

**Lisa Smith**

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**From:** Ellen Plendl  
**Sent:** Thursday, February 10, 2022 4:30 PM  
**To:** Consumer Correspondence  
**Subject:** Docket No. 20210015  
**Attachments:** Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW Florida power and light; FW Power bill; FW Escambia County; Consumer Inquiry - Florida Power & Light Company; FW FPL

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

## Lisa Smith

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Thursday, February 10, 2022 11:18 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:** laura shely <funkygemchick@gmail.com>  
**Sent:** Wednesday, February 9, 2022 11:16 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL

This is a copy of my FB post this AM!  
I am seeing this all over telegram-  
It's not just me....

What can we do?

Here's what you owe for this billing period.

**CURRENT BILL**

**\$255.05**

TOTAL AMOUNT YOU OWE

**Feb 28, 2022**

NEW CHARGES DUE BY

**BILL SUMMARY**

Amount of your last bill	105.69
Payments received	-106.00
Balance before new charges	-0.31
Total new charges	255.36
<b>Total amount you owe</b>	<b>\$255.05</b>

(See page 2 for bill details.)

We're here to help

Many factors can affect your bill, including cold weather. If you're experiencing hardship and need help with your bill, resources are available. [FPL.com/Help](http://FPL.com/Help)

Customer Service: (941) 917-0708  
Outside Florida: 1-800-226-3545

Ok I had this come in mail 🤔🤔

As you can SEE my bill is normally 100\$ per mo.

FPL is now telling me :

From Jan 18 to feb 2 I used twice +++++the energy (heat in 14 days)

To make my bill go from 100-255!!!



I am sending this to GOV DESANTIS!

I will NOT be silent!!

Who else is going thru this??? I have seen people in other states talking about it!

I have turned my Heat OFF & will never pay them anymore than I have too for the rest of my life!

Angry does not cover this post!!!

I have had this condo since 2015

The bill has never even gotten close to 200\$ let alone 255 😡😡😡😡

Also\*\*\* I run my air conditioner all summer long at 100\$ per month!!!! 🤔🤔🤔🤔🤔🤔🤔🤔🤔🤔🤔🤔🤔🤔

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.

## **Lisa Smith**

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**From:** Ellen Plendl  
**Sent:** Thursday, February 10, 2022 11:24 AM  
**To:** 'funkygemchick@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Laura shely  
funkygemchick@gmail.com

RE: FPSC Inquiry 1389794C

Dear Ms. Shely:

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.

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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 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)

**Lisa Smith**

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Thursday, February 10, 2022 3:24 PM  
**To:** Ellen Plendl  
**Subject:** FW: Power 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:** Mike <mchris4919@gmail.com>  
**Sent:** Thursday, February 10, 2022 11:49 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Power bill

Gov. Desantis,

Just received my power bill from the new FPL monopoly. It has doubled from prior months. If you have the time could you get FPL out of your pockets long enough to take care of the citizens of FL. Whoever agreed to this monopoly being able to double and triple the price of a kilowatt anytime someone exceeds the you get screwed 1000 kilowatt hours had to be an idiot.

I would tend to think that a large amount of people have exceeded this 1000 hours for years. And this new billing and the 4 year delay to getting back to normal is just a way for Gulf Power to pay for there merger. They are suppose to be regulated by one of your no doubt bullshit agencies that are suppose to ride herd on this monopoly. It is very clear that they are now part of that very herd.

Try stopping all your tv interviews long enough to take care of the people in FL.

Michael Christine  
Molino, Fl.  
Sent from [Mail](#) for Windows

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## Lisa Smith

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**From:** Ellen Plendl  
**Sent:** Thursday, February 10, 2022 4:25 PM  
**To:** 'mchris4919@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Michael Christine  
mchris4919@gmail.com

RE: FPSC Inquiry 1389837C

Dear Mr. Christine:

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 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.

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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.

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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Sincerely,

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

**Lisa Smith**

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Thursday, February 10, 2022 3:21 PM  
**To:** Ellen Plendl  
**Subject:** FW: Escambia County

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:** Andrea Wessel <awessel27@gmail.com>  
**Sent:** Thursday, February 10, 2022 11:47 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Escambia County

Greetings Governor,

First than you for your service! Second than you for being our governor. You are doing an awesome job but I feel the Escambia new power and light company situation needs to be looked into and addressed. Many years ago I had a problem and wrote to Governor Bush and was extremely pleased he did respond and did solve my problem. FP&L is taking advantage of a poor county and that is totally uncalled for. They are also taking advantage of our wonderful NAS base as they need electricity too. From a 10 to 15% rate raise to 100 to 200% is bit unusual.

Your attention would be greatly appreciated!

Regards,  
Andrea Wessel

Sent from [Mail](#) for Windows

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## **Lisa Smith**

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**From:** Ellen Plendl  
**Sent:** Thursday, February 10, 2022 4:22 PM  
**To:** 'awessel27@gmail.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Andrea Wessel  
awessel27@gmail.com

RE: FPSC Inquiry 1389836C

Dear Ms. Wessel:

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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**Lisa Smith**

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Thursday, February 10, 2022 4:03 PM  
**To:** Ellen Plendl  
**Subject:** FW: Florida power and 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:** Glass, Joshua A LCDR USN (USA) <joshua.glass@navy.mil>  
**Sent:** Thursday, February 10, 2022 2:54 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Florida power and light

Governor DeSantis,

First, thank you for everything you have done for the great state of Florida and thank you for your time with an issue that I believe most of us in North Florida are experiencing. Since Florida Power and Light has taken over utility services in North Florida I have seen my electric bill almost triple. This is unsustainable for me as a military service member on a fixed income. Last February my electric bill was \$336 dollars. My projected bill for this month is \$850 dollars. My bill last month was \$780 dollars.

There is an ongoing petition on change.org with close to 15,000 signatures regarding this issue. Pensacola has even considered starting their own power company. Something has to be done to address this, but FPL will not answer calls regarding this issue and my request for an energy assessment by the company has went unanswered. If something doesn't happen soon I will be forced to relocate. Please help!

Sincerely,

LCDR Joshua Glass

850-373-9737

joshua.glass@navy.mil

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## **Lisa Smith**

---

**From:** Ellen Plendl  
**Sent:** Thursday, February 10, 2022 4:29 PM  
**To:** 'joshua.glass@navy.mil'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

LCDR Joshua Glass  
joshua.glass@navy.mil

RE: FPSC Inquiry 1389840C

Dear Lt. Commander Glass:

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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Florida Public Service Commission  
Office of Consumer Assistance & Outreach  
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