

Antonia Hover

From: Ellen Plendl
Sent: Wednesday, July 27, 2022 3:11 PM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: FW Consumer Inquiry - Florida Power & Light Company; FW Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Re Consumer Inquiry - Electric Bill Concern; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW ; FW FPL rates; Consumer Inquiry - Electric Bill Concern; FW ELECTRIC BILL RATE HIKE; Electric Bill , Lifeline; The FPL Bureaucracy !

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

Antonia Hover

From: Shonna McCray
Sent: Wednesday, July 27, 2022 3:07 PM
To: Ellen Plendl
Subject: FW: Consumer Inquiry - Florida Power & Light Company

From: Friend of Animals <digiflux@gmail.com>
Sent: Wednesday, July 27, 2022 1:57 PM
To: Shonna McCray <SMcCray@PSC.STATE.FL.US>
Subject: Re: Consumer Inquiry - Florida Power & Light Company

YOU FUCKING, CORRUPT SCUM.... I CALLED THE NUMBER AGAIN AND YOUR RECORDING HUNG-UP ON MY . TAKE THE "TRUMPCINE" AND DIE!

On Wed, Jul 27, 2022 at 1:06 PM Shonna McCray <SMcCray@psc.state.fl.us> wrote:

Mr. Tom Ballard
digiflux@gmail.com

RE: FPSC Inquiry 1400408C

Dear Mr. Ballard:

Thank you for your swift reply.

The Florida Public Service Commission (FPSC) approved Florida Power & Light Company's (FPL) general base rate settlement agreement in Order No. PSC-2021-0446-S-EI, issued on December 2, 2021, in Docket No. 20210015-EI. The settlement agreement was entered into by FPL and various parties representing consumers, including the Office of the Public Counsel (OPC) who advocates on behalf of Florida consumers. The settlement agreement includes numerous provisions with regards to FPL's base rates through the end of 2025.

FPL explained that the minimum bill provision was included in the settlement agreement to ensure that all residential and general service non-demand customers contribute towards fixed costs of maintaining the electric system, costs which exist as a result of serving even limited amounts of energy to customers. The Commission approved the settlement agreement as being in the public interest when taken as a whole, and providing a comprehensive and balanced resolution to FPL's original petition for a base rate increase that

provides rate stability for FPL's customers.

The minimum monthly bill does not replace the existing customer charge; instead, FPL will only charge the minimum bill when a customer's total monthly bill does not exceed \$25, excluding any taxes or other additional charges.

We have added your concerns to our files as a protest to the FPL's Rate Case, docket 20210015.

If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission

Antonia Hover

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Sent: Wednesday, July 27, 2022 3:07 PM
To: Ellen Plendl
Subject: FW: Consumer Inquiry - Florida Power & Light Company

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Sent: Wednesday, July 27, 2022 1:55 PM
To: Shonna McCray <SMcCray@PSC.STATE.FL.US>
Subject: Re: Consumer Inquiry - Florida Power & Light Company

I DON'T APPRECIATE YOUR COPY/PASTE RESPONSE.

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digiflux@gmail.com

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Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission

Antonia Hover

From: Shonna McCray
Sent: Wednesday, July 27, 2022 1:07 PM
To: 'digiflux@gmail.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Tom Ballard
digiflux@gmail.com

RE: FPSC Inquiry 1400408C

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If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission

Antonia Hover

From: Friend of Animals <digiflux@gmail.com>
Sent: Wednesday, July 27, 2022 12:46 PM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Electric Bill Concern

Tom Ballard

5355 Galhouse Road, North Port, 34291

Account #: 99324-18420

THE SCUM DISCONNECTED MY PHONE.. YOU HAVE TO REACH ME BY THIS EMAIL ADDRESS.

On Wed, Jul 27, 2022 at 10:31 AM Ellen Plendl <EPlendl@psc.state.fl.us> wrote:
digiflux@gmail.com

RE: FPSC Inquiry 1400408C

The Governor's office forwarded a copy of your email regarding your electric bill concern 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 full name
- * 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)

Antonia Hover

From: Ellen Plendl
Sent: Wednesday, July 27, 2022 11:41 AM
To: 'mnshires@mail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Marjorie Shires
mnshires@mail.com

RE: FPSC Inquiry 1400425C

Dear Ms. Shires:

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.

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.

You also expressed concern about the fuel cost adjustment. Originally, fuel costs were included as part of base rates and were not shown separately on the bill. As the price of oil increased dramatically in the 1970's and 1980's, utilities were filing for base rate increases on a yearly basis, simply to recognize the changing fuel costs. Base rate cases are intensive, expensive reviews of a utility's total operations, and take eight months to complete. The Commission decided at that point to require utilities to remove fuel from base rates and to set fuel charges in a separate proceeding. Since the early 1980's fuel has been shown as a separate line item on customers' bills.

Fuel rates are set annually in public hearings before the Commission. Fuel charges are set on a projected basis each November to be effective January of the following year. Therefore, the fuel charge component of your electric bill will increase or decrease in January based on the outcome of this annual hearing (all other things, such as your usage, equal). Utilities are required to file extensive data on their fuel costs, both past and projected. These filings often reach thousands of pages of testimony and exhibits. FPSC staff and interveners spend several months reviewing and questioning the utility on the information presented. Fuel hearings generally have several interveners who may raise any issues they choose. Intervenors in the last fuel docket included the Office of Public Counsel (the legislative agency representing consumers such as yourself before the Commission), the Office of the Attorney General, the Florida Retail Federation, Florida Industrial Power Users Group, and the Federal Executive Agencies.

Fuel costs charged to customers include only costs directly associated with the purchase, handling and storing of fuel. The utilities recover only the actual costs incurred and do not earn a return or profit on those costs. During each annual hearing, the utility must justify the costs it has incurred in the prior time period and the costs it expects to incur in the upcoming year. In addition, costs and revenues are "trued up." In the true up process, the revenues collected in the past year are compared to the actual costs incurred. If the company recovered more than its actual costs, that over recovery reduces the costs to be charged for the next year. If the utility under recovers in the prior year, that under recovery is added to the projected fuel cost for the next year.

The price of gas fluctuates almost daily, therefore there are two main reasons why the utility's fuel charge does not reflect short term market fluctuations. First, the utility is responsible for ensuring that enough fuel is available to meet the projected need for power. This may involve a combination of short and long term fuel purchase contracts. The utility must buy its fuel in the open market the same way any other user would. It must accept the terms and prices offered in the international market at the time it makes its purchases. Second, the true up provision also tempers the total fuel costs recovered from customers. If the utility significantly under recovered in the prior period, that shortfall must be made up in the next period. This can result in what seems like an increase in the cost of fuel when market prices may be declining.

You may review all the information filed for Commission consideration in setting fuel rates by accessing the FPSC website at www.floridapsc.com. Under the Clerk's Office tab at the top of the page, click on Dockets. Type in the docket number 20210001. 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 utilities and other parties in the fuel cost recovery docket.

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)

Antonia Hover

From: Ellen Plendl
Sent: Wednesday, July 27, 2022 11:29 AM
To: 'juliehelms759@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Julie Helms
juliehelms759@gmail.com

RE: FPSC Inquiry 1400423C

Dear Ms. Helms:

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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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.

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

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.

* Our Florida offers electric assistance. The program is administered by the Florida Department of Children & Families. You can learn more information about Our Florida assistance by using the following link:

<https://www.ourflorida.com/>

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)

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, July 27, 2022 10:55 AM
To: EOG-Referral
Subject: FW:

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: Julie Helms <juliehelms759@gmail.com>
Sent: Tuesday, July 26, 2022 10:38 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject:

Please help us!!! I only get 851.00 a month and have to pay all my bills 🙄 phone, rent, water, power and all the necessities I have to get. Please make Florida power and light stop overcharging us. It is not of God. We are suffering 🙄💔🙄. And the gas prices 🙄. I can't drive but I have to pay people to take me places. Please sir, if you have any power, please 🙏🙄 show some mercy 🙄🙏. Ban FPL. And get rid of Biden.
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.

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, July 27, 2022 10:48 AM
To: EOG-Referral
Subject: FW: FPL rates

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: Marjorie Shires <mnshires@mail.com>
Sent: Wednesday, July 27, 2022 10:17 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL rates

Governor DeSantis

I'm a huge supporter of yours, your conservative views, and your policies. I've voted straight Republican since 1991 except for a couple of years when I voted Democrat in the local Tax Collector race.

You need to make your voice heard in the Florida Power & Lights high rates which are creating severe hardships on many thousands. If your Democrat opponent does, I promise people are going to listen. These hardships have been caused by the first rate increase and we find out that the PSC has approved 3 more future rate increases.

I've never had to keep my thermostat on 80-82 to manage a power bill I can afford. I keep my blinds closed, I have good insulation, and a brand new roof. I'm not low income but live frugally to insure my savings last me. I'll be 73 next month.

My bill, (as everyone's) includes a base charge, an energy charge, and a fuel charge which is approximately 30% of the energy charge. If people are struggling now to pay their bill, what in the world are we to do when the other rate increases go into effect?

I realize fuel is high but I have natural gas for heat, stove, and hot water heater and my highest bill this past winter (supposedly the coldest we've had) was \$74.06.

Governor DeSantis, your contingents are hurting, please listen and do whatever you can to stop the future rate increases.

Regards
Marjorie Shires

Sent from my iPad

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.

Antonia Hover

From: Ellen Plendl
Sent: Wednesday, July 27, 2022 10:31 AM
To: 'digiflux@gmail.com'
Subject: Consumer Inquiry - Electric Bill Concern

digiflux@gmail.com

RE: FPSC Inquiry 1400408C

The Governor's office forwarded a copy of your email regarding your electric bill concern 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 full name
- * 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)

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, July 27, 2022 10:20 AM
To: EOG-Referral
Subject: FW: ELECTRIC BILL RATE HIKE

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: Friend of Animals <digiflux@gmail.com>
Sent: Tuesday, July 26, 2022 3:38 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: ELECTRIC BILL RATE HIKE

They just raised my electric bill 62% !!!!!
The base connection fee went from \$9.00 to \$25.00!!!!!!!!!!!!!!

FIRE THE PUBLIC UTILITY COMMISSION SCUMBAGS!!!

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.

Antonia Hover

From: Friend of Animals <digiflux@gmail.com>
Sent: Tuesday, July 26, 2022 3:56 PM
To: Consumer Contact
Subject: Electric Bill , Lifeline

YOU ALLOWED BILLIONAIRES TO RAISE MY ELECTRIC BILL BY 62%. THE BASE CONNECTION FEE WENT FROM \$9.00 TO \$25.00 ! PREVIOUSLY MY ENTIRE ELECTRIC BILL WAS LESS THAN THE NEW MONTHLY MINIMUM.

I WAS ENROLLED IN THE LIFELINE PROGRAM FOR SEVERAL YEARS. I'M RETIRED WITH NO SOCIAL SECURITY AND ONLY A MEGER EBAY INCOME. LIFELINE NO LONGER ACCEPTS MY EBAY INCOME AS PROOF OF INCOME . LIFELINE ILLEGALLY DISCONNECTED MY PHONE SO NOW I HAVE NO PHONE.

TOM BALLARD

Antonia Hover

From: charley7722@aol.com
Sent: Tuesday, July 26, 2022 3:48 PM
To: Office of Commissioner Passidomo
Subject: The FPL Bureaucracy !

Commissioner Gabriella Passidomo, www.fpsc.gov

Good Afternoon !

Ref : Docket # 20210015 Tracking Numbers : 187688 187738 FPSC Initial Inquiry No : 1398580C

The FPL Bureaucracy : (Minimum Electrical Rate Usage Increase ?)

As an intelligent individual who has no doubt done his homework, I am still in amazement as to how the FPSC could of granted permission for FPL to raise the minimum electrical rate usage charge ?

Myself, and no doubt many more out there in Florida are being monetarily penalized primarily due to a Lower Monthly KWH usage ?

Does this make any sense Commissioner Passidomo ?

Many Individuals in my neighborhood have also complained of same, as I have advised them all to file their legitimate complaint with the FPSC. 1-800-342 3552

Where we proceed to from here is also anybody's guess, as FPL seems to be in the drivers seat ? (Thank You FPL)

Thank You.

Respectfully,

Michael J. Walsh

Senior Citizen

US Navy Veteran 1957-1963 ADR2

Hollywood, Fl.