

**Antonia Hover**

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**From:** Ellen Plendl  
**Sent:** Wednesday, March 8, 2023 4:28 PM  
**To:** Consumer Correspondence  
**Subject:** Docket No. 20210015  
**Attachments:** FW Solar power and savings; FW 951634, Smith - Out - cc Martha; charlotte-smith-response-letter0308.pdf; Consumer Inquiry - Florida Power & Light Company

See attached customer correspondence and reply for Docket No. 20210015

## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, March 7, 2023 2:34 PM  
**To:** EOG-Referral  
**Subject:** FW: Solar power and savings

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. Ellen does the PSC handle the solar power issues? Please let me know.

Thank you.

Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

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**From:** Richard Morell <rmorell@cfl.rr.com>  
**Sent:** Monday, February 6, 2023 4:59 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Solar power and savings

Constituent message:

1. **Name**  
Richard Morell
2. **Email Address**  
[rmorell@cfl.rr.com](mailto:rmorell@cfl.rr.com)
3. **Phone Number**  
13219178453
4. **Subject**  
Solar power and savings

5. **Message**  
For a long time, I considered going to solar energy for my home. Last year after talking to a representative of a solar company I decided the time was right. The installation was \$30k of which a federal rebate of \$7.5k was applied for and granted. The rest was put on a interest free loan for seven years. So not too bad considering I'll be generating enough electricity and savings to cover the loan payments.

That is what I thought would happen until I read this quote from the FPL website "Note: Residential customers whose monthly base electric service costs fall below \$25 are subject to a minimum \$25 base bill."

What is going on? Doesn't the Florida Legislature regulate these power companies? If so, how come this is now in effect?

6. **Attach file (optional)**

- 7. **User IP Address**  
107.145.118.148
- 8. **Date Submitted**  
06/02/2023
- 9. **Time Submitted**  
4:58:46 pm, EST

This message was sent from <https://www.flgov.com>.

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:** Cimmino-Lynn, Martha <Martha.Cimmino-Lynn@eog.myflorida.com>  
**Sent:** Tuesday, March 7, 2023 8:25 AM  
**To:** EOG-Referral  
**Subject:** FW: 951634, Smith - Out - cc Martha  
**Attachments:** 951634, Smith - Out - cc Martha.pdf; 951634-SMITHCHARLOTTE.pdf

Please find attached email received and responded to 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

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**From:** Gentry, William <William.Gentry@eog.myflorida.com>  
**Sent:** Monday, March 6, 2023 4:45 PM  
**To:** Cimmino-Lynn, Martha <Martha.Cimmino-Lynn@eog.myflorida.com>  
**Subject:** 951634, Smith - Out - cc Martha

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.



RON DESANTIS  
GOVERNOR

STATE OF FLORIDA

# Office of the Governor

THE CAPITOL  
TALLAHASSEE, FLORIDA 32399-0001

[www.flgov.com](http://www.flgov.com)  
850-717-9418

March 3, 2023

Ms. Charlotte Smith  
109 B Wellwood Lane  
Palm Coast, Florida 32164-7832

Dear Ms. Smith:

Thank you for contacting Governor Ron DeSantis. We are sorry to hear of your difficulties and appreciate the opportunity to respond to your letter.

The Public Service Commission is an arm of the legislative branch of government and regulates certain public utilities in Florida. To assist you, I forwarded a copy of your letter to PSC to ensure they are aware of your concerns. If you want to contact PSC directly, please use the information provided below.

The Low-Income Home Energy Assistance Program (LIHEAP) assists households that have incomes below 150% of the federal poverty income guidelines who need assistance in paying their utility bills. To qualify you must apply in the county in which you live.

For updates and to learn more about the Governor's initiatives and bill action, please visit our website at [www.flgov.com](http://www.flgov.com).

Thank you again for contacting Governor Ron DeSantis.

Sincerely,

A handwritten signature in cursive script that reads "Martha Lynn".

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

ML/cas

cc: Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850  
Telephone: (850) 413-6100

December 2022

Governor Ron DeSantis  
The Capitol  
400 S. Monroe St.  
Tallahassee, FL 32399

Utilities  
Marty  
951,634  
3/10/2023

Dear Sir

As I'm sure you are aware, the Public Service Commission gave FPL the right to hike up their rates sky-high. But are you also aware they are defrauding a small segment of the customer base—people like me who actually CONSERVE energy—something everybody should be doing. We should be praised for trying to save our planet, instead we are being punished. Yes—if we don't use at least 240 kilowatts a month, we are being forced to pay for them—for kilowatts we ARE NOT USING. My usual usage is between 160 – 200 kilowatts, but they now jack up my bill so I have to pay for...nothing. I'm not using that energy and I should not be forced to pay for it. Apparently—according to the Office of Public Council—FPL is targeting those good people who put in solar panels in order to cut down on energy usage and thus help to save the planet. They are also targeting people like me who cannot afford to pay high electric bills, which is why we use as little as possible. This is cruel discrimination against people who can least afford to pay and against the people who are doing the right thing. I have been told by the Office of Public Council that they can't change it now, that only the Florida Legislature can stop this price gouging against those of us who are doing the right thing and conserving energy. NOBODY should be forced to pay for electrical usage that *they are not using*. Do you think?

Sincerely,



Charlotte Smith  
109 B Wellwood Lane  
Palm Coast, FL 32164  
386-446-7524

ASPC



Charlotte Smith  
109B Wellwood Ln Apt B  
Palm Coast, FL 32164-7832

ORLANDO FL 328

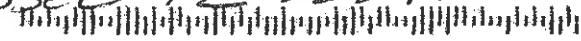
12 DEC 2022 PM 5 L



FOREVER / USA

Governor Ron DeSantis  
The Capitol  
400 S. Monroe St.  
Tallahassee FL 32399

32399-859199



COMMISSIONERS:  
ANDREW GILES FAY, CHAIRMAN  
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STATE OF FLORIDA



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

# Public Service Commission

March 8, 2023

Ms. Charlotte Smith  
109 B Wellwood Lane  
Palm Coast, FL 32164-7832

RE: FPSC Inquiry 1417360C

Dear Ms. Smith:

The Governor's office forwarded a copy of your correspondence 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.

You expressed concern about FPL's minimum billing charge. 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.



Ms. Charlotte Smith

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March 8, 2023

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

If you have any questions or concerns please contact Ms. Ellen Plendl 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

## Antonia Hover

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**From:** Shonna McCray  
**Sent:** Wednesday, March 8, 2023 4:28 PM  
**To:** 'rmorell@cfl.rr.com'  
**Cc:** Ellen Plendl  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Richard Morrell  
[rmorell@cfl.rr.com](mailto:rmorell@cfl.rr.com)

RE: FPSC Inquiry 1417442C

Dear Mr. Morrell:

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

Under Rule 25-6.065, Florida Administrative Code (F.A.C.), net metering is defined as “a metering and billing methodology whereby customer-owned renewable generation is allowed to offset the customer’s electricity consumption on-site.” The rule states that “[d]uring any billing cycle, excess customer-owned renewable generation delivered to the investor-owned utility’s electric grid **shall** be credited to the customer’s energy consumption for the next month’s billing cycle” (Rule 25-6.065(8)(e), F.A.C., emphasis added). Further, excess energy credits produced by the customer “**shall** accumulate and be used to offset the customer’s energy usage in subsequent months” (Rule 25-6.065(8)(f), F.A.C., emphasis added).

The net metering rule requires utilities to offset customer energy consumption during each billing cycle with excess renewable energy credits accumulated by that customer. For some customers, the requirement on the utility to offset the customers’ energy consumption with accumulated credits may result in a monthly bill that falls below \$25. If that is the case, the new minimum monthly bill charge will be applied to bring the monthly bill up to \$25. Some customers have suggested that the utility only offset consumption to the point that they stay at or above a \$25 monthly bill, thereby reserving the credits that would bring them below the minimum bill. However, the net metering rule does not provide the utility with discretion to offset “some” of the customer’s energy consumption in order to not go below \$25. The utility is required to apply energy credits to the customer’s consumption until either the credits or the consumption reach zero.

The Florida Public Service Commission approved Florida Power & Light Company’s (FPL) 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’s net metering program will continue to function as it always has. Credits for kWhs delivered to the grid, compared to the kWhs taken from the grid will be calculated as they have been historically. The only change is that customers who have a bill under \$25 after net metering in any given month will now receive the minimum bill of \$25. Commission staff has confirmed that FPL continues to implement net metering practices pursuant to the requirements of the net metering rule.

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 FPL's Rate Case, Docket 20210015.

If you have questions or concerns, please contact Ms. Ellen Plendl at 1-800-342-3552.

Sincerely,

Shonna McCray  
Regulatory Program Administrator  
Florida Public Service Commission