

Lisa Smith

From: Ellen Plendl
Sent: Tuesday, February 1, 2022 10:29 AM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: Consumer Inquiry - Florida Power & Light Company; FW FPL Complaint; FPL Complaint;
Consumer Inquiry - Florida Power & Light Company; FW FPL Complaint; FW Florida
Power Price Gouging

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

Lisa Smith

From: Ellen Plendl
Sent: Tuesday, February 1, 2022 10:27 AM
To: 'rickyrieves@yahoo.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Ricky Rieves
rickyrieves@yahoo.com

RE: FSPC Inquiry

Dear Mr. Rieves:

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.

When a utility company files an application for a rate increase with the FPSC, it must explain the need for the requested increase. Its petition must be accompanied by minimum filing requirements (MFRs), which are schedules and reports containing the operation, financial, economic, and rate information needed by the FPSC staff to evaluate the company's revenue increase request, rate structure, and quality of service. The company's proposal and financial information are closely analyzed before a Commission decision is made.

The utility also forecasts how much money is needed to cover its expenses in the next year. This includes a proposed return on its investment in assets used to provide service to its customers (such as power plants, electric lines, or gas mains), which the utility uses to pay interest on money it borrows and to compensate investors. The utility must also propose the classes of customers that will pay for the increase, usually categorized as residential, commercial, and industrial.

The utility application, the technical hearing and service hearing testimony and exhibits become part of the case record that Commissioners use to make decisions about the case.

FPSC staff makes a detailed review and analysis of the entire record and files a recommendation with the FPSC's Clerk detailing the staff's adjustments to the company's petition.

The Commissioners review the information, based on the record, and make their decisions about the case in an open meeting through a written "order."

After the FPSC's order is issued, any party may ask the Commission to reconsider its decision on the issues. After the reconsideration, the Public Counsel, the utility, or any other party involved in the proceeding may appeal the Commission's decision to the Florida Supreme Court.

On October 26, 2021 the FPSC approved a four-year rate settlement for FPL, reflecting an almost 40 percent reduction in its original rate revenue request for 2022. Parties to the settlement, filed on August 9, 2021, include the Office of Public Counsel, representing customers, the Florida Retail Federation; the Florida Industrial Power Users Group; and the Southern Alliance for Clean Energy.

As part of the evaluation process for FPL's rate request, the FPSC conducted 12 virtual service hearings in June and July to allow feedback from FPL and Gulf customers about utility service and the rate-setting process.

The settlement agreement reduces FPL's original revenue petition from \$1.1 billion to \$692 million in 2022 and from \$605 million to \$560 million in 2023. The utility's proposed return on equity midpoint was reduced from 11.5 to 10.6 percent.

You may review all the information filed for Commission consideration in docket 20210015 by accessing the FPSC website at <http://www.floridapsc.com>. Under the Clerk's Office tab at the top of the page, click on Dockets. Type in the docket number 20210015. Click the Search button. Then select Document Filings Index for a list of all filings in the docket. This procedure allows you to view all of the information filed by the utility and other parties in the docket.

We will add your feedback to Docket No. 20210015, regarding FPL's petition.

If you have any questions, 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)

Lisa Smith

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, February 1, 2022 10:21 AM
To: Ellen Plendl
Subject: FW: FPL Complaint
Attachments: November Invoice.pdf; December Invoice.pdf; October Invoice.pdf; January Invoice.pdf

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: Dreama Anctil <dreamaanctil@gmail.com>
Sent: Monday, January 31, 2022 5:10 PM
To: mayorrobinson@cityofpensacola.com; GovernorRon.DeSantis@eog.myflorida.com;
alex.andre@myfloridahouse.com; secretaryofstate@dos.myflorida.com; broxson.doug.web@flsenate.gov;
District1@myescambia.com; district2@myescambia.com; dictrict3@myescambia.com; district4@myescambia.com;
district5@myescambia.com; matt.gaetz@myfloridahouse.gov; ahill@cityofpensacola.com;
dwiggins@cityofpensacola.com; cjone@cityofpensacola.com; smeyers@cityofpensacola.com;
jmoore@cityofpensacola.com; Jbrahier@cityofpensacola.com; tbroughton@cityofpensacola.com;
contact@psc.state.fl.us; commissioner.lrosa@psc.state.fl.us; commissioner.graham@psc.state.fl.us;
commissioner.fay@psc.state.fl.us; commissioner.clark@psc.state.fl.us; commissioner.passidomo@psc.state.fl.us
Cc: Matt Schall <Mattschall@remax.net>
Subject: FPL Complaint

**RE/MAX Horizons Realty
1335 Creighton Rd.
Pensacola, FL 32504**

January 31, 2022

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

To Whom It May Concern:

We are writing in regards to the increase in our Electric bill. It has gone up a significant amount in the past month. All the components of our billing have increased, but FPL has changed the the "Demand" rate per KW from \$7.14 to \$12.54,

this part has gone up over 75%, which is absurd, and it represents the largest part of our billing, so this financially hurts our business, and we are certain that it has impacted several others as well. How can small businesses handle this? We understood that FPL's rates were going to increase somewhat, but we certainly were unaware of the significantly large amount of the increase.

I called FPL on January 13, 2022 @ 8:46 a.m. and spoke to Leslie to ask for explanation of the bill and was told that it was FPL's right to increase the bill and was given no other explanation other than they sent out letters to let us all know there would be an increase. We do not feel that this was clearly disclosed to the public and request that this rate hike be repealed, and phased in gradually over a period of time to give the customers time to adapt.

Attached are our last 4 months of Electric bills.

--

Dreama Anctil

Office Manager

RE/MAX Horizons Realty

1335 Creighton Rd., Pensacola, FL 32504

850-476-6000

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.

Lisa Smith

From: Betty Leland
Sent: Tuesday, February 1, 2022 7:55 AM
To: Ellen Plendl
Subject: FPL Complaint
Attachments: November Invoice.pdf; December Invoice.pdf; October Invoice.pdf; January Invoice.pdf

Good Morning Ellen:

Please handle.

Thanks.

*Betty Leland, Executive Assistant to
Commissioner Art Graham
Florida Public Service Commission
bleland@psc.state.fl.us
(850) 413-6024*

From: Dreama Anctil <dreamaanctil@gmail.com>
Sent: Monday, January 31, 2022 5:10 PM
To: mayorrobinson@cityofpensacola.com; governorron.desantis@eog.myflorida.com;
alex.andre@myfloridahouse.com; secretaryofstate@dos.myflorida.com;
broxson.doug.web@flsenate.gov; District1@myescambia.com; district2@myescambia.com;
district3@myescambia.com; district4@myescambia.com; district5@myescambia.com;
matt.gaetz@myfloridahouse.gov; ahill@cityofpensacola.com; dwiggins@cityofpensacola.com;
cjone@cityofpensacola.com; smeyers@cityofpensacola.com; jmoore@cityofpensacola.com;
Jbrahier@cityofpensacola.com; tbroughton@cityofpensacola.com; Consumer Contact
<Contact@PSC.STATE.FL.US>; commissioner.lrosa@psc.state.fl.us; Office of Commissioner Graham
<Commissioner.Graham@PSC.STATE.FL.US>; Office of Chairman Fay
<Commissioner.Fay@psc.state.fl.us>; Office of Commissioner Clark
<Commissioner.Clark@psc.state.fl.us>; Office of Commissioner Passidomo
<Commissioner.Passidomo@psc.state.fl.us>
Cc: Matt Schall <Mattschall@remax.net>
Subject: FPL Complaint

**RE/MAX Horizons Realty
1335 Creighton Rd.
Pensacola, FL 32504**

January 31, 2022

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

To Whom It May Concern:

We are writing in regards to the increase in our Electric bill. It has gone up a significant amount in the past month. All the components of our billing have increased, but FPL has changed the the "Demand" rate per KW from \$7.14 to \$12.54, this part has gone up over 75%, which is absurd, and it represents the largest part of our billing, so this financially hurts our business, and we are certain that it has impacted several others as well. How can small businesses handle this? We understood that FPL's rates were going to increase somewhat, but we certainly were unaware of the significantly large amount of the increase.

I called FPL on January 13, 2022 @ 8:46 a.m. and spoke to Leslie to ask for explanation of the bill and was told that it was FPL's right to increase the bill and was given no other explanation other than they sent out letters to let us all know there would be an increase. We do not feel that this was clearly disclosed to the public and request that this rate hike be repealed, and phased in gradually over a period of time to give the customers time to adapt.

Attached are our last 4 months of Electric bills.

--

Dreama Anttil

Office Manager

RE/MAX Horizons Realty

1335 Creighton Rd., Pensacola, FL 32504

850-476-6000

Lisa Smith

From: Ellen Plendl
Sent: Tuesday, February 1, 2022 7:48 AM
To: 'dreamaanctil@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Dreama Anctil
RE/MAX Horizons Realty
dreamaanctil@gmail.com

RE: FPSC Inquiry 1388661C

Dear Ms. Anctil:

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.

When a utility company files an application for a rate increase with the FPSC, it must explain the need for the requested increase. Its petition must be accompanied by minimum filing requirements (MFRs), which are schedules and reports containing the operation, financial, economic, and rate information needed by the FPSC staff to evaluate the company's revenue increase request, rate structure, and quality of service. The company's proposal and financial information are closely analyzed before a Commission decision is made.

The utility also forecasts how much money is needed to cover its expenses in the next year. This includes a proposed return on its investment in assets used to provide service to its customers (such as power plants, electric lines, or gas mains), which the utility uses to pay interest on money it borrows and to compensate investors. The utility must also propose the classes of customers that will pay for the increase, usually categorized as residential, commercial, and industrial.

The utility application, the technical hearing and service hearing testimony and exhibits become part of the case record that Commissioners use to make decisions about the case.

FPSC staff makes a detailed review and analysis of the entire record and files a recommendation with the FPSC's Clerk detailing the staff's adjustments to the company's petition.

The Commissioners review the information, based on the record, and make their decisions about the case in an open meeting through a written "order."

After the FPSC's order is issued, any party may ask the Commission to reconsider its decision on the issues. After the reconsideration, the Public Counsel, the utility, or any other party involved in the proceeding may appeal the Commission's decision to the Florida Supreme Court.

On October 26, 2021 the FPSC approved a four-year rate settlement for FPL, reflecting an almost 40 percent reduction in its original rate revenue request for 2022. Parties to the settlement, filed on August 9, 2021, include the Office of Public

Counsel, representing customers, the Florida Retail Federation; the Florida Industrial Power Users Group; and the Southern Alliance for Clean Energy.

As part of the evaluation process for FPL's rate request, the FPSC conducted 12 virtual service hearings in June and July to allow feedback from FPL and Gulf customers about utility service and the rate-setting process.

The settlement agreement reduces FPL's original revenue petition from \$1.1 billion to \$692 million in 2022 and from \$605 million to \$560 million in 2023. The utility's proposed return on equity midpoint was reduced from 11.5 to 10.6 percent.

You may review all the information filed for Commission consideration in docket 20210015 by accessing the FPSC website at <http://www.floridapsc.com>. Under the Clerk's Office tab at the top of the page, click on Dockets. Type in the docket number 20210015. Click the Search button. Then select Document Filings Index for a list of all filings in the docket. This procedure allows you to view all of the information filed by the utility and other parties in the docket.

We will add your feedback to Docket No. 20210015, regarding FPL's petition.

If you have any questions, 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)

Lisa Smith

From: Angie Calhoun
Sent: Monday, January 31, 2022 5:25 PM
To: Ellen Plendl; Shonna McCray
Subject: FW: FPL Complaint
Attachments: November Invoice.pdf; December Invoice.pdf; October Invoice.pdf; January Invoice.pdf

Sent to EOG

From: Dreama Anctil <dreamaanctil@gmail.com>
Sent: Monday, January 31, 2022 5:10 PM
To: mayorrobinson@cityofpensacola.com; governorrn.desantis@eog.myflorida.com; alex.andre@myfloridahouse.com; secretaryofstate@dos.myflorida.com; broxson.doug.web@flsenate.gov; District1@myescambia.com; district2@myescambia.com; dictrict3@myescambia.com; district4@myescambia.com; district5@myescambia.com; matt.gaetz@myfloridahouse.gov; ahill@cityofpensacola.com; dwiggins@cityofpensacola.com; cjone@cityofpensacola.com; smeyers@cityofpensacola.com; jmoore@cityofpensacola.com; Jbrahier@cityofpensacola.com; tbroughton@cityofpensacola.com; Consumer Contact <Contact@PSC.STATE.FL.US>; commissioner.lrosa@psc.state.fl.us; Office of Commissioner Graham <Commissioner.Graham@PSC.STATE.FL.US>; Office of Chairman Fay <Commissioner.Fay@psc.state.fl.us>; Office of Commissioner Clark <Commissioner.Clark@psc.state.fl.us>; Office of Commissioner Passidomo <Commissioner.Passidomo@psc.state.fl.us>
Cc: Matt Schall <Mattschall@remax.net>
Subject: FPL Complaint

**RE/MAX Horizons Realty
1335 Creighton Rd.
Pensacola, FL 32504**

January 31, 2022

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

To Whom It May Concern:

We are writing in regards to the increase in our Electric bill. It has gone up a significant amount in the past month. All the components of our billing have increased, but FPL has changed the the "Demand" rate per KW from \$7.14 to \$12.54, this part has gone up over 75%, which is absurd, and it represents the largest part of our billing, so this financially hurts our business, and we are certain that it has impacted several others as well. How can small businesses handle this? We understood that FPL's rates were going to increase somewhat, but we certainly were unaware of the significantly large amount of the increase.

I called FPL on January 13, 2022 @ 8:46 a.m. and spoke to Leslie to ask for explanation of the bill and was told that it was FPL's right to increase the bill and was given no other explanation other than they sent out letters to let us all know

there would be an increase. We do not feel that this was clearly disclosed to the public and request that this rate hike be repealed, and phased in gradually over a period of time to give the customers time to adapt.

Attached are our last 4 months of Electric bills.

--

Dreama Anctil

Office Manager

RE/MAX Horizons Realty

1335 Creighton Rd., Pensacola, FL 32504

850-476-6000

Lisa Smith

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, February 1, 2022 10:23 AM
To: Ellen Plendl
Subject: FW: Florida Power Price Gouging

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: Ricky Rieves <rickyrieves@yahoo.com>
Sent: Tuesday, February 1, 2022 8:56 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power Price Gouging

Sir, could you look into the price gouging in District 1 as it pertains to our power bills? We were recently switched from Gulf Power to Florida Power. Many residents are experiencing between 200-300 dollars a month. Any help would be appreciated.

VR

Ricky Rieves
8503689511

Sent from my iPhone

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.