

Antonia Hover

From: Ellen Plendl
Sent: Monday, August 28, 2023 10:44 AM
To: Consumer Correspondence
Subject: RE: Docket Nos. 20230001 & 20230017
Attachments: FW: FPL/Military / FL residents Help ; Consumer Inquiry - Florida Power & Light Company

See attached customer correspondence and reply for Docket Nos. 20230001 & 20230017.

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, August 28, 2023 10:29 AM
To: Ellen Plendl
Subject: FW: FPL/Military / FL residents Help

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

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: Shawn Velasquez <shwnvelasquez@gmail.com>
Sent: Tuesday, August 1, 2023 11:54 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL/Military / FL residents Help

Good Morning,

I am writing to you as a Military spouse, we moved to FL last year (we are from the area) from overseas. We bought a home in Crestview FL, we have 3 kids and my husband is Active duty. I'm shocked at how FPL (who took over Gulf power) are getting away with prices gauging residents. We are your normal people middle to lower class community that strive from Military presence. We being military can't even afford our electric bill. We keep our air at 78 and have black out curtains and never leave lights on. Our bill is 467.00, but yet the other part of crestview have Chelco and their ACs are being ran at 67 and their bills are 150ish. There is a HUGE problem here. My husband as been in 20 years and I just graduated A medical certification and we are struggling. Come on Sir there has to be something you can do, I see local residents with children who can't afford their electricity and they are young children. I'm asking... I'm pleading for help to stop this price gauging. If you become president I hope you can look back and think you did great for FL. Your Floridians need you to stand up to FPL.

Thank you,
Shawn Velasquez
850-362-8835

Sent from my iPhone

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: Monday, August 28, 2023 10:42 AM
To: 'shwnvelasquez@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Shawn Velasquez
shwnvelasquez@gmail.com

RE: FPSC Inquiry 1428179C

Dear Mr. Velasquez:

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.

You expressed a concern about FPL's rates. On March 7, 2023, the FPSC approved a mid-course correction to the fuel factors and granted preliminary interim storm restoration charge for FPL.

Utilities do not earn a profit on fuel charges. The fuel and capacity cost component of customers' bills is set for each calendar year, but mid-course corrections are used when a utility's costs increase or decrease significantly in the interim. Under Commission rules, a utility must notify the PSC when it expects an under- or over-recovery greater than 10 percent.

The adjusted fuel factors reflect unrecovered fuel costs incurred in 2022. The interim storm restoration recovery charges are costs associated with named storms and will replenish each utility's storm reserve fund. Interim storm restoration charges are approved for a 12-month recovery period and are subject to refund, with interest, pending further review once the total actual costs are known for each utility.

FPL's approved charges include the new fuel factor and the preliminary approval for recovery of \$1.5 billion in interim storm restoration costs for Hurricanes Ian and Nicole, as well as the remaining costs from Hurricanes Michael, Sally, and Zeta.

We appreciate you sharing your views and will add your correspondence to both Dockets 20230001 and 20230017 regarding the mid-course correction and the storm restoration recovery, respectively.

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.

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 Analyst IV
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)