

Antonia Hover

From: Ellen Plendl
Sent: Thursday, January 20, 2022 1:52 PM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: FW Florida Power & Light; Consumer Inquiry - Florida Power & Light Company; Re
Consumer Inquiry - Florida Power & Light Company; james-macrory-response-
letter.pdf

See attached customer correspondence and FPSC reply for Docket No. 20210015.

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, January 14, 2022 4:12 PM
To: Ellen Plendl
Subject: FW: Florida Power & Light

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

From: James Macrory <jamesywam19@gmail.com>
Sent: Friday, January 14, 2022 11:15 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power & Light

Mr. Governor

We need help with this power company. Our power bill just went from 185-400. We checked social media moms, neighborhood groups etc and everyone is LIVID! We called power company no help at all!

We need you to check reviews. This company is at 1.8 stars. BBB even worse.

Elections coming up and it will be about our pocket book! When Trump was around it was great. Since gone its a nightmare with inflation.

Please go place your right foot in that companies rear! \$ 400.00.

We do not even have our heater running!

I reached out to you before Christmas about the chemicals pouring all over Pensacola from the paper mill! We heard nothing from your office.

Trumps office always responded!

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: Friday, January 14, 2022 4:17 PM
To: 'jamesywam19@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. James Macrory
jamesywam19@gmail.com

Dear Mr. Macrory:

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 assist you.

To assist you, please provide us with the following:

- * Your service address
- * Your mailing address
- * Your service telephone number
- * Your daytime contact telephone number
- * The name in which your electric bill is addressed
- * Your account number

You may respond by return e-mail or by calling me at 1-800-342-3552. I will look forward to hearing from you.

Sincerely,

Ellen Plendl
Regulatory Specialist
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

Antonia Hover

From: James Macrory <jamesywam19@gmail.com>
Sent: Friday, January 14, 2022 9:22 PM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Florida Power & Light Company

Please let them know we have close to 500 people on message boards we are apart of complaining about the same thing! One lady said her projected bill is \$875!!! This months was \$575!
This is crimnal

Also what happened to all the money they received from FEMA and their insurance companies for hurricanes- now they are adding surcharges on our accounts even though they got large pay outs from hurricane relief.

Also posted on fellow citizens Jenn Fountians page:

In March of 2021, Florida Public Services Commission put in place an increase in tariffs and rates that would start beginning in January of 2022. The public was not made aware of this until December 2021 nor did they have a voice in this decision. This rate increase would bring what is now Florida Power a projected revenue increase of over \$605 billion. I find it particularly disturbing that during one of the worst pandemics we have seen, these people would find it appropriate to unanimously approve such a deal. While Floridians fight to keep a roof over their head and food on the table they then raise the challenge to include necessary electricity. To give you an idea of the severity of the issue most people are seeing double the prices. What was then a \$100 power bill is now ranging anywhere from \$200 to \$250. Keep in mind partnered with this is the fact that minimum wage only increased \$1.35 to finally bring it to \$10 an hour. And housing issues with high rental costs and limited availability...Floridans are not ok.

- * Your service address: 2343 tall oak drive Cantonment Fl 32533
- * Your mailing address: 2343 tall oak drive Cantonment Fl 32533
- * Your service telephone number: 9704970158
- * Your daytime contact telephone number: 970-497-0168
- * The name in which your electric bill is addressed: cashel and James macrory
- * Your account number: 21112-48692

Thank you for your help,

James Macrory

On Friday, January 14, 2022, Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

Ms. James Macrory
jamesywam19@gmail.com

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Sincerely,

Ellen Plendl
Regulatory Specialist
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

STATE OF FLORIDA

COMMISSIONERS:
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MIKE LA ROSA
GABRIELLA PASSIDOMO



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

Public Service Commission

January 20, 2022

Mr. James Macrory
2343 Tall Oak Drive
Cantonment, FL 32533

RE: FPSC Inquiry 1387097E

Dear Mr. Macrory:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Florida Power & Light Company (FPL).

We have learned that FPL staff have been in contact with you regarding your billing concerns. I have enclosed a copy of the company's written response for your records.

You also expressed concern about FPL's petition for a rate increase. On October 26, 2021, the FPSC approved a four-year rate settlement for FPL, reflecting an almost 40 percent reduction in FPL's original rate revenue request for 2022. Parties to the settlement—filed on August 9, 2021 included 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 about utility service and the rate-setting process. We will add your feedback to Docket No. 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,

A handwritten signature in blue ink that reads "Shonna McCray".

Shonna McCray
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

SM:mep

Enclosure

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us



3 Day Resolution Response

CUSTOMER INFORMATION

Customer First/Middle Name: CASHEL
Last / Business Name : MACRORY
Alternate Name : JAMES MACRORY
Service Address : 2343 TALL OAK DRIVE
 CANTONMENT, FL 32533
Date of Contact : 1/18/2022 **How Was Cust. Contacted?** Phone
Status of Account : Active **Total Credit :** N/A
Service Status : N/A **Contact Phone # :** (999)999-9999

COMPLAINT INFORMATION

FPSC Log # : 1387097E **FPSC Contact :** Ellen Plendl
Date FPL Received : 1/18/2022 **Date Submitted to FPSC :** 01/18/2022
Brief Description of Customer's Concern:

Customer has concerns regarding the increase in her energy use.

RESOLUTION

The customer's complaint has been addressed. Following are the actions taken:

Item No.	Action	Date Completed	Date Pending Completion
1	A Customer Advocate contacted Mrs. Macrory by phone regarding her concerns. Mrs. Macrory had concerns regarding the increase in her energy use for her most recent bill.	01/18/2022	
2	The Advocate reviewed the billing and usage history with Mrs. Macrory, provided energy savings tips, and offered to have an in-home energy audit completed. Mrs. Macrory agreed to schedule the energy audit. The Advocate issued the request and advised an Energy Specialist would be contacting her to schedule and perform the audit.	01/18/2022	
3	Mrs. Macrory advised she was satisfied with FPL's response to her concerns.	01/18/2022	

FPL CONTACT

FPL Company Contact : Munoz, Monica, (561) 694-3156, FPL_FPSC_Complaints@FPL.com