

**Antonia Hover**

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**From:** Ellen Plendl  
**Sent:** Tuesday, June 21, 2022 7:48 AM  
**To:** Consumer Correspondence  
**Subject:** Docket No. 20210015  
**Attachments:** Fw ATTENTION ELLEN PLENDL (Re Consumer Inquiry - Florida Power & Light Company); ATTENTION ELLEN PLENDL (Re Consumer Inquiry - Florida Power & Light Company); Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; RE FY 2122-249 Referral from PSC OIG ; RE FY 2122-249 Referral from PSC OIG ; FY 2122-249 Referral from PSC OIG ; RE Consumer Inquiry - Florida Power & Light Company; FW FPL billing penalty; FW FPL PRICE GOUGING; FW FPL - 300% increase to our monthly bill; FW FPL - Florida public service commission - outrageous power bills; FW FPSC approval of base bill; FW FPL theft; FW FPL minimum charge, big biz exploiting monopoly; FW FPL and your job performance

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

## Antonia Hover

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**From:** Mike t <blazermitch@hotmail.com>  
**Sent:** Monday, June 20, 2022 8:57 PM  
**To:** Ellen Plendl  
**Subject:** Fw: ATTENTION ELLEN PLENDL (Re: Consumer Inquiry - Florida Power & Light Company)

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**From:** Mike t  
**Sent:** Monday, June 20, 2022 5:55 PM  
**To:** eplendl@psc.state.fl.us <eplendl@psc.state.fl.us>  
**Subject:** ATTENTION ELLEN PLENDL (Re: Consumer Inquiry - Florida Power & Light Company)

Dear Ms Ellen Plendl,

Thank You for your quick response to Governor Ron DeSantis' office forwarding my message to you, in regards to run away additional fees and charges at FPL. I contacted FPL customer service. After 4 calls and finally getting the last representative to enlighten me as to what was taking place but unable to supply specific answers, a reluctance to involve a manager or others, I felt Governor DeSantis may want to be made aware of this new practice. While I admit I also understood your request to telephone or fax any further concerns, I do not have access to a Fax machine (I thought these were outdated many years ago and stopped purchasing Fax equipment 15 years ago), so I decided to email you back as telephones leave no record of your and my correspondences. Please accept my regrets should this seem disrespectful, not my intention! I have also included Governor DeSantis' email as a BCC.

Regretfully I and my spouse (Gail) received no information as to the convening of the FPSC and FPL meeting to consider any changes to their customers monthly bill nor did we notice any insert in our bills (not implying there wasn't any insert but neither one of us saw one. The first we knew of this additional charge was when the June, 2022 bill was opened. We immediately saw the "base" charge was there and now a new "minimum base" fee. I want to point out the following: When these charges change every imaginable tax and charge goes up at an unreasonable amount.

Now when we had solar panels installed in July, 2021 the base charge was \$8.34 + \$1.56 fees = \$9.90. In Jan., 2022 the minimum was raised to \$8.99 + \$1.70 fees = \$10.69. Mays 2022 bill arrived in June, 2022 and this "NEW" minimum is \$8.99 + \$16.01 (I assume to get to the "NEW min. \$25.00 + \$29.71.

Recap June 2021 bill \$9.90 June, 2022 now is \$29.71. Almost \$20.00 increase or 300% increase! Does that sound right to you? You talk about the interest of the public when taken as a whole.

NO! It doesn't need to be like that. I realize that everything is going up quicker than anyone cares for it to. It is my opinion that this is the easy way out. Either "Solar Panel" owners (who else would have less than \$25.00 electric bill?) or the elderly were targeted for this increase. I was already paying a "minimum". What was that for? ....and suddenly we get hit with a random 300% increase called a minimum base charge! When does the next charge come. We can call it "ANOTHER BASE CHARGE"! When does it stop. I send more energy to the electric grid than I consume. How about your FPSC allowing me to charge FPL what I want for the electricity I am sending to them? See how ridiculous it sounds?

How many members of the FPSC are solar panel owners? Shall I venture a guess? Florida is encouraging residents to install solar panels. The Federal Gov't is encouraging Americans to purchase solar panels! Along comes greedy FPL and an uninformed FPSC panel and you are chipping away at incentives to purchase Solar Panels. I know what is going on, as do you!

Thank You for your time!

Michael P. Thiess

Monday, June 20, 2022, 10:55:31 AM EDT, Ellen Plendl <eplendl@psc.state.fl.us> wrote:

Mr. & Mrs. Mike Thiess  
[Mitchpark01@att.net](mailto:Mitchpark01@att.net)  
[blazermitch@hotmail.com](mailto:blazermitch@hotmail.com)

RE: FPSC Inquiry 1398106C

Dear Mr. & Mrs. Thiess: sic - Thiess

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company's (FPL) minimum bill charge 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.

The Florida Public Service Commission approved Florida Power & Light Company'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.

The agreement also contains a provision that will raise the minimum bill charge to \$25 for all residential and general service non-demand customers. The minimum bill provision went into effect in June 2022. FPL was to notify its customers of the new minimum bill in bill inserts 30 days prior to implementation.

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.

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.

We have added your concerns to our files as a protest to the FPL's Rate Case, docket 20210015.

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)

## Antonia Hover

---

**From:** Mike t <blazermitch@hotmail.com>  
**Sent:** Monday, June 20, 2022 8:55 PM  
**To:** Ellen Plendl  
**Subject:** ATTENTION ELLEN PLENDL (Re: Consumer Inquiry - Florida Power & Light Company)

Dear Ms Ellen Plendl,

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Michael P. Thiess

Monday, June 20, 2022, 10:55:31 AM EDT, Ellen Plendl <eplendl@psc.state.fl.us> wrote:

Mr. & Mrs. Mike Thiess

[Mitchpark01@att.net](mailto:Mitchpark01@att.net)  
[blazermitch@hotmail.com](mailto:blazermitch@hotmail.com)

RE: FPSC Inquiry 1398106C

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We have added your concerns to our files as a protest to the FPL's Rate Case, docket 20210015.

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)

## Antonia Hover

---

**From:** Ellen Plendl  
**Sent:** Monday, June 20, 2022 12:35 PM  
**To:** 'nicholzac@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Tracey Sparks  
nicholzac@gmail.com

RE: FPSC Inquiry 1398124C

Dear Ms. Sparks:

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.

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.

You also requested competition in the electric industry in Florida. Florida is not a deregulated state. The FPSC cannot deregulate the electric industry. It would be up to the Florida Legislature to make changes in the Florida Statutes to deregulate the electric industry.

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)

## Antonia Hover

---

**From:** Ellen Plendl  
**Sent:** Monday, June 20, 2022 12:30 PM  
**To:** 'donkreis@cox.net'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. & Mrs. Don Kreis  
donkreis@cox.net

RE: FPSC Inquiry 1398122C

Dear Mr. & Mrs. Kreis:

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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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.

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

The FPSC is happy to file an inquiry for any Florida consumer who has electric service or billing concerns with an investor-owned electric, natural gas or water & wastewater provider, including FPL. You may advise Ms. Heisler-Smith, as the customer of record you referenced in your E-mail to the Governor for their own service address/electric account to contact the FPSC by using the following information:

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

Toll-free Telephone: 1-800-342-3552

Fax: 1-800-511-0809

Email: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Internet: <http://www.floridapsc.com/ConsumerAssistance/ComplaintForm>

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)

## Antonia Hover

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**From:** Jessica Metcalf  
**Sent:** Monday, June 20, 2022 12:24 PM  
**To:** Ellen Plendl  
**Cc:** Office of the Inspector General  
**Subject:** RE: FY 2122-249 Referral from PSC OIG

Thank you Ellen.

Jessica Metcalf

**From:** Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
**Sent:** Monday, June 20, 2022 12:23 PM  
**To:** Jessica Metcalf <JMetcalf@psc.state.fl.us>  
**Cc:** Office of the Inspector General <Inspector.General@PSC.STATE.FL.US>  
**Subject:** RE: FY 2122-249 Referral from PSC OIG

Hello Jessica,

I received a similar email from the Governor's Office of Citizen Services and sent Mr. Sa the attached email earlier today.

I will send your correspondence to the Clerk's Office with Mr. Sa's other email.

**From:** Jessica Metcalf <JMetcalf@psc.state.fl.us>  
**Sent:** Monday, June 20, 2022 12:17 PM  
**To:** Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
**Cc:** Office of the Inspector General <Inspector.General@PSC.STATE.FL.US>; Jessica Metcalf <JMetcalf@psc.state.fl.us>  
**Subject:** FY 2122-249 Referral from PSC OIG

Good Afternoon Ellen,

Our office received the attached email, regarding billing matters. Could you please respond, as appropriate, and provide our office a copy of your correspondence?

Thank you!

Jessica Metcalf | Inspector Specialist  
Office of Inspector General  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399  
Phone: (850) 413-6338  
Email: [JMetcalf@psc.state.fl.us](mailto:JMetcalf@psc.state.fl.us)  
Website: <http://www.floridapsc.com/AboutPSC/InspectorGeneral>



*Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your online submission may be subject to public disclosure.*

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**From:** Ellen Plendl  
**Sent:** Monday, June 20, 2022 12:23 PM  
**To:** Jessica Metcalf  
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**Subject:** RE: FY 2122-249 Referral from PSC OIG  
**Attachments:** Consumer Inquiry - Florida Power & Light Company

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Office of Inspector General  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399  
Phone: (850) 413-6338  
Email: [JMetcalf@psc.state.fl.us](mailto:JMetcalf@psc.state.fl.us)  
Website: <http://www.floridapsc.com/AboutPSC/InspectorGeneral>



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**To:** Ellen Plendl  
**Cc:** Office of the Inspector General; Jessica Metcalf  
**Subject:** FY 2122-249 Referral from PSC OIG  
**Attachments:** FY 2122-249 Inspector General Contact Form.pdf

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Office of Inspector General  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
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Phone: (850) 413-6338  
Email: [JMetcalf@psc.state.fl.us](mailto:JMetcalf@psc.state.fl.us)  
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**From:** Frederic Sa <fjs1204@gmail.com>  
**Sent:** Monday, June 20, 2022 11:27 AM  
**To:** Ellen Plendl  
**Subject:** RE: Consumer Inquiry - Florida Power & Light Company

Good Morning Ellen,

I understand your response, but the issue I have is that as a solar owner which I spent over \$30k to install I should not be considered as non-demand customer. Without my solar system I use well over 900 kilowatts a month which my bill would reflect the usage but because I have solar it credits my bill downward as I collect and send energy to the grid. The term "NON-DEMAND" should not apply to solar customer.

Frederic

**From:** [Ellen Plendl](mailto:Ellen.Plendl)  
**Sent:** Monday, June 20, 2022 11:04 AM  
**To:** [fjs1204@gmail.com](mailto:fjs1204@gmail.com)  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Frederic Sa  
[fjs1204@gmail.com](mailto:fjs1204@gmail.com)

RE: FPSC Inquiry 1398109C

Dear Mr. Sa:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company's (FPL) minimum bill charge 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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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:** Monday, June 20, 2022 11:04 AM  
**To:** 'fjs1204@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Frederic Sa  
fjs1204@gmail.com

RE: FPSC Inquiry 1398109C

Dear Mr. Sa:

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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.

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.

We have added your concerns to our files as a protest to the FPL's Rate Case, docket 20210015.

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)

## Antonia Hover

---

**From:** Ellen Plendl  
**Sent:** Monday, June 20, 2022 10:55 AM  
**To:** 'Mitchpark01@att.net'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. & Mrs. Mike Thiess  
Mitchpark01@att.net  
blazermitch@hotmail.com

RE: FPSC Inquiry 1398106C

Dear Mr. & Mrs. Theiss:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company's (FPL) minimum bill charge 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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We have added your concerns to our files as a protest to the FPL's Rate Case, docket 20210015.

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)

## Antonia Hover

---

**From:** Ellen Plendl  
**Sent:** Monday, June 20, 2022 10:52 AM  
**To:** 'asattwanger@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. David McCampbell  
asattwanger@gmail.com

RE: FPSC Inquiry 1398105C

Dear Mr. McCampbell:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company's (FPL) minimum bill charge 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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We have added your concerns to our files as a protest to the FPL's Rate Case, docket 20210015.

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)

## Antonia Hover

---

**From:** Ellen Plendl  
**Sent:** Monday, June 20, 2022 10:49 AM  
**To:** 'dianelaw53@hotmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Diane Law  
dianelaw53@hotmail.com

RE: FPSC Inquiry 1398104C

Dear Ms. Law:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company's (FPL) minimum bill charge 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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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)

## Antonia Hover

---

**From:** Ellen Plendl  
**Sent:** Monday, June 20, 2022 10:47 AM  
**To:** 'mike.olivieri@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Mike Olivieri  
mike.olivieri@gmail.com

RE: FPSC Inquiry 1398101C

Dear Mr. Oliveri:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company's (FPL) minimum bill charge 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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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)

## Antonia Hover

---

**From:** Ellen Plendl  
**Sent:** Monday, June 20, 2022 10:44 AM  
**To:** 'kplaw741@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Kevin Phillips  
kplaw741@gmail.com

RE: FPSC Inquiry 33952

Dear Mr. Phillips:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company's (FPL) minimum bill charge 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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We have added your concerns to our files as a protest to the FPL's Rate Case, docket 20210015.

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)

## Antonia Hover

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, June 20, 2022 8:59 AM  
**To:** EOG-Referral  
**Subject:** FW: FPL billing penalty

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:** Frederic Sa <fjs1204@gmail.com>  
**Sent:** Friday, June 17, 2022 1:21 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL billing penalty

Good Afternoon

I am a repeat solar customer where I spent over \$30k to install. Since my install I was receiving a monthly bill of \$9.23 since my production covers my usage. On this months bill I received a notice advising "A new minimum base bill of \$25, which was approved by the Florida Public Service Commission, is now in effect for metered residential customers whose monthly base electric service costs fall below \$25." This is fine if I was regular customer and did not use any energy, but as a regular customer that uses energy but spent the extra money to offset the cost by going solar, I feel that this is a penalty fee for spending this extra money. There is no incentive to go solar if you are just getting penalized for doing so.

Frederic Sa'  
732-371-5118

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

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, June 20, 2022 8:58 AM  
**To:** EOG-Referral  
**Subject:** FW: FPL PRICE GOUGING

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:** donkreis@cox.net <donkreis@cox.net>  
**Sent:** Friday, June 3, 2022 12:22 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Cc:** donkreis@cox.net; Vicki <tappinmimi@cox.net>  
**Subject:** FPL PRICE GOUGING

Sir,  
This post just came across my feed today on FB.



# FP&L Price Gouging - Northwest Florida



Jordyn Heisler-Smith · 51 mins · 🗨️

So I recently moved out of NW Florida and have a new company. It is absolutely FPL price gouging. Our AC has been running day and night. I now live in ORLANDO within 15 minutes of the theme parks, and my power bill is HALF of what I paid with FPL. And I went from 900 sqft to 1450 sqft!

1 of 4

Billing Statement for **JORDYN HEISLER**

BILL DATE: 05/18/22

PAGE 1 OF 3

ACCOUNT NUMBER: [REDACTED]

MASTER BILL SUMMARY

OPENING BALANCE	-	PAYMENTS	=	BALANCE FORWARD	+	CURRENT CHARGES	=	TOTAL AMOUNT DUE
\$ 11.90		\$ 11.90		\$ 0.00		\$ 128.68		\$ 128.68

DUE DATE: 06/07/22

👤👍 You and 15 others

8 Comments

We need help here in NW FLORIDA!! This and insurance is killing us.  
V/R DON AND VICKI KREIS



Virus-free. [www.avg.com](http://www.avg.com)

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## Antonia Hover

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, June 20, 2022 8:58 AM  
**To:** EOG-Referral  
**Subject:** FW: FPL - 300% increase to our monthly bill

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:** Mike t <blazermitch@hotmail.com>  
**Sent:** Monday, June 6, 2022 1:22 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Cc:** Mike Thiess <mitchpark01@att.net>  
**Subject:** FPL - 300% increase to our monthly bill

June 6, 2022

Hello Governor DeSantis,

I really am hesitant to contact you because you seem so busy but decided to do so to insure you are aware of the following.

My wife and I installed solar panels in July, 2021. Our first full bill was **\$8.34 + \$1.56 fees, totaling \$9.90** (we were not using the minimum amount of electricity). Fantastic....right? It stayed that amount until Jan. when it increased to **\$8.99 + \$1.70 fees totaling \$10.69**. Over the weekend, our May, 2022 bill arrived. It now is **\$8.99 base + \$16.01 minimum + fees of \$4.71 – totaling \$29.71** (for not using the minimum 230 KWH, for a total additional amount of \$19.02. Bottom line our bill increased from \$9.90 to \$29.71. This is an increase of 300%. To put into perspective, gasoline is up a little more than 100%. The FPL agent stated FPL's request for this additional charge was approved by the state of Florida. The kicker is the customers affected the most are those who purchased solar panels and are 100% energy independent. There's goes that incentive. The solar companies were making their pitch based on the panels paying for themselves after 10-12 years.....now..... probably not a wise purchase.

Any feedback would be appreciated!

Sincerely,  
Mike & Gail Thiess  
3381 Country Manor Dr.  
South Daytona, FL 32119

386 301-0607 or 386 795-1173

[Mitchpark01@att.net](mailto:Mitchpark01@att.net)

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:** Monday, June 20, 2022 8:57 AM  
**To:** EOG-Referral  
**Subject:** FW: FPL - Florida public service commission - outrageous power bills  
**Attachments:** Screenshots\_2022-06-07-15-42-16.png; FB\_IMG\_1654629930055.jpg

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:** Tracey Sparks <nicholzac@gmail.com>  
**Sent:** Tuesday, June 7, 2022 4:09 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL - Florida public service commission - outrageous power bills

New bill have been sent out by FPL today. My bill is over \$400. I live in a home that is under 1700 sq feet, one story and have no pool. In posting to social media as a joke, I was sent the news that the public service commission just green lighted in October, a rate increase over the next four years. This will give FPL a total of \$692 million dollars of extra revenue in 2022 and an additional over five hundred million in 2023. The CEO of FPL is worth over 40 million dollars. Now, I'm all for capitalism, please understand that I am in no way going to state that any company, or CEO for that matter should not profit or be capped at a certain profit.

What I am asking for is a fair market. I am asking for choice. I am asking for healthy competition and a free market where as we the homeowners can choose. Without competition there are no forced competitive rates and the lone CEO and executives can simply rake customers over the coals without recourse, because we must have power to our homes. Electricity is not a luxury item. We simply must have it to live. Floridians, homeowners, businesses etc have suffered horribly at the hands of the Joe Biden admin and the planned covid epidemic. The price of gas and food is causing hardship for so many, only to receive the news today that the only electric company they are forced to use, has been green lighted to gouge them for millions of dollars, just adding to the pile of surmounting costs just to get through a day now.

I am asking that a committee be put together to spearhead a solution to this issue, and to bring about a quickly expidited plan to assist Floridians with the never ending price gouging from FPL.

Thank you for your tireless work fighting this feckless and implanted administration.

Tracey Sparks

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## Antonia Hover

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, June 20, 2022 8:57 AM  
**To:** EOG-Referral  
**Subject:** FW: FPSC approval of base bill

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:** david mccampbell <asattwanger@gmail.com>  
**Sent:** Wednesday, June 8, 2022 5:33 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPSC approval of base bill

Dear Governor,

I am a Palm Beach Resident with a firm GOP voting record.  
I am writing to express my MASSIVE DISLIKE for the ruling made by the APPOINTED BOARD at FPSC that allowed FPL to have a BASE BILL of \$25.

I am 100% solar powered. I am required by law to have a connection to a power company to live in my house. That connection fee with taxes was \$9.97. Now this month FPL charges me \$25 min.base and then I get taxed on that \$25.00 total cost of \$29.92 donation to a Billion Dollar Corporation.

I receive ZERO services from FPL for my \$9.97 and I receive ZERO services now that I have a 200% price increase to \$29.92 solely to satisfy housing standard requirements.

Previous annual connection cost \$119.64  
New Base Bill Annual Cost \$359.04

Keep in mind that daily I produce more power than my house consumes. I am required to temporary give those kWh to FPL and they resell them at Market Value. They profit off my choice to have clean renewable energy daily. Last month 7.1kWh a day they profit from me. Since Jan.'22 I have banked 2541 kWh that I have not been paid for.

What FPL and FPSC has created for me is the incentive to lower my AC to 60degrees and waste 100% of the kWh's my solar produces and use \$25.01 worth of power from FPL so I GET SOMETHING for my newly acquired \$29.92. base bill.

David McCampbell  
561-523-5595  
2651 SE 28th Circle

Boynton Beach, Fl. 33435

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## Antonia Hover

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, June 20, 2022 8:56 AM  
**To:** EOG-Referral  
**Subject:** FW: FPL theft

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:** Diane Law <dianelaw53@hotmail.com>  
**Sent:** Thursday, June 9, 2022 8:44 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL theft

Gov. DeSantis:  
Florida Power and Light now bills me \$25 because my solar panels produce more power than I use. They call it a 'minimum bill charge'. I call it stealing. FPL state that the Florida Public Service Commission gave them permission to do so. Who gave them the authority? As a solar provider I am required to be hooked up to the grid and now they are charging me for it. FPL representative said the charge was to maintain their power lines, But they don't maintain my solar panels. Please look into this and have it corrected. Thank you.

Respectfully,

Diane Law  
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:** Monday, June 20, 2022 8:53 AM  
**To:** EOG-Referral  
**Subject:** FW: FPL minimum charge, big biz exploiting monopoly

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:** Mike Olivieri <mike.olivieri@gmail.com>  
**Sent:** Thursday, June 16, 2022 10:47 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL minimum charge, big biz exploiting monopoly

I thank you for vetoing the undisguised attempts by FPL to shut down competition. They will keep running at this attempt though, And I am hoping your office can reverse a recent agreement from the public utilities commission.

FPL introduced a new, approved minimum charge this month. They are not even saying that they are delivering anything with this additional funding, just that they want more money.

As a recent rooftop solar power user, all I see is FPL trying to extend their monopoly, to prevent other businesses such as Sunrun or other local solar installers from competing in the marketplace. I already pay \$8.99 a month to stay connected to the grid. And now I pay an additional \$16.01 for no reason. And that's how it shows on the bill.

FPL let infrastructure languish for far too long, and still trying to reward shareholders despite bad business practices, which would not fly in a free market. Please help!

Sincerely,  
Michael Olivieri  
Bradenton FL

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## Antonia Hover

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, June 20, 2022 8:49 AM  
**To:** EOG-Referral  
**Subject:** FW: FPL and your job performance

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:** Kevin Phillips <kplaw741@gmail.com>  
**Sent:** Tuesday, June 14, 2022 4:38 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL and your job performance

Dear Governor,

May I first start off by saying that I am a huge fan and KNOW that you are doing an outstanding job. I am a strong God fearing conservative who moved to Port Charlotte in June of 2020 from Virginia. Wish I had done it a long time ago. The deciding factor among so many others was when my daughters school threatened to suspend any student who did not participate in a walkout to support BLM and defunding the police. Being recently medically retired from law enforcement after 18 years of service due to blindness. Last year, since I am on SSD, we installed a full solar system on our house in order to maintain a set monthly power bill. It has been a \$9.70 bill from FPL for a connection fee ever since. Since I am on a fixed income, You can imagine my surprise when FPL tripled the connection fee to over \$27 for those who have solar power. This happened two weeks after FPL told me that I had to give up a small corner of my lot in order for them to put our power lines underground in the neighborhood. Which actually took away from my lot size by increasing the cities easement. As soon as I agreed to this in order to help my area, I was made aware of the price increase to a connection fee from FPL. When I asked them about it, they said that when the price of power increased, they were not going to make any extra profits from those with solar, so they tripled the connection fees. That seems criminal. Is there anything that you can do? Also, I am using medical marijuana for my eyesight and is there any progress of it becoming recreational in Florida. This would save me over \$400 a year in licensing. One last thing, sorry but how is it coming with constitutional carry in FL? Any help with answers to any of these questions would be greatly appreciated. Keep up the great work.

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P.S.--Sorry about any typos in email. Have to use voice to text with computer.

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