

Charlie Smith

From: Ellen Plendl
Sent: Tuesday, September 12, 2023 9:58 AM
To: Consumer Correspondence
Subject: Docket Nos. 20230001 & 20230017
Attachments: Consumer Inquiry - Florida Power & Light Company; FW: Unaffordable Energy in NW FL seen with FPL; Consumer Inquiry - Florida Power & Light Company; FW: Florida Power and Light; Consumer Inquiry - Florida Power & Light Company; FW: Outrageous Electrical bills

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

Charlie Smith

From: Ellen Plendl
Sent: Monday, September 11, 2023 4:28 PM
To: 'angela.vance1@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Angela Vance
angela.vance1@gmail.com

RE: FPSC Inquiry 1429074C

Dear Ms. Vance:

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. You expressed a concern about the fuel cost adjustment.

The fuel cost charge allows the utility to recover 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 your 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.

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

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, September 11, 2023 3:29 PM
To: Ellen Plendl
Subject: FW: Unaffordable Energy in NW FL seen with FPL

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

From: Angela Vance <angela.vance1@gmail.com>
Sent: Saturday, September 9, 2023 10:38 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Unaffordable Energy in NW FL seen with FPL

Constituent message:

- Name**
Angela Vance
- Email Address**
angela.vance1@gmail.com
- Phone Number**
8502932917
- Subject**
Unaffordable Energy in NW FL seen with FPL
- Message**
The outrage on the unaffordable FPL energy rates in NW FL are not new to FL leaders. I am a Republican and long time Ron DeSantis supporter, but am disgusted that nothing has been done to help with this issue. People are hurting. A high bill for me with Gulf Power was ~ \$250. I'm not seeing \$450+ bills with FPL. These energy rates are not seen in other non-FPL areas, so I know that it is not the 'norm'. Something needs to be done about it! Our FL leaders should be addressing the problem already! I will be basing my votes next election on this topic. If DeSantis and the current leaders in office can't help fix this issue, then I will have to give my vote to someone else.... Even if that means to a democrat (~gasp). These recent minimal rate decreases FPL has started advertising are not even close to an acceptable solution.
- Attach file (optional)**
- User IP Address**
50.81.174.78

8. HTTP User Agent

Mozilla/5.0 (iPhone; CPU iPhone OS 16_6_1 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.6 Mobile/15E148 Safari/604.1

9. Date Submitted

09/09/2023

10. Time Submitted

10:38:21 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

From: Ellen Plendl
Sent: Monday, September 11, 2023 2:32 PM
To: 'scottsdoll@outlook.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Mary McCartan
scottsdoll@outlook.com

RE: FPSC Inquiry 1429042C

Dear Ms. McCartan:

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. You expressed a concern about the fuel cost adjustment.

The fuel cost charge allows the utility to recover 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 your bill.

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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

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, September 11, 2023 2:19 PM
To: Ellen Plendl
Subject: FW: Florida Power and Light
Attachments: n7bs2eSillwZ-IMG_1385.png; Up8hGR69x9BI-IMG_1384.png

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

From: Mary McCartan <scottsdoll@outlook.com>
Sent: Monday, September 11, 2023 9:25 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power and Light

Constituent message:

- Name**
Mary McCartan
- Email Address**
scottsdoll@outlook.com
- Phone Number**
6303301599
- Subject**
Florida Power and Light
- Message**
Can we have FPL reduce our NON FUEL charge on our bill?
Our actual use of fuel is low.
This is our bill , not being at house now.
Also, neighbor's bill while being there.
- Attach file (optional)**
[n7bs2eSillwZ-IMG_1385.png](#)
[Up8hGR69x9BI-IMG_1384.png](#)
- User IP Address**
75.11.25.3

8. **HTTP User Agent**

Mozilla/5.0 (iPhone; CPU iPhone OS 16_6_1 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.6 Mobile/15E148 Safari/604.1

9. **Date Submitted**

11/09/2023

10. **Time Submitted**

9:24:57 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.

BILL DETAILS

Amount of your last bill

Balance before new charges

New Charges

Rate: RS-1 RESIDENTIAL SERVICE

Base charge: \$9.48

Non-fuel: (First 1000 kWh at \$0.094630) \$368.13
(Over 1000 kWh at \$0.104550)

Fuel: (First 1000 kWh at \$0.028390) \$128.82
(Over 1000 kWh at \$0.038390)

Electric service amount 506.43

Gross receipts tax (State tax) 12.99

Franchise fee (Reqd local fee) 32.79

Utility tax (Local tax) 31.35

Taxes and charges 77.13

Late payment charge 6.92

Regulatory fee (State fee) 0.40

Total new charges

Total amount you owe

*This \$461.60 is PAST DUE -- PLEASE PAY IMMEDIATELY

BILL DETAILS

Amount of your last bill

Payment received - Thank you

Balance before new charges

New Charges

Rate: RS-1 RESIDENTIAL SERVICE

Base charge: \$9.48

Non-fuel: (First 1000 kWh at \$0.094630) \$192.70
 (Over 1000 kWh at \$0.104550)

Fuel: (First 1000 kWh at \$0.028390) \$64.40
 (Over 1000 kWh at \$0.038390)

Electric service amount 266.58

Gross receipts tax (State tax) 6.84

Franchise fee (Reqd local fee) 17.26

Utility tax (Local tax) 16.76

Taxes and charges 40.86

Regulatory fee (State fee) 0.21

Total new charges

FPL Affiliate and Other Programs

FPL HOME SurgeShield program* 10.95

Florida sales tax (State tax) 0.66

County sales tax (Local tax) 0.11

--For program ?s, please call 833-437-5466.

FPL HOME Elctrn Surge Prot PI* 5.00

Charlie Smith

From: Ellen Plendl
Sent: Monday, September 11, 2023 11:25 AM
To: 'ccollazo3@aol.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Carmen Collazo-Williams
ccollazo3@aol.com

RE: FPSC Inquiry 1428988C

Dear Ms. Collazo-Williams:

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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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: Monday, September 11, 2023 10:51 AM
To: Ellen Plendl
Subject: FW: Outrageous Electrical bills
Attachments: 7458td1WBn2X-IMG_4013.png

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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: Carmen Collazo-Williams <ccollazo3@aol.com>
Sent: Sunday, September 10, 2023 2:55 PM
To: LtGovernorJeanette.Nunez <LtGovernorJeanette.Nunez@eog.myflorida.com>
Subject: Outrageous Electrical bills

Constituent's message:

1. **Name**
Carmen Collazo-Williams
2. **Email Address**
ccollazo3@aol.com
3. **Phone Number**
7188136258
4. **Subject**
Outrageous Electrical bills
5. **Message**

Governor,

I am writing to you with a fear and despair regarding electrical charges from my home. I moved here two years ago from New York City, and I have seen a huge uprise in the cost of electricity for my home. In addition, the cost of insurance for my home and car are absurd. I am worried that these cost will force me to leave the state I dreamed about all my life. I am a retired NYC Police Detective that lives on a budget. As our Governor, please tell me you can intervene. I have neighbors that have taken on more work to pay for our basic bills. I don't want to leave Florida, please help!

Best Regards,
Carmen Collazo-Williams

6. **Attach file (optional)**
[7458td1WBn2X-IMG_4013.png](#)
7. **User's IP Address**
104.28.92.190
8. **Date Submitted:**
09/10/2023
9. **Time Submitted:**
2:55:04 pm, EDT
10. **HTTP User Agent**
Mozilla/5.0 (iPhone; CPU iPhone OS 16_6_1 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.6 Mobile/15E148 Safari/604.1

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FPL[®]

[LOG IN](#)

[PAY BILL](#)

Carmen Collazo-Williams

Account #: 91140-13197

[Update Email](#)

**Your new bill is \$514.44
due by Oct 2, 2023**

 [PAY NOW](#)

 [VIEW BILL](#)

[Download Bill](#)

Reduce seasonal bill spikes with
FPL Budget Billing[®]