Phone Number**  
6318558969
- Subject**  
ELECTRIC BILL INCREASE
- Message**  
I CAN NOT BELIEVE THAT YOU APPROVED THE FPL INCREASES TO CRIPPLE THE SENIORS IN FLORIDA. CURRENTLY I HAVE MY A/C SET AT 80 DEGREES, I KEEP CURTAIN CLOSED ( LIVE IN A CAVE LIKE HOME) HANG MY CLOTHES IN THE GARAGE ALL TO SAVE MONEY ON MY LIGHT BILL. IT HAS NOT WORKED. MY CURRENT BILL IS 200 DOLLARS. THERE IS NOTHING MORE I CAN DO TO SAVE. IT HAS BEEN REPORTED THAT YOU APPROVED THIS INCREASE BECAUSE FPL GAVE YOU \$\$\$ TO SEEK PRESIDENCY. I ALWAYS SUPPORTED YOU--IT SEEMS IMPOSSIBLE TO CONTINUE THAT SUPPORT. I AM NOT EVEN SURE I CAN CONTINUE TO LIVE IN FLORIDA. MY HOME OWNER TAXES ARE HIGH, ELECTRIC BILL, WATER BILL, AND HOME OWNER INSURANCE ARE OUT OF CONTROL. THE FLORIDA GOVERNOR SHOULD HELP US SENIORS NOT RUN US OFF.  
BARBARA PARRILLO  
PALM BEACH COUNTY
- Attach file (optional)**

7. **User IP Address**  
161.35.124.45
8. **HTTP User Agent**  
Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0 Safari/537.36 Edg/116.0.1938.69
9. **Date Submitted**  
07/09/2023
10. **Time Submitted**  
7:37:40 am, EDT

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.

## Charlie Smith

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**From:** Ellen Plendl  
**Sent:** Wednesday, September 6, 2023 11:11 AM  
**To:** 'johntsiskakis@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. John Tsiskakis  
johntsiskakis@gmail.com

RE: FPSC Inquiry 1428625C

Dear Mr. Tsiskakis:

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 FPL's rates. On March 7, 2023, the FPSC approved a mid-course correction to the fuel factors and granted preliminary interim storm restoration charge for FPL.

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If you have any questions or concerns please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl  
Regulatory Analyst IV  
Florida Public Service Commission  
Office of Consumer Assistance & Outreach  
1-800-342-3552 (phone)  
1-800-511-0809 (fax)

## Charlie Smith

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Wednesday, September 6, 2023 10:11 AM  
**To:** Ellen Plendl  
**Subject:** FW: Higher electricity??

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

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: John Tsiskakis <johntsiskakis@gmail.com>  
Sent: Thursday, August 31, 2023 3:21 PM  
To: GovernorRon.DeSantis@eog.myflorida.com  
Subject: Higher electricity??

Dear Governor

The electricity bill for my 1,800 SF home here in Naples is \$450 per month.  
(Typically \$150-\$200)

If what TRUMP writes is true, you've lost my support. FPL is price gouging and you caused it

JT

Sent from my iPhone

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## Charlie Smith

---

**From:** Ellen Plendl  
**Sent:** Wednesday, September 6, 2023 8:18 AM  
**To:** 'pekeluv@aol.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Gerri Schlotterback  
pekeluv@aol.com

RE: FPSC Inquiry 1428569C

Dear Ms. Schlotterback:

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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\* Elderly Electric Assistance (EHEAP), which provides assistance for home-energy emergencies to qualified, low-income households with at least one person 60 years of age or older. To find out about qualifications, you may contact your county's local EHEAP agency, or by calling 1-800-963-5337.

If you have any questions or concerns please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl  
Regulatory Analyst IV  
Florida Public Service Commission  
Office of Consumer Assistance & Outreach  
1-800-342-3552 (phone)  
1-800-511-0809 (fax)

## Charlie Smith

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Wednesday, September 6, 2023 8:08 AM  
**To:** Ellen Plendl  
**Subject:** FW: Question on Utilities

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

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:** Gerri Schlotterback <pekluv@aol.com>  
**Sent:** Friday, August 25, 2023 3:11 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Question on Utilities

Constituent message:

- Name**  
Gerri Schlotterback
- Email Address**  
[pekluv@aol.com](mailto:pekluv@aol.com)
- Phone Number**  
9415365350
- Subject**  
Question on Utilities
- Message**  
Is Gov. DeSantis the person who approved of the hike in our FPL bills? I asked this before and I got a letter from the FPL. MY Question is Did the Gov. have to sign for the Hike in cost ? Thank you please for a direct response.  
OTHER WARDS DID HE APPROVE OF THE HIKE?
- Attach file (optional)**
- User IP Address**  
174.58.22.189
- HTTP User Agent**  
Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/111.0.5563.148 ADG/11.1.4364 Safari/537.36
- Date Submitted**  
25/08/2023

**10. Time Submitted**

3:10:59 pm, EDT

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