

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, October 26, 2021 8:52 AM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: joanne-swanson-correspondence.pdf; Consumer Inquiry - Florida Power & Light Company

See attached customer correspondence and FPSC reply for Docket No. 20210015.

Diane Hood

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, October 20, 2021 12:34 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 184948

CUSTOMER INFORMATION

Name: Joanne Swanson
Telephone: (386) 316-9131
Email: joswanson@bellsouth.net
Address: 4120 Pioneer Way New Smyrna Beach FL 32168

BUSINESS INFORMATION

Business Account Name: Joanne Swanson
Account Number:
Address: 4120 Pioneer Way New Smyrna Beach FL 32168

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company
Details:

I spoke to Kaz Melians. I was given the reason for FPL instituting a minimum fee of \$25.00. I do not agree with it. When he said he would be sending a note to you regarding our talk, I SPECIFICALLY SAID, "ARE YOU GOING TO INCLUDE THAT I WAS NOT SATISFIED WITH THE JUSTIFICATION", HE SAID IF I WANTED HIM TO HE WOULD. I SAID I DO WANT YOU TO. WELL, IT WAS NOT INCLUDED. THOSE OF US WHO SPEND TENS OF THOUSANDS ON SOLAR ENERGY AND STILL PAY SERVICE CHARGES AND TAXES SHOULD NOT HAVE TO FURTHER PAD THE POCKETS OF THE FPL EXECUTIVES. A COUPLE OF ELECTIONS AGO, FPL TRIED TO UNDERMINE SOLAR. THEY EVEN PAID FOR COMMERCIALS BEFORE ELECTION DAY BUT THE PEOPLE VOTED AGAINST FPL BECAUSE THEY COULD SEE WHAT FPL WAS DOING; MORE SOLAR MEANS LESS PROFITS FOR FPL. ITS A DISGRACE THAT WE SHOULD HAVE TO GIVE MORE MONEY TO POLLUTION WHEN WE ARE TRYING TO COMBAT CLIMATE CHANGE. WE ARE THINKING OF SPENDING THOUSANDS MORE TO UPGRADE OUR SYSTEM AND I'LL BE DAMNED IF IM GOING TO GIVE MORE MONEY TO FPL. HE TRIED TO JUSTIFY THAT OUR BILL HAS BEEN OVER \$25.00 FOR A WHILE. I EXPLAINED THAT WE HAD 9 PANELS (THE CONVERTERS), THAT WERE WAITING FOR REPAIR. WE HAD A BILL THAT WAS ONLY TAXES AND SERVICE CHARGES ONCE. WE ARE NOT A CHARITY. WE ARE ALSO HAVING TO PAY TO PUT OUR WIRES UNDERGROUND (THAT WAS ANOTHER COMPLAINT THAT IS BEING NEGOTIATED. THE NEIGHBORS TREES CAUSE THE PROBLEM BUT THEY ARE CHEAP SKATES AND WONT CHIP IN). So In closing, the people who are trying to combat climate change, and spending their own retirement doing so, do NOT want this minimum charge passed. Fpl gets extra gov money everytime there is a hurricane. Maybe they should put the vulnerable lines underground, LIKE THOSE THAT I HAVE TO PAY FOR MYSELF! Let the people VOTE on it! It wont pass. Do the citizens ever count anymore?

PSC was contacted previously

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, October 26, 2021 8:46 AM
To: 'joswanson@bellsouth.net'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Joanne Swanson
joswanson@bellsouth.net

RE: FPSC Inquiry 1382709C

Dear Ms. Swanson:

This is in response to your e-mail to the Florida Public Service Commission (FPSC) regarding Florida Power & Light Company (FPL). We appreciate the opportunity to respond directly to you.

You expressed concern about FPL's proposed minimum monthly bill. We will add your feedback to Docket No. 20210015, regarding FPL's Petition for a rate increase, including the minimum monthly bill. You may review all the information filed with the Florida Public Service Commission by accessing our website at <http://www.floridapsc.com>. Tap on the section for Clerk's Office, then Dockets and type in Docket No. 20210015 (just the number). Once you reach the Docket, tap on Document Filings Index to view all the information filed by the utilities and other parties in this Docket, as well as any action the FPSC has taken on this matter.

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 Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)