

Iris Rollins

From: Ellen Plendl
Sent: Wednesday, November 9, 2022 4:31 PM
To: Consumer Correspondence
Subject: Docket No. 20220001
Attachments: FW Florida Power and Light issues in Northwest Florida; Consumer Inquiry - Florida Power & Light Company

See attached customer correspondence and reply for Docket No. 20220001.

Iris Rollins

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, November 9, 2022 3:49 PM
To: EOG-Referral
Subject: FW: Florida Power and Light issues in Northwest Florida

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

-----Original Message-----

From: Allana Malecki <kailuamom3@gmail.com>
Sent: Wednesday, October 5, 2022 4:28 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power and Light issues in Northwest Florida

Hello

I am reaching out because FPL has taken over our power. It used to be Gulf Power. Our bills have skyrocketed since the take over. Many people here are struggling due to the state of the economy but now can't afford to have power. It is extremely expensive to live here. My family is military and have lived in a few places. This is one of the most expensive places we have lived. We are currently living paycheck to paycheck because of the cost of living here. Houses are outrageously priced. Rentals are far and few between and living on base isn't an option for many. Please look into what this company is doing here! Something isn't right. Many people's electric bills have tripled! And they are asking to raise the rates again in January.

The people of Northwest Florida need help! Especially the military families. We are struggling.

Thank you for your time and consideration, Allana Malecki 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.

Iris Rollins

From: Ellen Plendl
Sent: Wednesday, November 9, 2022 4:05 PM
To: 'kailuamom3@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Allana Malecki
kailuamom3@gmail.com

RE: FPSC Inquiry 1409614C

Dear Ms. Malecki:

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.

FPL's is in the process of its proposed annual fuel cost adjustment. The fuel adjustment charge recovers the actual expenses associated with securing and processing fuel necessary to run the power plants used to generate electricity. Fuel rates mirror rising and falling fuel costs as reflected in the international marketplace. The revenue generated by the fuel adjustment charge does not add to the profit of the utility companies, but goes to pay fuel suppliers and transporters. The cost of fuel is shown as a separate cents per kilowatt-hour charge, and fuel costs are not contained in any other charge on a customer's bill.

Each year, utilities file their projected fuel expenses for the upcoming calendar year. The FPSC, along with the Office of Public Counsel and other consumer representatives closely examine the fuel costs requested by the utilities. Public hearings are held annually to set the fuel factors for the next year. Since rates are set on projected costs, at the end of the year, the costs are "trued-up" or compared to the audited actual expenses incurred by the utility. If the utility recovered more than its actual costs, the amount of over-recovery is used to reduce the next year's costs. If the utility under-recovered (costs were higher than expected) that deficit is likewise rolled into the next year. The fuel cost adjustment is recognized by virtually all state commissions, by the Federal Energy Regulatory Commission, and is also used by most municipal electric utilities and rural electric cooperatives.

Fuel costs for FPL were set by the FPSC during the November 2021 cost recovery clause hearing. By Florida Statute and established Commission policy, electric utilities may recover certain expenses from customers through cost recovery charges adjusted annually by the FPSC. Cost recovery is allowed on fuel and purchased power, capacity, conservation, and environmental requirements. Utilities may not, however, earn a profit on fuel charges.

On November 17 and November 18, 2022, the FPSC will conduct the next hearings to determine the 2023 fuel adjustment charges. You may watch the hearings live or afterwards by using the following link:

<http://www.floridapsc.com/agendas/audiovideo/index.aspx>

We will add your comments to the correspondence side of Docket No. 20210015, regarding FPL's rate case and Docket No. 20220001-EI regarding the fuel cost adjustment.

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 --- <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.

Thank you for sharing your views. 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)