

Antonia Hover

From: Ellen Plendl
Sent: Thursday, February 9, 2023 4:13 PM
To: Consumer Correspondence
Subject: Docket Nos. 20230001 & 20230017
Attachments: FW fl power; FW Florida Power and Light; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company

See attached customer correspondence and reply for Docket Nos. 20230001 & 20230017

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, February 9, 2023 4:04 PM
To: EOG-Referral
Subject: FW: fl power

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: cathy wade <wadecathy50@gmail.com>
Sent: Wednesday, February 1, 2023 7:23 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: fl power

since jan 2023 fl power has again doubled my bill. they say this was granted,so who is granting them ANOTHER rate hile?? abonimation! i have every thing unplugged and use a space heater and still bill doubled from dec. to jan. 100 to 199 OUTRAGEOUS some of us have lived here forever, they need to charge the new RICH people not us. taxes have gone up also tell me what are we to do? i hope you are going to do a class action

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: Thursday, February 9, 2023 4:01 PM
To: 'nellabob@aol.com'
Cc: EOG-Referral; DEO - Department of Economic Opportunity
Subject: FW: Florida Power and Light

Dear Mrs. Allen:

Thank you for contacting Governor Ron DeSantis. We are sorry to hear of your difficulties and appreciate the opportunity to respond to your email.

To assist you, I forwarded a copy of your email to the Public Service Commission (PSC) for their review. If you want to contact the PSC directly, please use the information provided below.

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-6100

The Low-Income Home Energy Assistance Program (LIHEAP) assists households that have incomes below 150% of the federal poverty income guidelines who need assistance in paying their utility bills. To qualify you must apply in the county in which you live. Please visit the Florida Department of Economic Opportunity's website for answers to questions about the Low-Income Home Energy Assistance Program and contact information for the service provider in your county. This information may be found at www.floridajobs.org/community-planning-and-development/community-services/low-income-home-energy-assistance-program. You may also call the Department of Economic Opportunity at (850) 717-8450 for additional information.

To assist you, I forwarded a copy of your letter to the Department of Economic Opportunity for their review. If you want to contact the Department directly, please use the information provided below.

Florida Department of Economic Opportunity
107 East Madison Street
Caldwell Building
Tallahassee, Florida 32399-4120
Telephone: (850) 245-7105

Individuals age 60 and older, or who have disabilities, may wish to contact the Elder Helpline Information and Assistance service at 1-800-96-ELDER (1-800-963-5337). The Elder Helpline offers information regarding elder services and resources available within each Florida county. All Elder Helplines can also be accessed through the Florida Telecommunication Relay System at 1-800-955-8771 for TDD, or 1-800-955-8770 for voice calls.

Thank you again for taking the time to contact Governor DeSantis.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Sylvia Allen <nellabob@aol.com>
Sent: Thursday, February 2, 2023 11:58 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power and Light

Constituent message:

1. **Name**
Sylvia Allen
2. **Email Address**
nellabob@aol.com
3. **Phone Number**
8508376493
4. **Subject**
Florida Power and Light
5. **Message**
As an 84 year old widow on a fixed income I am concerned about my power bill. I have a small home 1500 sq ft and live alone. I keep my thermostat at 69 even during the cold weather which is very uncomfortable for me. My bill in December was \$137. This month with no difference of use was \$357. I am unable to pay that kind of power bill with not using a lot electricity. Now they say they are going up 10 per cent more. I am very concerned for my age group on fixed incomes. Is there anything that can be done. I appreciate your help in this matter.
6. **Attach file (optional)**

This message was sent from <https://www.flgov.com>.

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Antonia Hover

From: Ellen Plendl
Sent: Thursday, February 9, 2023 4:12 PM
To: 'wadecathy50@gmail.com'
Cc: Shonna McCray
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Cathy Wade
wadecathy50@gmail.com

RE: FPSC Inquiry 1415559C

Dear Ms. Wade:

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.

We appreciate you sharing your views and will add your correspondence to the following dockets:

* Docket No 20230017 regarding FPL's petition for limited proceeding for recovery of incremental storm restoration costs related to Hurricanes Ian and Nicole, by Florida.

* Docket 20230001 regarding FPL's middle course correction for fuel and purchased power cost recovery clause with generating performance incentive factor.

You may review all the information filed for Commission consideration in the above dockets 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 each docket number. 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 each utility and other parties in the docket.

If you have any questions or concerns 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, February 9, 2023 4:10 PM
To: 'nellabob@aol.com'
Cc: Shonna McCray
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Sylvia Allen
nellabob@aol.com

RE: FPSC Inquiry 1415558C

Dear Ms. Allen:

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 consult 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.

If you have any questions or concerns 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)