

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, May 24, 2022 11:50 AM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: 904603.lash.pdf; lauretta-lash-response-letter.pdf; FW ; Consumer Inquiry - Florida Power & Light Company

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

904603
due: 5.18.22

Feb. 16, 2022

Utilities

PSC

MG

Governor De Santis:

This is regarding this new power company, Florida Power & Light, that has been unleashed on Florida residents.

I am writing for myself but I hear these same complaints from many people since January.

The bill I just received on Feb. 15th from this company is double my last Gulf Power bill in December - this bill was 221 dollars (I expected this because we had some cold days in Dec.)

The bill I received just now from Florida Power & Light is 454 dollars -

This is outrageous! Governor De Santis, I do not understand why such a company was allowed to set up business in our State.

(I am a life long Florida citizen.) You guys in government need to do something about this.

I am a retired senior citizen, also a widow. I live on a fixed income (I do not receive any state assistance). My household bills, food & medicine has to be paid for with this one check a month. I cannot afford any more outrageous power bills! This company needs to be delt with now. As I stated earlier, I know others who are in this same situation.

- Regards -

Lauritta Lash
1520 W. Detroit Blvd.
Pensacola, FL 32534

PENSACOLA FL 325

17 FEB 2022 PM 1 L



The Capitol, State of Florida
Office of the Governor
Tallahassee, FL 32399-0001

2022 MAR 15 AM 9:35

OFFICE OF THE GOVERNOR
CITIZEN SERVICES

ATTN:

(GM). Ron De Smitie

32399989999
32399980002 0001



STATE OF FLORIDA

COMMISSIONERS:
ANDREW GILES FAY, CHAIRMAN
ART GRAHAM
GARY F. CLARK
MIKE LA ROSA
GABRIELLA PASSIDOMO



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

May 24, 2022

Ms. Laretta Lash
1520 W. Detroit Boulevard
Pensacola, FL 32534

RE: FPSC Inquiry 1395083E

Dear Ms. Lash.:

This is in response to your inquiry with the Florida Public Service Commission (FPSC) regarding Florida Power & Light Company (FPL).

You expressed a concern with high electric bills. Rule 25-6.052, Florida Administrative Code (F.A.C.), requires electric meters to register a weighted average accuracy rating of between 98 percent and 102 percent. If a meter is found to register more than the maximum allowed, the utility is required to credit the customer's bill. We have learned from FPL that on May 6 and May 19, the company sent letters to you offering to test your meter for accuracy. As of May 19, 2022, the company had no record of your reply.

A comparative review of your usage between August and December 2021 showed an increase comparing month to same month in 2021 compared to 2020. Your consumption between January and February 2022 also showed an increase compared to the same months in 2021. In solely reviewing 2021 and 2022, your consumption increased each month over the previous month from August forward, with peaks in September 2021 and February 2022, followed by subsequent decreases as follows:

Month	2020 Kilowatt-Hours	2021 Kilowatt Hours	2022 Kilowatt Hours
January		1,434	1,871
February		1,190	2,727
March		1,014	1,154
April		621	535
May	449	587	
June	960	952	
July	1,277	1,022	
August	1,192	1,281	
September	1,232	1,259	
October	644	828	
November	587	900	
December	836	1,579	

You may contact Ms. Valerie Olson, FPL Customer Advocate, at 850-444-6065, to request and schedule a meter test and energy audit, which will provide you with an analysis of your energy use and appliances, and recommendations to minimize your usage. Home energy audits are available to FPL customers at no charge, once every twelve months. I have enclosed a brochure, "Conserve Your World," which offers some recommendations on ways to minimize your electric consumption.

Ms. Laretta Lash

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May 24, 2022

You also expressed concern about FPL's recent rate increase. 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** --- Bay County Council on Aging, Inc., at 850-769-3468

* **Elderly Electric Assistance** -- 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, they may contact their county's local EHEAP agency, or by calling 1-800-963-5337.

* **Our Florida** – Provides electric assistance and 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/>

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the FPSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

Ms. Laretta Lash

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May 24, 2022

If you have any questions or concerns please call me by June 9, 2022; otherwise, we will consider the matter resolved. You may reach me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,



Shonna McCray

Regulatory Program Administrator

Office of Consumer Assistance & Outreach

SM:mep

Enclosure

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, May 24, 2022 11:36 AM
To: Ellen Plendl
Subject: FW:

FYI

From: Lyn McClellan <lynmcclellan77@gmail.com>
Sent: Monday, May 23, 2022 7:47 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject:

I've always supported the governor both monetary and with my vote. Southern company sells out to fla light and power. Public service commission gives them a 600 million dollar increase. If they would have gave the increase to gulf power they wouldn't have had to sell out. FLP said average cost 10.00 a month increase. Lie. The commission gave them everything they asked for

Again the FL citizens got the shaft.

I think they should all be asked to resign immediately.

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: Tuesday, May 24, 2022 11:48 AM
To: 'lynmcclellan77@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Lyn McClellan
lynmcclellan77@gmail.com

RE: FPSC Inquiry 1396361C

Dear Ms. McClellan:

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.

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We will add your feedback to Docket No. 20210015, regarding FPL's petition.

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)