

**Charlie Smith**

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**From:** Ellen Plendl  
**Sent:** Tuesday, October 24, 2023 2:50 PM  
**To:** Consumer Correspondence  
**Subject:** Docket Nos. 20230001 & 20230017  
**Attachments:** FW I need an answer; Consumer Inquiry - Florida Power & Light Company

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

## Charlie Smith

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, October 24, 2023 2:40 PM  
**To:** Ellen Plendl  
**Subject:** FW: I need an answer

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:** Ira Jakob <ijakob@cox.net>  
**Sent:** Sunday, October 22, 2023 1:16 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** I need an answer

Constituent message:

- Name**  
Ira Jakob
- Email Address**  
[ijakob@cox.net](mailto:ijakob@cox.net)
- Phone Number**  
8502440754
- Subject**  
I need an answer
- Message**  
I need you to verify or deny info on a email I received.  
It said that you approved a 20% increase of the bills for Florida Power customers after receiving a large donation from Florida Power.  
I won't give you another dime until I hear the truth, and if you did do that, I'd love to get back what I gave you!  
My wife and I are on a fixed income with both of us Disabled, so every penny counts, and I sure as hell don't want another crime family in the Whitehouse!  
Please reply.

Ira "Jake" Jakob USAF (Ret)  
100% Disabled, Not Ready To Quit!  
[Ijakob@cox.net](mailto:Ijakob@cox.net)  
850-244-0754

6. **Attach file (optional)**
7. **User IP Address**  
68.14.176.149
8. **HTTP User Agent**  
Mozilla/5.0 (Linux; Android 10; K) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/118.0.0.0 Safari/537.36
9. **Date Submitted**  
22/10/2023
10. **Time Submitted**  
1:16:12 am, 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.

## Charlie Smith

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**From:** Ellen Plendl  
**Sent:** Tuesday, October 24, 2023 2:49 PM  
**To:** 'ijakob@cox.net'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Ira Jakob  
ijakob@cox.net

RE: FPSC Inquiry 1432347C

Dear Mr. Jakob:

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 recent rate increases. 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.

The next fuel cost hearing will be held on November 1st, 2nd and 3rd. During the hearing, FPL and the other three electric companies regulated by the Florida Public Service Commission will present their projected 2024 fuel and purchased power costs, true-up previous estimates for 2023 incurred costs, and true-up 2022 costs to actual costs. Recovery of capacity, conservation, and environmental costs will also be considered. The Office of Public Counsel will represent the interest of consumers. You may watch the hearings live or afterwards by using the following link:

<https://www.floridapsc.com/watch-archive-psc-events>

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)