

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, February 15, 2022 4:26 PM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: star-goude-response-letter.pdf; starr-goude-correspondence.pdf

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

COMMISSIONERS:
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STATE OF FLORIDA



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

Public Service Commission

February 16, 2022

Ms. Starr Goude
2505 E. 9th Street
Lynn Haven, FL 32444

RE: FPSC Inquiry 1389743E

Dear Ms. Goude:

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.

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.

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

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

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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.

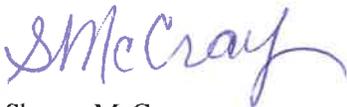
You may review all the information filed for Commission consideration in docket 20210015 by accessing the FPSC website at <http://www.floridapsc.com>. Under the Clerk's Office tab at the top of the page, click on Dockets. Type in the docket number 20210015. Click the Search button. Then select Document 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: STARR
Last / Business Name : GOUDE
Alternate Name :
Service Address : 2505 E 9TH ST
 LYNN HAVEN, FL 32444
Date of Contact : 2/10/2022 **How Was Cust. Contacted?** Email
Status of Account : Active **Total Credit :** N/A
Service Status : N/A **Contact Phone # :**

COMPLAINT INFORMATION

FPSC Log # : 1389743E **FPSC Contact :** Ellen Plendl
Date FPL Received : 2/9/2022 **Date Submitted to FPSC :** 2/14/2022
Brief Description of Customer's Concern:

Customer contacted PSC regarding higher than anticipated bill after cold temperatures and FPSC approved rate increase.

RESOLUTION

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

Item No.	Action	Date Completed	Date Pending Completion
1	A Customer Advocated contacted Ms. Goude by email to discuss her concerns. The Advocate provided information regarding FPL's settlement agreement and the rate impact.	2/10	
2	The Advocate provided drivers of higher than expected energy use.	2/10	
3	Additionally, the Advocate offered a meter test and energy audit which were declined.	2/10	
4	Ms. Goude responded by email and advised while she disagreed with the overall rate increase as a result of FPL's FPSC-approved rate settlement, the customer indicated she was satisfied with FPL's actions to resolve her concerns.	2/10	

FPL CONTACT

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

Diane Hood

From: Office of Chairman Fay
Sent: Wednesday, February 09, 2022 4:00 PM
To: Commissioner Correspondence
Subject: FW: Florida Power & Light

Please place the email below in Docket No. 20210015

Thanks

Veronica D. Washington

Executive Assistant to Chairman Andrew Giles Fay
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
(850)413-6036
vwashing@psc.state.fl.us



FLORIDA
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From: sgoude@aol.com <sgoude@aol.com>
Sent: Wednesday, February 09, 2022 3:43 PM
To: Office of Chairman Fay <Commissioner.Fay@psc.state.fl.us>
Subject: Florida Power & Light

Dear Commissioner,

My name is Starr Goude. I live in Lynn Haven, FL, which is in Bay County. Recently, our local power company, Gulf Power, was bought out by Florida Power and Light. A few days ago, I saw a report on the news about residents complaining about a large jump in power bills. Supposedly, FPL said the rates in our area would be higher for a few years. I am 63 and live alone. My husband died 13 months ago from Covid. This time of year, I keep my thermostat set on 65 to try to keep my power bills low. My dryer runs only twice a week, and I haven't turned my oven or stove top on during this last month. Last month, my power bill was \$185. I just checked my FPL account online a few minutes ago, and was shocked to see that my projected power bill this month will be \$307. I have never had a power bill that high this time of year in Bay County. I can't imagine what this is going to do so seniors on fixed income and other lower income people. Thankfully, I have enough money to pay this bill, but this is totally unreasonable. And it's

not just me...again, this was on our local news and residents are in an uproar about it. I can only imagine what power bills will look like this summer. If something isn't done, I may sell my home and move to an area that is not serviced by FPL.

I'm asking the commission to please investigate what is going on with FPL's rates in Bay County. It is unrealistic to think that residents can afford this extreme increase in power rates, especially at a time when food, gas, and everything else has skyrocketed.

Respectfully,

Starr Goude
2505 E. 9th St.
Lynn Haven, FL 32444
(850) 271-5552