

Antonia Hover

From: Ellen Plendl
Sent: Wednesday, February 9, 2022 8:56 AM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: FW January FPL electric bill; FW North End of state; Consumer Inquiry - Florida Power & Light Company; august-michael-petker-response-letter.pdf

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

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, February 3, 2022 2:31 PM
To: Ellen Plendl
Subject: FW: January FPL electric bill

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: A. MICHAEL PETKER <apetker@aol.com>
Sent: Wednesday, January 5, 2022 8:11 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: January FPL electric bill

The Honorable Ron DESANTIS. I feel very bad about your wife's health condition and pray she will be able to recover. The reason I am messaging you is my astronomical Florida Power and Light bill. I have been down since before Christmas and didn't put any Christmas lites. The weather has been good so we open the doors for fresh air. Last year I had foam sprayed in the attic to reduce my heating and cost. Everything seemed like I had done the right. My January FPL bill is twice the price of last months \$177.00 bill to this month's of \$363.30. I broke out in cold sweats after reading it. Governor it looks to me like the Lobbyist have the Public Service Commission in their back pocket. The fuel cannot be an excuse because it was bought way ahead of this mess. Governor I am asking you for investigation into this matter which I feel there was back door politics that may have violated Florida law. In closing my wife and I were registered Democrats for 77 years but changed to Republican and voted for you and Donald Trump. But if this is an excuse for Capitalism I'm highly disappointed in the Republican party

Respectfully
August Michael Petker
1227 Bel Aire Dr.
Daytona Beach Fl. 32118
apetker@aol.com
386-566-4076
[Sent from the all new AOL app for Android](#)

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: Wednesday, February 9, 2022 8:43 AM
To: Ellen Plendl
Subject: FW: North End of state

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: Denise Jordan <trism4@gmail.com>
Sent: Wednesday, February 9, 2022 1:23 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: North End of state

I am sure you are aware of the FPL issues people are having on our end. I think you addressing this issue will help you come voting time. A lot of people are wanting to vote you out because they blame you for appointing the commission. They say you have been bought. I personally don't want to see you get voted out but some here think you don't care about this end of Florida. Thanks for all you have done for our great state. Denise
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: Wednesday, February 9, 2022 8:54 AM
To: 'trisom4@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Denise Jordan
trisom4@gmail.com

RE: FPSC Inquiry 1389628C

Dear Ms. Jordan:

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.

The utility also forecasts how much money is needed to cover its expenses in the next year. This includes a proposed return on its investment in assets used to provide service to its customers (such as power plants, electric lines, or gas mains), which the utility uses to pay interest on money it borrows and to compensate investors. The utility must also propose the classes of customers that will pay for the increase, usually categorized as residential, commercial, and industrial.

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.

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 <http://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 me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

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

COMMISSIONERS:
ANDREW GILES FAY, CHAIRMAN
ART GRAHAM
GARY F. CLARK
MIKE LA ROSA
GABRIELLA PASSIDOMO

STATE OF FLORIDA



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

Public Service Commission

February 9, 2022

Mr. August Michael Petker
1227 Bel Aire Drive
Daytona Beach, FL 32118

RE: FPSC Inquiry 1389184E

Dear Mr. Petker:

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 concerns about FPL's recent rate increase. 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.

The utility also forecasts how much money is needed to cover its expenses in the next year. This includes a proposed return on its investment in assets used to provide service to its customers (such as power plants, electric lines, or gas mains), which the utility uses to pay interest on money it borrows and to compensate investors. The utility must also propose the classes of customers that will pay for the increase, usually categorized as residential, commercial, and industrial.

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."

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

An Affirmative Action / Equal Opportunity Employer

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

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

Mr. August Michael Petker

Page 2

February 9, 2022

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 <http://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.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

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,



Shonna McCray
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

SM:mep

Enclosure



3 Day Resolution Response

CUSTOMER INFORMATION

Customer First/Middle Name: A MICHAEL
Last / Business Name : PETKER
Alternate Name :
Service Address : 1227 BEL AIRE DR
 DAYTONA BEACH, FL 32118
Date of Contact : **How Was Cust. Contacted?** Phone
Status of Account : Active **Total Credit :** N/A
Service Status : On

COMPLAINT INFORMATION

FPSC Log # : 1389184E **FPSC Contact :** Ellen Plendl
Date FPL Received : 2/3/2022 **Date Submitted to FPSC :** 2/8/2022

Brief Description of Customer's Concern:

Mrs. Petker was concerned the January 2022 bill statement was higher than expected after the efforts made to reduce energy usage.

RESOLUTION

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

Item No.	Action	Date Completed	Date Pending Completion
1	Corporate Resolution Specialist, Mrs. Price discussed with Mrs. Petker her concerns. Mrs. Price explained the bills are based on actual meter readings and in line with the historical usage at the premise. Factors that impact energy consumption were explained and to further assist with understanding the energy usage, a Home Energy Survey (HES) was scheduled for February 10, 2022 and a meter test was offered. Mrs. Price also explained FPL's four-year rate plan to support continued investments that benefit customers, such as continuing to build a stronger and smart energy grid to further improve the reliability of service. Mrs. Price advised she would follow up with Mrs. Petker once the HES was completed and provided her contact information for any additional questions.	2/4/2022	
2	The customer expressed her appreciation for the assistance provided and was satisfied with FPL's action plan.	2/4/2022	

FPL CONTACT

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