

Antonia Hover

From: Ellen Plendl
Sent: Thursday, August 11, 2022 4:34 PM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW Northwest Fl; Consumer Inquiry - Florida Power & Light Company; FW Please Help The Citizens of Escambia County - FPL is Price Gouging Us!; FW

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

Antonia Hover

From: Ellen Plendl
Sent: Thursday, August 11, 2022 4:31 PM
To: 'tm_fendley@yahoo.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Teena Fendley
tm_fendley@yahoo.com

RE: FPSC Inquiry 1401483C

Dear Ms. Fendley:

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.

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 --- Tri-County Community Council, Inc. at 850-200-4425

* 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: Ellen Plendl
Sent: Thursday, August 11, 2022 4:24 PM
To: 'pkcarroll5@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

PK Carroll
pkcarroll5@gmail.com

RE: FPSC Inquiry 1401481C

Dear PK:

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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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 --- Community Action Program Committee, Inc. at (844) 356-8139.

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* 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: Thursday, August 11, 2022 4:20 PM
To: EOG-Referral
Subject: FW: Northwest Fl

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: Teena <tm_fendley@yahoo.com>
Sent: Sunday, July 10, 2022 6:59 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Northwest Fl

Dear Gov Desantis,

I am sure you are aware but since FLP of Northwest Florida bought out Gulf Power there has been a huge hike in everyones bill. Last year at this time our electric was no higher than \$280 this month we received a bill for \$680 that is more than doubled. With inflation as it is under Biden's administration I don't know how people can survive to live. I am disabled and my husband and I live on his paycheck alone. I really hope you look into this situation I feel the people of NW Florida are being taken advantage of.

Thank you for any consideration in this matter and thank you for taking care of Florida. Keep doing what your doing you are doing an amazing job.

Sincerely yours,

Teena Fendley
629 Sunset Blvd W
Fort Walton Beach, Fl 32547

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: Thursday, August 11, 2022 4:16 PM
To: 'jennakrabacher@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Jenna Krabacher
jennakrabacher@gmail.com

RE: FPSC Inquiry 1401480C

Dear Ms. Krabacher:

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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* 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:

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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: Thursday, August 11, 2022 3:47 PM
To: EOG-Referral
Subject: FW: Please Help The Citizens of Escambia County - FPL is Price Gouging Us!

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: Jenna Krabacher <jennakrabacher@gmail.com>
Sent: Sunday, July 10, 2022 9:52 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Please Help The Citizens of Escambia County - FPL is Price Gouging Us!

Good Day,

My family and I moved to Pensacola from Nashville in 2018 just because we loved Florida and had the opportunity to do so. It was the biggest blessing in our lives and we are forever grateful to have been in the Free State of Florida through this "pandemic". We are forever grateful to you and please know you will always have a special place in our hearts.

But Pensacola needs you.

FPL took over Gulf Power I believe last year. We have gas heat in our home so we did not see a huge spike in our power bill until we had to turn our AC on. But now that we are in the summer months our bills have literally doubled. They send the previous 12 month chart in your bill so it is easy to compare months and see the huge spike. This is a huge problem here in Escambia County and we need your help. We are very blessed and able to "afford" these huge bills but we shouldn't have to. And as I told an FPL customer service representative recently; "If you think the good people of Pensacola are going to allow you to destroy the elderly and impoverished in this community you have another thing coming to you." Escambia is a poor county and we are paying a higher rate than Miami Dade - Miami pays 11 cents a kilowatt and we pay 14. That doesn't sound like a lot, but once you tack on FPL fees and taxes our bills are literally doubling. I am not being hyperbolic, this is a huge problem and the citizens of Pensacola simply can't afford this. We need help and no one is listening. Please have someone look into this.

Please help us.

Kindly,

Jenna Krabacher

1721 N 20th Ave.
Pensacola, FL 32503
615-426-5348

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, August 11, 2022 3:45 PM
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: Pk Carroll <pkcarroll5@gmail.com>
Sent: Monday, July 11, 2022 2:19 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject:

Please help us!!! FPL is ripping people off. You allowed it!!! You fix it!!!

Pk Carroll
Pensacola Florida

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