

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

Antonia Hover

From: Shonna McCray
Sent: Thursday, January 27, 2022 4:09 PM
To: 'heidiburchinal25@gmail.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Florida Power & Light Company

Heidi Burchinal
heidiburchinal25@gmail.com

RE: FPSC Inquiry 1388292C

Dear Ms. Burchinal:

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.

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After the FPSC's order is issued, any party may ask the Commission to reconsider its decision on the issues. After the reconsideration, the Public Counsel, the utility, or any other party involved in the proceeding may appeal the Commission's decision to the Florida Supreme Court.

On October 26, 2021 the FPSC approved a four-year rate settlement for FPL, reflecting an almost 40 percent reduction in its original rate revenue request for 2022. Parties to the settlement, filed on August 9, 2021, include 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 and Gulf customers about utility service and the rate-setting process.

The settlement agreement reduces FPL's original revenue petition from \$1.1 billion to \$692 million in 2022 and from \$605 million to \$560 million in 2023. The utility's proposed return on equity midpoint was reduced from 11.5 to 10.6 percent.

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We will add your feedback to Docket No. 20210015, regarding FPL's petition.

If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission

Antonia Hover

From: Shonna McCray
Sent: Thursday, January 27, 2022 4:08 PM
To: 'megshoemo@gmail.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Meagan Shoemo
megshoemo@gmail.com

RE: FPSC Inquiry 1388290C

Dear Ms. Schoemo:

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.

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Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission

Antonia Hover

From: Shonna McCray
Sent: Thursday, January 27, 2022 4:06 PM
To: 'nicoli9099@aol.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Dara Gunter
nicoli9099@aol.com

RE: FPSC Inquiry 1388287C

Dear Ms. Gunter:

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.

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Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission

Antonia Hover

From: Shonna McCray
Sent: Thursday, January 27, 2022 4:05 PM
To: 'mdwallis56@gmail.com'
Cc: Ellen Plendl
Subject: FW: Consumer Inquiry - Florida Power & Light Company
Attachments: FW Fpl

Ms. Michelle Wallis
mdwallis56@gmail.com

RE: FPSC Inquiry 1388284C

Dear Ms. Wallis:

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.

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Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission

Antonia Hover

From: Shonna McCray
Sent: Thursday, January 27, 2022 4:02 PM
To: 'rachonagle@icloud.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Rachel Nagle
rachonagle@icloud.com

RE: FPSC Inquiry 1388276C

Dear Ms. Nagle:

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.

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We will add your feedback to Docket No. 20210015, regarding FPL's petition.

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Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission

Antonia Hover

From: Shonna McCray
Sent: Thursday, January 27, 2022 3:57 PM
To: 'tgracer11@aol.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Tommy Rollins
tgracer11@aol.com

RE: FPSC Inquiry 1388274C

Dear Mr. Rollins:

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.

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If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission

Antonia Hover

From: Shonna McCray
Sent: Thursday, January 27, 2022 3:54 PM
To: 'my8honeybees@yahoo.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Leslie Hilburn
my8honeybees@yahoo.com

RE: FPSC Inquiry 1388270C

Dear Ms. Hilburn:

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.

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Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission

Antonia Hover

From: Shonna McCray
Sent: Thursday, January 27, 2022 2:50 PM
To: Ellen Plendl
Subject: FW: Consumer Inquiry - Florida Power & Light Company

Hello Ellen,

Please add to file.

-----Original Message-----

From: RICKY GANN <rickyg5050@gmail.com>
Sent: Thursday, January 27, 2022 2:12 PM
To: Shonna McCray <SMcCray@PSC.STATE.FL.US>
Subject: Re: Consumer Inquiry - Florida Power & Light Company

Yeah. Pretty much the same answer I received from the the pubic service commission. The citizens just have to suck it up and pay these outrages bills? It's already in the local news. How would you feel if your previous bill was \$218 and this month \$382 and the previous year even lower. The bad thing is, the governor I voted for appoints the Public Service Commissioner. I will move before the summer peak season. I can't afford this. Anyway, thank you for your time.

Sincerely,
Ricky Gann

Sent from my iPhone

> On Jan 27, 2022, at 12:32 PM, Shonna McCray <SMcCray@psc.state.fl.us> wrote:

>

> Mr. Ricky Gann

> rickyg5050@gmail.com

>

> RE: FPSC Inquiry 1388253C

>

> Dear Mr. Gann:

>

> 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.

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- > Sincerely,
- >
- > Shonna McCray
- > Regulatory Program Administrator
- > Florida Public Service Commission

Antonia Hover

From: Shonna McCray
Sent: Thursday, January 27, 2022 1:56 PM
To: 'blinde5@hotmail.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Robert Lindenbirn
blinde5@hotmail.com

RE: FPSC Inquiry 1388266C

Dear Mr. Lindenbirn:

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.

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The utility application, the technical hearing and service hearing testimony and exhibits become part of the case record that Commissioners use to make decisions about the case.

FPSC staff makes a detailed review and analysis of the entire record and files a recommendation with the FPSC's Clerk detailing the staff's adjustments to the company's petition.

The Commissioners review the information, based on the record, and make their decisions about the case in an open meeting through a written "order."

After the FPSC's order is issued, any party may ask the Commission to reconsider its decision on the issues. After the reconsideration, the Public Counsel, the utility, or any other party involved in the proceeding may appeal the Commission's decision to the Florida Supreme Court.

On October 26, 2021 the FPSC approved a four-year rate settlement for FPL, reflecting an almost 40 percent reduction in its original rate revenue request for 2022. Parties to the settlement, filed on August 9, 2021, include 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 and Gulf customers about utility service and the rate-setting process.

The settlement agreement reduces FPL's original revenue petition from \$1.1 billion to \$692 million in 2022 and from \$605 million to \$560 million in 2023. The utility's proposed return on equity midpoint was reduced from 11.5 to 10.6 percent.

You may review all the information filed for Commission consideration in docket 20210015 by accessing the FPSC website at www.floridapsc.com. Under the Clerk's Office tab at the top of the page, click on Dockets. Type in the docket number 20210015. Click the Search button. Then select Document Filings Index for a list of all filings in the docket. This procedure allows you to view all of the information filed by the utility and other parties in the docket.

We will add your feedback to Docket No. 20210015, regarding FPL's petition.

If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission

Antonia Hover

From: Shonna McCray
Sent: Thursday, January 27, 2022 1:49 PM
To: 'hdeneaux@hotmail.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Florida Power & Light Company

Helen C. Denaux
hdeneaux@hotmail.com

RE: FPSC Inquiry 1388264C

Dear Ms. Denaux:

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.

When a utility company files an application for a rate increase with the FPSC, it must explain the need for the requested increase. Its petition must be accompanied by minimum filing requirements (MFRs), which are schedules and reports containing the operation, financial, economic, and rate information needed by the FPSC staff to evaluate the company's revenue increase request, rate structure, and quality of service. The company's proposal and financial information are closely analyzed before a Commission decision is made.

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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 and Gulf customers about utility service and the rate-setting process.

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We will add your feedback to Docket No. 20210015, regarding FPL's petition.

If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission

Antonia Hover

From: Shonna McCray
Sent: Thursday, January 27, 2022 1:47 PM
To: 'sussienurse@icloud.com'
Cc: Ellen Plendl
Subject: FW: Consumer Inquiry - Florida Power & Light Company

Ms. Susan P. White
sussienurse@icloud.com

RE: FPSC Inquiry 1388263C

Dear Ms. White:

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.

When a utility company files an application for a rate increase with the FPSC, it must explain the need for the requested increase. Its petition must be accompanied by minimum filing requirements (MFRs), which are schedules and reports containing the operation, financial, economic, and rate information needed by the FPSC staff to evaluate the company's revenue increase request, rate structure, and quality of service. The company's proposal and financial information are closely analyzed before a Commission decision is made.

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We will add your feedback to Docket No. 20210015, regarding FPL's petition.

If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission

Antonia Hover

From: Shonna McCray
Sent: Thursday, January 27, 2022 1:45 PM
To: 'brensf106@yahoo.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Brenda Suschena
brensf106@yahoo.com

RE: FPSC Inquiry 1388258C

Dear Ms. Suschena:

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.

When a utility company files an application for a rate increase with the FPSC, it must explain the need for the requested increase. Its petition must be accompanied by minimum filing requirements (MFRs), which are schedules and reports containing the operation, financial, economic, and rate information needed by the FPSC staff to evaluate the company's revenue increase request, rate structure, and quality of service. The company's proposal and financial information are closely analyzed before a Commission decision is made.

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We will add your feedback to Docket No. 20210015, regarding FPL's petition.

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 --- Tri-County Community Council, Inc. at 850-981-0036
- * Elderly Electric Assistance, 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, they may contact their county's local E HEAP agency, or by calling 1-800-963-5337.
- * Our Florida offers electric assistance. The program is administered by the Florida Department of Children & Families. You can learn more information about Our Florida assistance by using the following link:

<https://www.ourflorida.com/>

We have sent your correspondence to FPL and requested a company representative contact you directly to discuss your billing concern.

If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission

Antonia Hover

From: Shonna McCray
Sent: Thursday, January 27, 2022 1:32 PM
To: 'rickyg5050@gmail.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Ricky Gann
rickyg5050@gmail.com

RE: FPSC Inquiry 1388253C

Dear Mr. Gann:

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.

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We will add your feedback to Docket No. 20210015, regarding FPL's petition.

If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, January 27, 2022 10:48 AM
To: Ellen Plendl
Subject: FW: Florida power and light doubled everyone's power bills

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: heidi burchinal <heidiburchinal25@gmail.com>
Sent: Saturday, January 22, 2022 9:37 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida power and light doubled everyone's power bills

Please help our community of Pensacola, pace, Milton Florida! This company has taken over and doubled even tripled some peoples bills. Friends and families can't afford this we aren't even running our heat to save and air to save and it's still \$400! This is mortifying as a mother of one and one on the way barely trying to make ends meet as a family to begin with! Please what can we do to solve this? They're taking advantage of people!

Sincerely,

Heidi Burchinal.

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: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, January 27, 2022 10:47 AM
To: Ellen Plendl
Subject: FW: FPL

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: Meagan Shoemo <megshoemo@gmail.com>
Sent: Saturday, January 22, 2022 9:05 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL

It is astounding the way Florida power and light are treating the citizens of Pensacola. As our governor you should have concern and care about your citizens. The monopoly and extremely high price gouging are a bit ridiculous. Please help us!!! We need you and your concern and a way to make this right!

Meagan S.

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, January 27, 2022 10:47 AM
To: Ellen Plendl
Subject: FW: FLP bills.

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: DARA GUNTNER <nocoli9099@aol.com>
Sent: Saturday, January 22, 2022 8:08 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FLP bills.

Good evening. I'm sure you have received a lot of emails regarding our recent change from goal power to FLP. I only have one thing to say about the change, when you have to make the decision between turning your heat off, and waking up to your home at 62° inside, are paying the power bill that doubled from last month, for no obvious reason, There is something wrong. Please look into this the people in our area including me cannot afford to pay a power bill that is more than your mortgage.

Sent from my iPhone

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, January 27, 2022 10:46 AM
To: Ellen Plendl
Subject: FW: Fpl

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: Michelle W. <mdwallis56@gmail.com>
Sent: Saturday, January 22, 2022 7:55 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Fpl

I am writing to you in hopes that you will hear the people and do something about the price gouging. Our rates have gone up so much already here in the panhandle after Sally hit, and now they are going up by as much as \$200 a month. It's going to be 25 degrees here tonight, and people can't afford to turn their heat on. Something needs to be done!

Please and thank you!

Michelle Wallis
Pensacola

P.S. I voted for you and would love to do it again.

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, January 27, 2022 10:45 AM
To: Ellen Plendl
Subject: FW: FPL

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: Rachel Nagle <rachonagle@icloud.com>
Sent: Monday, January 24, 2022 4:26 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL

Please look into this price gouging company. Recently moved here from Texas where there is lots of competition for power companies. My home in Texas was over 1000 sq ft larger & my power bill was much cheaper. What FPL is doing is criminal in my opinion & should be stopped immediately. Please help !

Sent from my iPhone

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, January 27, 2022 10:44 AM
To: Ellen Plendl
Subject: FW: fPL

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: TOMMY ROLLINS <tgracer11@aol.com>
Sent: Monday, January 24, 2022 6:06 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: fPL

Governor FPL is claiming they have raised NWFL rates since their merge with Gulf Power so as to upgrade their infrastructure so that in 2025 they can lower our rates back to where they were prior to the merge. This is asinine. Surely you understand that in my business I would love to charge more to my customers so I could buy a better piece of equipment and then lower my prices after I bought it. FPL have no competition and for them to raise their rates to upgrade their business at the cost of their customers is wrong. A privately owned company needs to upgrade their business with their profits like any other privately owned business. Stop this now! People cant pay their electric bills in NWFL.

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, January 27, 2022 10:43 AM
To: Ellen Plendl
Subject: FW: FPL

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: Leslie Hilburn <my8honeybees@yahoo.com>
Sent: Monday, January 24, 2022 8:09 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL

Governor DeSantis,

I'm writing you in regards to our new power company in NW Florida. We've only had FPL for our power company for one billing cycle. Our first bill doubled. There was a slight increase in usage, but nothing significant enough to justify that increase in our bill. Please assign a task force to investigate this company. There are many people in the same circumstances we're in.

Thank you,
Leslie Hilburn

Sent from Yahoo Mail on Android

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, January 27, 2022 10:38 AM
To: Ellen Plendl
Subject: FW: Florida Power and Light aka NextEra Energy

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: Robert Lindenborn <blinde5@hotmail.com>
Sent: Saturday, January 22, 2022 1:24 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power and Light aka NextEra Energy

The recent approval to allow NextEra Energy Company to assume the operations of Gulf Power Company in Northwest Florida was a mistake in my opinion. Rates have skyrocketed and critical energy savings programs have been lost. As an example: Gulf Power offered Energy select, programmable wi Fi thermostats to take advantage of lower rate periods. A representative of FPL told me they discontinued the program because it was a Gulf Power program now my thermostats don't work and my bill went up 60%.

In reality, NextEra is the parent Company and in my opinion should have been able to continue the Energy Select Program.

I think FPL's actions are suspect and I am making a formal complaint and requesting action by your administration.

Respectfully,

Robert N. Lindenbirn

Sent from my iPad

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, January 27, 2022 10:37 AM
To: Ellen Plendl
Subject: FW: Florida Power Company

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: Helen d <hdeneaux@hotmail.com>
Sent: Friday, January 21, 2022 9:48 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power Company

Dear Governor Desantis,

I have recently moved to Cantonment, Florida as my only living relative (son) lives here after marriage. I was very reluctant to leave Charleston, South Carolina where I was born and lived until the ripe age of 68 1/2 years of age. I did my research and heard search good things about you and taking up for the people of Florida. That made me so happy. I am a born and raised Republican and horrified at our current state of the United States of America!!

After moving here on 1/14/2022, I am overcome with sadness that so many people are struggling with paying rent and/or house payments, not to mention to find out that Florida Electric has full control and is price gouging. That is not acceptable. I never had a power bill over \$250 per month in the extreme heat of Charleston. I hate to think that I won't be able to afford to live here with my only family member and my grandchildren. My daughter-in-law was born and raised here and her family owned and operated the funeral homes in Cantonment until recent.

I, like many others, are retired and living on a fixed income. We pay the price of enormous drug bills and try to survive while others don't work and get free money. Not to mention our taxes are paying for so many immigrants to enter this country and the government to support them, but Americans go hungry every day!! What is wrong with this picture??

I ask you to fight to help everyone be able to afford electricity without going hungry or doing without their needed medications.

Thank you for your consideration in this matter.

Sincerely,

Helen C. Denaux

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, January 27, 2022 10:36 AM
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

-----Original Message-----

From: susan white <sussienurse@icloud.com>
Sent: Friday, January 21, 2022 2:31 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power & Light

Dear Governor,

We in the Florida Panhandle were told a few months back that our electric bill would be increasing \$7-9 when FPL took over Gulf Power. I myself had an increase of over \$18 but many had increases of well over \$300 & I, being 58 yrs old & on disability which means a set income, am concerned about what will happen in Summer.
They are also charging late fees even if you are only 1 day late. I've never paid a late fee on my utilities in my entire life.
Governor, please help in Pensacola, FL.

Thank you,
Susan P White
2516 Trailwood Drive
Cantonment, FL
850-293-7733

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: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, January 27, 2022 10:35 AM
To: Ellen Plendl
Subject: FW: Gulf Power/FPL Northwest Florida
Attachments: IMG_0035.jpg; IMG_0036.jpg; IMG_0037.jpg

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: Brenda <brensf106@yahoo.com>
Sent: Friday, January 21, 2022 12:16 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Gulf Power/FPL Northwest Florida

Mr. Ron DeSantis,

I'm writing in regards to the Power Bill increase from Gulf Power/FPL Northwest Fl.

The increase has hurt my Family tremendously to the point the Power bill is half as much as my Mortgage. Each Month I must decide which utility to pay or if I want to save enough for Food as we are a low income Family on Disability. You can imagine this is not much at all and if this continues in all seriousness we may be homeless.

I have applied for Charity based programs, but there is such a great need that it's first come first serve basis, so the opportunity is minimal. I have also been on budget billing.

When I have called the Power company, the CSR transfers me into a voice recording and I'm not offered any more assistance. I was in CSR for over 20 plus years and would have never treated a customer the way I'm treated when I call in.

I'm pleading with you in hopes that you will address this issue with not only the increase in the power bill but allowing some type of help for those who are considered less fortunate or low income based. It is not reasonable to pay the same amount or the increase in these Hefty Power Bills. This is just pure greed.

I'm attaching my power bill along with one of the Charity programs I applied and was denied.
Please review and your response and effort would be **greatly appreciated**.

Sincerely,
Brenda Suschena

The unselfish effort to bring cheer to others will be the beginning of a happier life for ourselves. - Helen Keller
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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, January 27, 2022 10:34 AM
To: Ellen Plendl
Subject: FW: Florida Power and Light Rates

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: RICKY GANN <rickyg5050@gmail.com>
Sent: Thursday, January 20, 2022 8:44 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power and Light Rates

Governor DeSantis,

First of all I would like to thank you for everything you have done and continue to do for the citizens of Florida. We are lucky to have a strong compassionate Governor like you.

I'm almost 60, have 3 adopted children, retired Air Force and I'm still working hard so I can provide for my family. I've been busy and haven't been keeping up with all the news, specifically the FPL and Gulf Power merge.

The merge has dramatically increased power bills for several families In the Okaloosa county area, including mine (75% increase from last month). I'm sorting through the media to catch up on the status of the rate hike. I'm also considering moving due to the increase.

Can we count on you to get your appointed Public Service Commissioner fully involved in protecting the affected citizens.

Thank you for your time!

Sincerely,
Ricky Gann
850-217-1088

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.