

Jacob Veaughn

From: Ellen Plendl
Sent: Wednesday, February 2, 2022 4:28 PM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: Consumer Inquiry - Florida Power & Light Company; Re Consumer Inquiry - Florida Power & Light Company; FW NW Florida FPL price hikes; Consumer Inquiry - Florida Power & Light Company; FW Florida Power and Light

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

Jacob Veagh

From: Ellen Plendl
Sent: Wednesday, February 2, 2022 12:42 PM
To: 'svoruz@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Sherry Voruz
svoruz@gmail.com

RE: FPSC Inquiry 1388997C

Dear Ms. Voruz:

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)

Jacob Veaghn

From: Tiffany Alexander <alexander.tiffany.m@gmail.com>
Sent: Wednesday, February 2, 2022 12:28 PM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Florida Power & Light Company

Mrs. Plendl,tt

I appreciate the information. However, the impersonal and standard response you've given and that is being given to everyone, "go here for assistance" is doing absolutely nothing to resolve the much bigger problem at hand. I am not looking for financial assistance (for the time being unless rates continue to mysteriously increase) to pay my bill but so many are and already struggle and now have to deal with rate ridiculous gouging. The Governor needs to stop the ridiculous gouging that is happening throughout the area since FPL took over. FPL is hurting families, families like mine that up until recently never had to stress about if we would be able to pay our power bill each month. Families should not have to go without heat or live under layers of clothes, blankets or be told/forced to keep their house at what FPL thinks is "efficient."

On Thu, Jan 27, 2022 at 4:04 PM Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

>
> Ms. Tiffany Alexander
> alexander.tiffany.m@gmail.com
>
> Dear Ms. Alexander:
>
> 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 assist you.
>
> To assist you, please provide us with the following:
>
> * Your service address
> * Your mailing address
> * Your service telephone number
> * Your daytime contact telephone number
> * The name in which your electric bill is addressed
> * Your account number
>
> You may respond by return e-mail or by calling me at 1-800-342-3552. I will look forward to hearing from you.
>
> Sincerely,
>
>
> Ellen Plendl
> Regulatory Specialist
> Florida Public Service Commission
> Office of Consumer Assistance & Outreach
> 1-800-342-3552 (phone)

> 1-800-511-0809 (fax)

--
V/r,

Tiffany M. Alexander

Jacob Veaughn

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, February 2, 2022 12:16 PM
To: Ellen Plendl
Subject: FW: NW Florida FPL price hikes

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: Sherry Voruz <svoruz@gmail.com>
Sent: Wednesday, February 2, 2022 10:51 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: NW Florida FPL price hikes

Governor Desantis,

Please fix the ridiculous price hikes being imposed on NW Floridians since FPL took over Gulf Power. It is criminal and unsustainable.

Thank you,
Sherry Voruz
Navarre, FL

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.

Jacob Veaughn

From: Ellen Plendl
Sent: Thursday, January 27, 2022 5:04 PM
To: 'alexander.tiffany.m@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Tiffany Alexander
alexander.tiffany.m@gmail.com

Dear Ms. Alexander:

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 assist you.

To assist you, please provide us with the following:

- * Your service address
- * Your mailing address
- * Your service telephone number
- * Your daytime contact telephone number
- * The name in which your electric bill is addressed
- * Your account number

You may respond by return e-mail or by calling me at 1-800-342-3552. I will look forward to hearing from you.

Sincerely,

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

Jacob Veaghn

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, January 27, 2022 10:56 AM
To: Ellen Plendl
Subject: FW: Florida Power and Light

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: Tiffany Alexander <alexander.tiffany.m@gmail.com>
Sent: Sunday, January 23, 2022 1:56 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power and Light

Mr. Desantis,

Our power bill has doubled from what it has been. We have two children and hardly ever run our hvac/furnace. We typically resort to fans or one fireplace heater to keep our main living area warm. Our bill should not have doubled in a month when we are not using our hvac/furnace it never has so why now all the sudden now that FPL has taken over Gult Power? We have lived in our current home for 11 years and have never seen a bill as high as what is projected by FPL for next month. Some people in the area that I know have even had their power bill triple (\$545 for a month) and can't pay it. What FPL is doing to residence is not okay. Please help. Something is wrong with what they are doing, this is not okay.

Tiffany Alexander
Sent from my I-Phone

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.