

**Antonia Hover**

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**From:** Angie Calhoun  
**Sent:** Friday, September 9, 2022 4:25 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 20220001  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 188263; E-Form Delay in Service TRACKING NUMBER 188270; E-Form Other Complaint TRACKING NUMBER 188273; E-Form Delay in Service TRACKING NUMBER 188279

Consumer correspondence for docket 20220001.

Angela Calhoun

## Antonia Hover

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, September 8, 2022 5:49 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 188263

### CUSTOMER INFORMATION

Name: Tracy Rearick  
Telephone: (850) 377-1074  
Email: hellofromtracy@yahoo.com  
Address: 4016 Bettian Avenue Milton FL 32583

### BUSINESS INFORMATION

Business Account Name: Roger Rearick  
Account Number:  
Address: 4016 Bettian Avenue Milton FL 32583

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

#### Details:

I am writing to the Florida Public service Commission voice my opposition to FPL's proposed rate increase as reported by WEAR-3.

Apparently FPL has submitted for a rate increase in which they say the increased cost of natural gas "is a direct pass through costs" to the customer.

There is NO alternative to purchase electric service in the area I live. so we are given the option to either pay at the rate they charge OR go without power. This is not an option and is extremely unreasonable.

My husband is retired and we are on an extremely limited budget.

FPL promised new customers that our rates would DECREASE and have not.

Please hold them accountable for keeping their promise! PLEASE DO NOT APPROVE THIS RATE INCREASE.

## Antonia Hover

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, September 9, 2022 8:27 AM  
**To:** Consumer Contact  
**Subject:** E-Form Delay in Service TRACKING NUMBER: 188270

### CUSTOMER INFORMATION

Name: Delores Koontz  
Telephone: (850) 450-3188  
Email: Deloreskoontz@yahoo.com  
Address: 6209 Wyndotte road Pensacola FL 32526

### BUSINESS INFORMATION

Business Account Name: Delores Koontz  
Account Number: 2104972779  
Address: 6209 Wyndotte road Pensacola FL 32526

### COMPLAINT INFORMATION

Complaint: Delay in Service against Florida Power & Light Company

#### Details:

Please do not sign

Off on yet another price increase. Natural gas prices have been pretty stable so what is this really about.

People can not continue these price increases.

They need to slow down price increase or no one will be able to afford power I. There home.

## Antonia Hover

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, September 9, 2022 9:44 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 188273

### CUSTOMER INFORMATION

Name: Wendy Beasley  
Telephone: (615) 571-0095  
Email: wendybees922@gmail.com  
Address: 5608 Heatherton Rd Milton FL 32570

### BUSINESS INFORMATION

Business Account Name: Wendy Beasley  
Account Number: CKF779037635POS  
Address: 5608 Heatherton Rd Milton FL 32570

### COMPLAINT INFORMATION

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

I am writing to the Florida Public Service Commission (PSC) to voice my opposition to Florida Power and Light's (FPL) proposed rate increase as reported by WEAR-TV in Pensacola, Florida. According to what was reported by our local news affiliate, FPL has submitted for a rate increase because of the increased cost of natural gas which they say is a "direct pass through cost" to the customer.

Homeowners are being charged for the following reasons at the rates indicated: Base Charge - \$8.99; Energy Charge per Kwh < 1,000 Kwh - .06783; Energy Charge per Kwh > 1,000 Kwh - .07683; Conservation Charge - .00134 per Kwh; Capacity Charge - .00239 per Kwh; Environmental Charge - .00299 per Kwh; Storm Protection Charge - .00214 per Kwh; Storm Protection Recovery Charge - .008 per Kwh; Interim Storm Protection Recovery Cost - .003 per Kwh; Transition Rider Charge - .02106 per Kwh; Fuel Charge per Kwh < 1,000 Kwh - .02106; Fuel Charge per Kwh > 1,000 Kwh; and Gross Taxes and Regulatory Fees per Kwh - .02647.

There is no alternative to purchasing electric service in the area where I live - FPL is the sole provider. Therefore, we either utilize their service and pay for their product at the rate that they charge (as approved by the PSC) or disconnect and have no electric service.

When FPL/NextEra acquired Gulf Power consumers were told that we were to expect an increase for electrical service of approximately 10% during the initial transition year but that rates would decrease over the next five years. Obviously this was a calculated disingenuous statement proffered by FPL to quell the expected uproar by northwest Florida residents who are paying more for their electrical service than FPL customers in other parts of the State.

FPL's most recent statement that the increased cost of gas is a "direct pass through cost" for customers is yet another attempt to muddy the waters and obfuscate the truth. NextEra's most recent reported financials (Jun 2022) show a year-to-year increase in revenue of 31.98%; net income of \$1.38 billion (a 439.06% increase); and a net profit margin of 308.44%. It is obvious that FPL is making a huge profit off of the backs of northwest Florida customers.

Florida Power and Light PROMISED its new customers that, although their introductory rates were an increase over what Gulf Power was charging per Kwh, those rates would DECREASE over the next five years. FPL/NextEra is showing a profit for their stockholders. It's time to hold them accountable to their customers. Do not approve this rate increase.

## Antonia Hover

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, September 9, 2022 12:14 PM  
**To:** Consumer Contact  
**Subject:** E-Form Delay in Service TRACKING NUMBER: 188279

### CUSTOMER INFORMATION

Name: Andrew Hetzel  
Telephone: (850) 375-1820  
Email: Andyhet app.com  
Address: 3975 Harbors Port st Pace FL 32571

### BUSINESS INFORMATION

Business Account Name: Andrew Hetzel  
Account Number:  
Address: 3975 Harbors Port st Pace FL 32571

### COMPLAINT INFORMATION

Complaint: Delay in Service against Florida Power & Light Company  
Details:

I am writing to the Florida Public Service Commission (PSC) to voice my opposition to Florida Power and Light's (FPL) proposed rate increase as reported by WEAR-TV in Pensacola, Florida. According to what was reported by our local news affiliate, FPL has submitted for a rate increase because of the increased cost of natural gas which they say is a "direct pass through cost" to the customer.

Homeowners are being charged for the following reasons at the rates indicated: Base Charge - \$8.99; Energy Charge per Kwh < 1,000 Kwh - .06783; Energy Charge per Kwh > 1,000 Kwh - .07683; Conservation Charge - .00134 per Kwh; Capacity Charge - .00239 per Kwh; Environmental Charge - .00299 per Kwh; Storm Protection Charge - .00214 per Kwh; Storm Protection Recovery Charge - .008 per Kwh; Interim Storm Protection Recovery Cost - .003 per Kwh; Transition Rider Charge - .02106 per Kwh; Fuel Charge per Kwh < 1,000 Kwh - .02106; Fuel Charge per Kwh > 1,000 Kwh; and Gross Taxes and Regulatory Fees per Kwh - .02647.

There is no alternative to purchasing electric service in the area where I live - FPL is the sole provider. Therefore, we either utilize their service and pay for their product at the rate that they charge (as approved by the PSC) or disconnect and have no electric service.

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FPL's most recent statement that the increased cost of gas is a "direct pass through cost" for customers is yet another attempt to muddy the waters and obfuscate the truth. NextEra's most recent reported financials (Jun 2022) show a year-to-year increase in revenue of 31.98%; net income of \$1.38 billion (a 439.06% increase); and a net profit margin of 308.44%. It is obvious that FPL is making a huge profit off of the backs of northwest Florida customers.

To put this all in a more personal consumer perspective. My wife and I are senior citizens who live on a fixed income. Because of the increased cost of electrical service we have "tightened our belts a little tighter" and have reduced our overall energy consumption by 10.9718% during this current year. Our average monthly Kwh consumption has decreased from 1,416 last year to 1,276 this year. Regardless of the fact that we have decreased the number of Kwh

used each month our power bill has increased from an average \$199 to \$220 per month. An increase in cost of 10.9175% even though we are using 11% less energy.

Florida Power and Light PROMISED its new customers that, although their introductory rates were an increase over what Gulf Power was charging per Kwh, those rates would DECREASE over the next five years. FPL/NextEra is showing a profit for their stockholders. It's time to hold them accountable to their customers. Do not approve this rate increase.