

**Yvette Gillespie**

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**From:** Ellen Plendl  
**Sent:** Thursday, September 14, 2023 3:44 PM  
**To:** Consumer Correspondence  
**Subject:** Docket Nos. 20230001 & 20230017  
**Attachments:** Consumer Inquiry - Florida Power & Light Company; FW Florida Power And Light

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

## Yvette Gillespie

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**From:** Ellen Plendl  
**Sent:** Wednesday, September 13, 2023 2:44 PM  
**To:** 'marlene928@aol.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Marlene Shortes Osborn  
marlene928@aol.com

RE: FPSC Inquiry 1429334C

Dear Ms. Shortes Osborn:

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. You expressed a concern about the fuel cost adjustment.

The fuel cost charge allows the utility to recover 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 your 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.

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)

## Yvette Gillespie

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Wednesday, September 13, 2023 2:34 PM  
**To:** Ellen Plendl  
**Subject:** FW: Florida Power And Light

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

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**From:** marlene Shortes osborn <marlene928@aol.com>  
**Sent:** Wednesday, September 13, 2023 2:16 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Florida Power And Light

Constituent message:

- Name**  
marlene Shortes osborn
- Email Address**  
[marlene928@aol.com](mailto:marlene928@aol.com)
- Phone Number**  
3218313572
- Subject**  
Florida Power And Light
- Message**  
Change the bill back to where floridians can afford to pay their bills  
you have ruined Florida by letting FPL raise our rates so high.  
Seniors cannot afford what you have done. You sound like a Democrat.
- Attach file (optional)**
- User IP Address**  
184.89.34.11
- HTTP User Agent**  
Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0  
Safari/537.36 Edg/116.0.1938.76
- Date Submitted**  
13/09/2023

**10. Time Submitted**

2:15:58 pm, EDT

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.