

Ereecy McNeal

From: Ellen Plendl
Sent: Monday, August 19, 2019 11:17 AM
To: Consumer Correspondence
Subject: Docket 20190015
Attachments: FW Florida had the second-worst performance in energy efficiency delivered to consumers in the Southeast region, above only Alabama, according to the Southern Alliance's 2018 Energy Efficiency in the Southeast scorecard; FW The lack of true assistance to the low-income segment in the State of Florida by Florida Power & Light Company is quite startling and extremely disappointing.; Consumer Inquiry - Florida Power & Light Company

Please see attached correspondence and response and add to the correspondence side of Docket 20190015.

Ereecy McNeal

From: Randy Roland
Sent: Wednesday, August 14, 2019 10:03 AM
To: Ellen Plendl
Subject: FW: Florida had the second-worst performance in energy efficiency delivered to consumers in the Southeast region, above only Alabama, according to the Southern Alliance's 2018 Energy Efficiency in the Southeast scorecard
Attachments: FPL, Public Service Commission hash out energy efficiency goals - Florida Politics.pdf; FPL seeks state approval to slash energy-efficiency goals - Orlando Sentinel.pdf

For you.

From: Beatrice Balboa [<mailto:beatricebalboa@gmail.com>]
Sent: Tuesday, August 13, 2019 8:13 PM
To: Randy Roland
Subject: Fwd: Florida had the second-worst performance in energy efficiency delivered to consumers in the Southeast region, above only Alabama, according to the Southern Alliance's 2018 Energy Efficiency in the Southeast scorecard

I was reading the latest media articles regarding Florida Power & Light Company. The argument against meeting energy efficiency goals and milestones seems specious, at best, and against the common good, at worst. With sea level rising throughout the State of Florida communities, the electrical utility industry, in particular, needs to lead, and NOT hinder, energy efficiencies efforts across all phases of energy resource management and delivery. There has been ample fact-collecting in the public arena documenting the extensive unreliability and resultant chaos on the ratepayers of the State of Florida grid "maintained" by FPL. Compounded by FPL never-ending requests for rate increases for hardening and smart grid enhancements, the individual ratepayer is left the impression that FPL wants total and utter control over the electricity market and delivery on every level with little to no check on their self-aggrandizing programs.

I look forward to your offices taking the necessary actions to address hardworking taxpayers citizens' concerns from the City of Pompano Beach, Broward County, State of Florida. Thank you for your time in this matter.

Sincerely,
Beatrice Balboa
1010 South Ocean Boulevard, Unit. 1008
Pompano Beach, Fl 33062-6631

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FPL, Public Service Commission hash out energy efficiency goals

“The goal is to be done Friday by noon.”



By

[A.G. Gancarski](#)

on



On Monday, the [Florida Public Service Commission](#) began a multi-day hearing about a sharp decline in in-state utilities' projected conservation, with new goals to be set.

"The goal is to be done Friday by noon," said Chairman **Art Graham**.

Utilities have [offered projections](#) far short of previous years. Some are at zero or close to it.

However, utilities countered that their projections don't matter, because conservation is part of the model.

[Florida Power and Light](#) Senior Manager **Thomas Koch** said the Florida Building Code and federal appliance standards are helping to drive conservation via energy efficiency.

"Operational costs ... have gone down," Koch said. "The fact that codes and standards keeps chewing the bottom out of what was the low hanging fruit on the energy efficiency side."

FPL Engineering Supervisor **Andrew Whitley** noted problems with predictability, including figuring out what the "average customer" may want.

"We have many different types of customers ... we can't define typical customer usage," Whitley said.

Integrated Resources Dr. **Steven Sim** noted that "lower system costs" lead to fewer opportunities to prime efficiencies.

"Demand Side Management Achievable Potential is significantly lower," Sim said, lowering FPL's suggested goals.

"Utilities from Oklahoma to Ohio to Georgia ... all seeing declining benefits ... declining cost-effectiveness," Sim said.

"Utilities are taking advantage of cost-effective solar and wind ... driving down the compliance costs," Sim added.

Per the docket, the [FPL position](#): "Several factors have significantly affected the cost-effectiveness of DSM measures ... Additionally, the amount of energy efficiency projected to be delivered by federal and state codes and standards over the 10-year Goals period has increased. Each of these factors greatly benefits customers, but at the same time reduces the cost-effectiveness and availability of DSM options."

Though FPL testimony took up most of the afternoon, opening statements from other utilities suggested the narratives the rest of the week will feel familiar.

Steve Griffin of [Gulf Power Company](#) noted his company's commitment to low-income customers.

[JEA](#) of Jacksonville, projecting no conservation gains, said JEA's local control positioned it better than the state to know what its conservation needs are.

The "low-income insulation" program has reduced bills by 11 percent, asserted **Gary Perko** for the [perhaps-for-sale municipal utility](#).

The [Orlando Utilities Commission](#)? Likewise devoted to “conservation,” including “low-cost solar” and “net metering.”

“Let OUC continue walking the walk,” the representative urged.

“With goals of zero,” countered **Bradley Marshall** of the Southern Alliance for Clean Energy, there is little help on the way for low-income customers, however.

Marshall poked holes in the estimates of utilities on costs, and questioned the aforementioned dedication to solar for Orlando.

“They are not walking the walk,” Marshall said.

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- 



Written By [A.G. Gancarski](#)

A.G. Gancarski has been a working journalist for over two decades. Gancarski has been a correspondent for FloridaPolitics.com since 2014. In 2018, he was a finalist for an Association of Alternative Newsweeklies “best political column.” He can be reached at a.g.gancarski@gmail.com.



 1 COMMENT

1 COMMENT



Edward Freeman

August 13, 2019 at 3:35 am

Well, Orlando seems to walk the walk the best of large Florida cities, but that is a mighty low bar. In truth, Prick Scott’s near decade long denial of science and reliance on ‘thoughts and prayers’ to address climate change and sea level rise has left all of Florida but especially it’s utilities woefully unprepared for the global economy of today and the physical world of tomorrow. Scott’s fiddling while the world warmed has likely doomed Florida’s economy and even our existential existence. <https://www.citylab.com/environment/2019/08/city-clean-energy-ranking-law-green-buildings-climate-change/595018/>

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ENVIRONMENTAL NEWS NEWS

FPL seeks state approval to slash energy-efficiency goals

By **MARCIA HEROUX POUNDS**
SOUTH FLORIDA SUN SENTINEL | AUG 12, 2019



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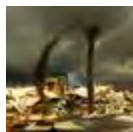
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Juno Beach-based FPL is proposing a decrease in energy-efficiency goals of 99.9 percent, to 1.03 gigawatt hours from 526 gigawatt hours in 2014.

Florida homeowners could lose out on discounts for more energy-efficient air-conditioning units and other energy-reduction programs if the regulators allow **Florida Power & Light Co.** and other state utilities to slash energy-efficiency goals, critics say.

Utilities are proposing energy-reduction goals of “zero” or nearly zero at a hearing that started Monday before the **Florida Public Service Commission** in Tallahassee. The hearing could last several days.

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Juno Beach-based FPL is proposing a decrease in goals of 99.9 percent, to 1.03 gigawatt hours from 526 gigawatt hours in 2014.

The goal would power “less than 10 homes,” says Stephen Smith, executive director of the Southern Alliance for Clean Energy, a Tennessee-based nonprofit that promotes clean energy. “That’s laughable” for Florida’s largest electric utility with more than 10 million customers, he added.

Florida law mandates that “we should do everything we can to cut waste and utilities have obligation to set goals every five years,” Smith said. But with such low goals, utilities are “not seriously coming to the table with anything meaningful,” he said.

With the state’s major utilities proposing goals at or near zero proposed this year, that could mean fewer energy-efficient programs at Florida utilities that help consumers save money.

FPL and its affiliate contractors, for example, currently offer instant rebates on new air-conditioning systems, and savings on ceiling insulation, water heater and plumbing protection, surge protection, and backup generators and maintenance. Businesses can save by installing more energy-efficient lighting.

“If you have less goals, you have less programs because you don’t have to achieve as much energy efficiency,” said J.R. Kelly, the Florida Public Counsel, who represents consumers.

But Kelly said that such programs also have to be available to participation from low-income ratepayers who may be renting. “Some programs are only geared to property owners,” he said.

The Florida Public Service Commission should “set challenging, but achievable goals,” he said.

FPL spokesman Bill Orlove said it will establish its energy-savings programs for customers after the commission sets the efficiency goals. He said FPL plans to continue at least the OnCall program, which gives FPL the ability to temporarily turn off appliances in return for a discount on bills.

Some customers already are seeing energy savings in stricter building codes, and appliance and lighting standards. “We have long believed that empowering our customers to make energy-efficient choices that are right for them is a better approach than charging higher rates to pay for handouts that only some customers can use,” Orlove said.

FPL also offers tools, such as home energy surveys and a dashboard that shows a home’s energy use, to help customers reduce energy use, he said.

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Under law, Florida utilities must submit 10-year energy-efficient goals every five years to the Public Service Commission. Critics say that the commission’s methodology in reviewing the goals is out-of-date, resulting in its signing off on smaller and smaller conservation goals.

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Florida had the second-worst performance in energy efficiency delivered to consumers in the Southeast region, above only Alabama, according to the Southern Alliance’s 2018 Energy Efficiency in the Southeast scorecard.

David Sinclair, chairman of the environmental committee for the League of United Latin American Citizens, which is testifying at the Tallahassee hearing, said utilities have a responsibility to promote energy reduction to customers.

“I’m fed up with the poor record of energy conservation in our state,” Sinclair said. “The Public Service Commission really needs to make good decisions and not just favor the welfare of the utilities.”

Marcia Heroux Pounds

South Florida Sun Sentinel



Marcia Heroux Pounds is a business writer for the Sun Sentinel. She writes about the job market, entrepreneurs, technology and the workplace. She's the author of I Found a Job!, a book about how some people found jobs during the worst years of the recession.

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Florida Power & Light should refund \$736 million to consumers, groups demand

Attorneys for consumers and two business groups are asking state regulators to require Florida Power & Light to refund as much as \$736 million to customers and are calling for a review of the utility's base electric rates.

Ereecy McNeal

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, August 19, 2019 10:19 AM
To: Ellen Plendl
Subject: FW: The lack of true assistance to the low-income segment in the State of Florida by Florida Power & Light Company is quite startling and extremely disappointing.
Attachments: FPL low-income program helps less than 1 percent of customers cut energy use - South Florida Sun-Sentinel.pdf

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: Beatrice Balboa <beatricebalboa@gmail.com>
Sent: Sunday, August 18, 2019 4:12 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Fwd: The lack of true assistance to the low-income segment in the State of Florida by Florida Power & Light Company is quite startling and extremely disappointing.

I was reading the latest media articles regarding Florida Power & Light Company. The lack of true assistance to the low-income segment in the State of Florida by Florida Power & Light Company is quite startling and extremely disappointing. With sea level rising throughout the State of Florida communities, the electrical utility industry, in particular, needs to lead, across all phases of energy resource management and delivery. There has been ample fact-collecting in the public arena documenting the extensive unreliability and resultant chaos on the ratepayers of the State of Florida grid "maintained" by FPL. Compounded by FPL never-ending requests for rate increases for hardening and smart grid enhancements, the individual ratepayer is left the impression that FPL wants total and utter control over the electricity market and delivery on every level with little to no check on their self-aggrandizing programs.

I look forward to your offices taking the necessary actions to address hardworking taxpayers citizens' concerns from the City of Pompano Beach, Broward County, State of Florida. Thank you for your time in this matter.

Sincerely,
Beatrice Balboa
1010 South Ocean Boulevard, Unit. 1008
Pompano Beach, FL 33062-6631

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BUSINESS

FPL low-income program helps less than 1 percent of customers cut energy use



By **MARCIA HEROUX POUNDS**
SOUTH FLORIDA SUN SENTINEL | AUG 16, 2019





FPL energy expert Dwayne Acosta gives energy-saving tips to a Pompano Beach resident. (Florida Power Light / Courtesy)

Florida Power & Light Co. says it has helped “more than 17,000 customers” since 2005 replace light bulbs, maintain their air conditioners or otherwise reduce energy use in their homes.

But those benefiting comprise less than 1 percent of FPL’s total 5 million residential households statewide.

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And of the 875,000 customers eligible for help under the low-income program, only 0.26%, or 2,200 customers, received energy-reduction services, according to an FPL filing with state regulators.

Other Florida utilities with fewer customers have actually served a greater number of low-income customers. Tampa Electric's program reached about 7,000, or 6% of 116,000 eligible customers and Duke Energy reached about 20,000, or 5% of 437,000 eligible customers in 2018, according to their regulatory filings.

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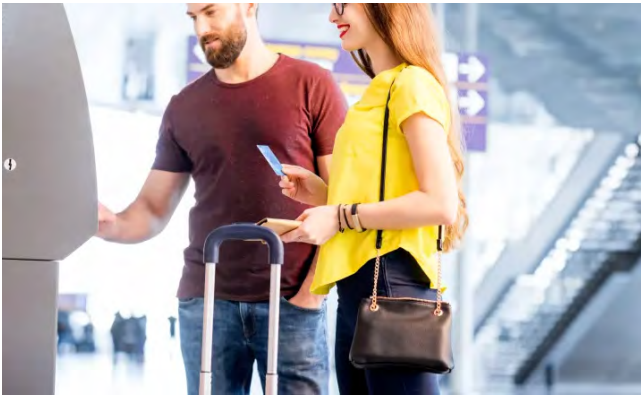
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FPL spokesman Bill Orlove didn't directly address questions about FPL's low participation in its low-income program, which arose from a Florida Public Service Commission hearing on energy conservation last week. But he said the utility reaches out to low-income customers through community events to provide energy audits and some free services. FPL also sends letters to customers who qualify for the program to inform them of eligibility.

"FPL believes the best way to help low-income customers is by keeping electric rates low," Orlove said.

But Florida energy policy attorney George Cavros said FPL "is deploying a minimal budget while trying to claim it is doing something. ... Clearly, there is a lot more FPL can do grow its low-income program." Cavros represents the Southern Alliance for Clean Energy, a Nashville, Tenn.-nonprofit organization.

FPL's low-income program is just one facet of energy-efficiency programs and tools it currently offers customers to reduce power usage and lower their power bills.

Orlove said that any customers can participate in FPL's OnCall program in which customers give the utility the option of turning off certain appliances when necessary in return for a bill credit. Customers also can request energy audits of their homes and use FPL's new [**energy analyzer**](#) online tool, which shows how energy is used in their home and how they can reduce energy use.

FPL intends to keep its low-income program, but some other energy-reduction programs could be chopped as FPL and other major utilities in Florida have

programs could be chopped as FPL and other major utilities in Florida have proposed lowering their energy conservation goals.

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For the years 2020-2029, FPL and other electric utilities have proposed **“zero” to “nearly zero” goals** for energy conservation. The Public Service Commission will decide at an upcoming conference whether to accept the goals, which are even lower than those accepted five years ago.

In its explanation for lower goals, the utilities told regulators that stricter construction codes and improved appliance and lighting standards are already resulting in energy-use reduction for customers. FPL also points to the more fuel-efficient power plants it has today.

If the commission approves lower goals, FPL says it may trim energy-reduction programs for homeowners that are not “cost-effective,” such as those that provide rebates on the purchase of a more energy-efficient air-conditioning system.

The Southern Alliance told regulators at a hearing last week that utility goals for

energy reduction should be increased, not lowered. And such programs should especially be equally available to low-income customers who can't necessarily afford to buy a new energy-efficient air conditioner or refrigerator.

Forest Bradley-Wright, energy efficiency director for the Southern Alliance, told regulators that "more than 5 million people served by the utilities live on low incomes. They live in older homes of older construction. Even one unexpected \$400 expense can be dangerous."

For its low-income program, FPL partners with local governments and nonprofit organizations, social services agencies and the federal government to offer free services to reduce energy consumption. The utility selects communities "that have a large number of residents who are at or below 200 percent of poverty level based on the current census figures," according to Orlove.

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About 14% of Florida's population, about 2.8 million people, had incomes **below the poverty line**, according to the latest U.S. Census data.

At a community event in Pompano Beach last year, FPL customers were provided with energy saving tips and offered a home energy survey. Home energy experts were available to provide a personalized energy savings report on homes as well as "free energy-efficiency makeovers valued at \$500 for materials and service," Orlove said.

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“This may include cleaning the air conditioning unit, some duct repair work, installing insulation on water heater piping, and replacing water faucets and shower heads,” he said.

[RELATED: FPL seeks state approval to slash energy-efficiency goals »](#)

South Florida resident Eric Bason, 63, said many low-income residents are probably not even aware of FPL's program that could lower their power bills. “There's not outreach to the low-income communities that need that information the most,” said Bason, who has been active in better preparing his Miami community for King Tide flooding.

But he said FPL's program also doesn't go far enough to help customers reduce energy use in their homes, and doesn't help renters like him at all.

When he lived in California, his utility did systematic energy audits and fixed any problems that led to energy waste, he said.

Marcia Heroux Pounds

South Florida Sun Sentinel



Marcia Heroux Pounds is a business writer for the Sun Sentinel. She writes about the job market, entrepreneurs, technology and the workplace. She's the author of I Found a Job!, a book about how some people found jobs during the worst years of the recession.

Ereecy McNeal

From: Ellen Plendl
Sent: Monday, August 19, 2019 11:15 AM
To: 'beatricebalboa@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Beatrice Balboa
beatricebalboa@gmail.com

RE: FPSC Inquiry 1319070C

Dear Ms. Balboa:

This is in response to E-mails you sent to Governor Ron DeSantis and the Florida Public Service Commission (FPSC) regarding Florida Power & Light Company.

You expressed concerns about the Florida Public Service Commission 's review of numeric conservation goals for Florida Power & Light Company.

We will add your comments to the correspondence side of Docket No. 20190015.

If you want further case information, visit the FPSC's website, www.floridapsc.com and click on the Clerk's Office tab, then hit Dockets and type in Docket number 20190015; all submissions can be found by accessing the Document Filing Index.

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)