

**Antonia Hover**

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**From:** Ellen Plendl  
**Sent:** Friday, October 27, 2023 1:11 PM  
**To:** Consumer Correspondence  
**Subject:** Docket No. 20210015  
**Attachments:** FW: FPL Fines on People Who Can't Afford to Air Condition Their Homes; Consumer Inquiry - Florida Power & Light Company

See attached customer correspondence and reply for Docket No. 20210015

## Antonia Hover

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**From:** Office of Commissioner La Rosa  
**Sent:** Friday, October 27, 2023 12:43 PM  
**To:** Ellen Plendl  
**Subject:** FW: FPL Fines on People Who Can't Afford to Air Condition Their Homes

Hello Ellen,

I don't think you've received this one. If not, will you please handle?

Thank you,  
Cristina

**From:** Friend of Animals <digiflux@gmail.com>  
**Sent:** Friday, October 27, 2023 11:02 AM  
**To:** %20Commissioner.Graham@psc.state.fl.us; Office of Commissioner La Rosa <Commissioner.LaRosa@psc.state.fl.us>; %20Commissioner.Fay@psc.state.fl.us; %20Commissioner.Clark@psc.state.fl.us; Office of Commissioner Passidomo <Commissioner.Passidomo@psc.state.fl.us>  
**Subject:** FPL Fines on People Who Can't Afford to Air Condition Their Homes

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Dear Florida PSC Commissioner:

I'm 67yo with no social security and a pittance of income.

I noticed that my overall electric bill increased by 1/3 so I called Florida Power & Light and they informed me that my connection fee went from \$9.00/month to \$25.00/month **because I don't use enough electricity**. That's an increase of 270% over my previous base connection fee... **If I use the amount of electricity that they decide the monthly fine is waved!** I'm being fined because I can't afford to air condition my home and for saving electricity.

This is the opposite of what the electric companies have been telling me my entire life. "TURN OUT THE LIGHTS, KILL A WATT"... "UNPLUG VAMPIRE APPLIANCES"... "BUY ENERGY SAVING APPLIANCES...." . I did and so they changed the rules with the blessing of the Florida Public Service Commission and are punishing me for it.

I spoke with an attorney who was at the hearing where y'all agreed that FPL can fine customers for not giving them enough money. This attorney told me that the hearing centered around "snowbirds" and your commission gave no consideration to poor Floridians who can't afford to air condition their homes.

I got a window unit for the really hot days BUT that just increased my bill even more because I still don't meet the electric usage requirements by FPL to avoid the fine. So I now I can't use my window AC unit.

FPL scammed y'all into allowing them to FINE POOR PEOPLE, people of conscience and those with solar panels on their homes. This has little to do with "snowbirds" and a lot to do with FPL targeting people that they don't like.

Sincerely,  
Tom Ballard  
North Port, Fl  
941 763 5842

## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Friday, October 27, 2023 1:09 PM  
**To:** 'digiflux@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Tom Ballard  
digiflux@gmail.com

RE: FPSC Inquiry 1432598C

Dear Mr. Ballard:

This is in response to your E-mail to Commissioner Mike La Rosa, Florida Public Service Commission (FPSC), regarding Florida Power & Light (FPL) and the minimum bill charge. Given the nature of your concerns, Commissioner La Rosa believes it would be appropriate for the specialized staff of the FPSC's Office of Consumer Assistance and Outreach to respond directly to you. .

The FPSC approved FPL's 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 will add your comments to our files as a protest to the FPL's Rate Case, Docket 20210015.

With respect to your air conditioner, you may contact Step Up Suncoast, Inc. at 941-827-0188, extension 7806, and request assistance with Florida's Weatherization Assistance Program.

You may contact the Salvation Army to inquire about the Low-Income Energy Assistance Program by calling at 941-954-4673.

You may also be interested in Emergency Home Energy Assistance for the Elderly (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, please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

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