

Lisa Smith

From: Office of Chairman Fay
Sent: Monday, March 7, 2022 2:03 PM
To: Commissioner Correspondence
Subject: FW: Feasibility Study Support
Attachments: BillStatement (5).pdf; 20220301_142055.jpg; 20220304_160918.jpg; IMG_2997.jpeg; Screenshot_20220227-131517_FPL.jpg; Screenshot_20220301-220712_Facebook.jpg

Please place the email below and attachment 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



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COMMISSION

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From: FP&L Price Gouging - Northwest Florida <fpandbill@gmail.com>
Sent: Sunday, March 06, 2022 7:55 PM
To: Office of Chairman Fay <Commissioner.Fay@psc.state.fl.us>; Office of Commissioner Passidomo <Commissioner.Passidomo@psc.state.fl.us>; Office of Commissioner La Rosa <Commissioner.LaRosa@psc.state.fl.us>; Office of Commissioner Graham <Commissioner.Graham@PSC.STATE.FL.US>; Office of Commissioner Clark <Commissioner.Clark@psc.state.fl.us>; Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: Feasibility Study Support

Commissioners;

We're sending this email on behalf of over 9,739 members of the FP&L Price Gouging - Northwest Florida Facebook group. A group that was established on January 18, 2022! And, a group that

started [this petition](#) has collected over 17,323 signatures in the same time. We're asking for your support of Mike Papantonio and Senator Broxson's request for a rehearing of FP&L.

So many of us in Northwest Florida are hurting due to Florida Power and Light's arrival in our communities. We are reaching out to you saying enough is enough with this hostile takeover. We were led to believe our bills would increase \$10- \$15. As bills are rolling in, they are \$100, \$200, and \$300 higher than expected. Bills are doubling and tripling! We have many residents that are on fixed incomes such as retired military, our elderly and infirm on Social Security, single-parent households, and so many hard-working families who struggle from month-to-month and cannot afford these increases. An increase of this proportion should never have been approved while families are still grappling with the COVID pandemic and inflation! This is unacceptable and needs attention now!

We must find a solution to resolve what has been allowed to transpire and ease the burden being placed on the residents of Northwest Florida now. We want answers and need a solution as soon as possible.

Currently, Pensacola City Council is discussing a feasibility study to better negotiate and audit the franchise agreement with Florida Power & Light. We encourage you to do the same due diligence for your residents throughout the State. Many residents have seen a drastic discrepancy in kilowatt hours. The majority of residents' kilowatt hours run around the same baseline year-after-year. That was, until FP&L arrived. Now, resident's kilowatts are skyrocketing! This is not a coincidence. After receiving extremely high bills many residents have resorted to daily monitoring their own meter. This has resulted in multiple people discovering that the meter on their house does not match FP&L's records.

Undoubtedly, the residents of Northwest Florida are being charged the most extreme rates in the entire state. We are being hammered with fees on top of the rate increase. Every bill is showing a base rate of \$8.99. Some cities in Northwest Florida are even being charged a 6% franchise fee for a company we do not even want. We are still being charged for hurricanes Sally and Michael. FP&L was not responsible for providing service to our area when these events occurred. Why are we paying for them? Why are we paying an energy conservation recovery charge for programs to reduce electric demand? That should not be our responsibility. Nor should it be our responsibility to pay an environmental recovery cost. What is a capacity payment recovery cost and why are we paying it? To add insult to injury some residents are being charged a late fee when the bill isn't due for another two weeks. Many residents have also been hit with outrageous late fees. Some residents are accustomed to having a previous balance roll over. This helps with the financial strain far too many families are being faced with. This heartless company has also done away with that accommodation and does not care who is impacted. Northwest Florida residents deserve transparency. We deserve to know exactly what we are paying for. We deserve elected officials who will fight for us.

Sadly, when we call FP&L, many are being put on hold for hours and hours only to reach no one, or be told no to any payment option requests. One resident was left on hold 20 hours just to be forced to hang up. The families that this company is crushing cannot even reach anyone to discuss

their bill. That is horrible customer service and a terrible business model. This could be why their google rating is a 1.6/5. In comparison, Pensacola Energy, a municipal owned and operated utility by the City, has a 4.2/5 rating. When people are actually able to reach someone they are being told, "pay it anyway," even in times where there is clearly a problem. There is no negotiating with this company. People being affected by this are resorting to extreme measures such as flipping breakers off, not running heat when it is cold, unplugging items, locking their entire family in one room to share a space heater, and turning off their water heaters. Still the bills are high! We did not have to live like this with Gulf Power and we should not have to live like this with FP&L either. This company is stealing your constituents' livelihood. Far too many are having to choose between putting food on the table, buying medicine, and paying their electric bill. Too many are crying out for help.

It is very unfortunate that FP&L has front loaded the absolute maximum rate onto the backs of Northwest Florida residents. All to fund their pet project of creating the largest solar farm in the United States. Which their parent company NextEra happens to be producing.

We recognize these issues with FP&L are impacting all the residents of Northwest Florida. Please do your due diligence to represent all of us.

Sincerely,

FP&L Price Gouging - Northwest Florida

Electric Bill Statement

For: Jan 5, 2022 to Feb 2, 2022 (29 days)

Statement Date: Feb 2, 2022

Account Number: 21091-44465

Service Address:

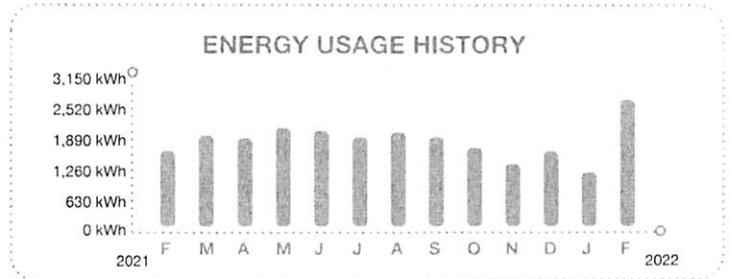
147 DREW CIR
PENSACOLA, FL 32503-2484

Hello Michelle Pope,
Here's what you owe for this billing period.

CURRENT BILL

\$530.91
TOTAL AMOUNT YOU OWE

Feb 23, 2022
NEW CHARGES DUE BY



BILL SUMMARY

Amount of your last bill	220.90
Payment(s) received - thank you	-221.00
Balance before new charges	-0.10
<hr/>	
Total new charges	531.01
Total amount due	\$530.91

(See reverse for billing details)

Visit FPL.com/PayBill for ways to pay

We are here to help

Many factors can affect your bill, including cold weather. If you are experiencing hardship and need help with your bill, resources are available. Learn more: FPL.com/Help

KEEP IN MIND

- Payments received after February 23, 2022 are considered late; a late payment charge, the greater of \$5.00 or 1.50% of your past due balance will apply. Your account may also be billed a deposit adjustment.

Customer Service: 800-225-5797
To Report Power Outages: 800-468-8243
Hearing/Speech Impaired: 711 (Relay Service)



/ 150022 2109144465 01702000000000000000053091

Make check payable to FPL NW FL
in U.S. funds and mail along with
this coupon to:

MICHELLE POPE
147 DREW CIR
PENSACOLA FL 32503-2484

FPL NORTHWEST FL
P.O. BOX 29090
MIAMI FL 33102-9090

21091-44465	\$530.91	Feb 23, 2022	\$
ACCOUNT NUMBER	TOTAL AMOUNT OWED	NEW CHARGES DUE BY	AMOUNT ENCLOSED



Customer Name:
Michelle Pope

Account Number:
21091-44465

BILL DETAILS

Amount of your last bill	220.90
Payment(s) received - thank you	-221.00
Balance before new charges	-\$0.10

New Charges

Rate: RS-1 RESIDENTIAL SERVICE

Base charge	8.99
Energy charge	324.75
Fuel charge	117.57
Electric service charges	\$451.31

Gross rec. tax/Regulatory fee	11.91
Franchise charge	28.53
Utility tax	39.26

Taxes and charges \$79.70

Total new charges \$531.01

Total amount you owe \$530.91

METER SUMMARY

Meter reading - Meter 9110807. Next meter reading Mar 3, 2022

Usage type	Current	-	Previous	= Usage
kWh	11344		8501	2843

ENERGY USE COMPARISON

	This Month	Last Month	Last Year
Service to	Feb 2, 2022	Jan 4, 2022	Feb 2, 2021
kWh used	2843	1220	1707
Service days	29	33	29
kWh/day	98	37	59
Amount	\$531.01	\$220.91	\$258.97

KEEP IN MIND

- The non-fuel energy charge is \$0.10775 per kWh used during the billing period up to 1,000 kWh and \$0.11775 per kWh for usage above 1,000 kWh. The fuel charge is \$0.03487 per kWh used up to 1,000 kWh and \$0.04487 per kWh for usage above 1,000 kWh.

Beware of scammers

FPL will never demand immediate payment with a prepaid card such as a MoneyPak.

FPL.com/Protect

Pad your ceiling and wallet

Schedule a Home Energy Analysis to see if adding insulation may start saving money on your energy bills.

FPL.com/CeilingInsulation

When you pay by check, you authorize FPL to process your payment electronically or as a draft. If your payment is processed electronically, your checking account may be debited on the same day we receive the check, and your check will not be returned with your checking account statement.

FPL does not agree to any restrictions, conditions or endorsements placed on any bill statement or payments such as check, money order or other forms of payment. We will process the payment as if these restrictions or conditions do not exist.



Electric Bill Statement

For: Jan 5, 2022 to Feb 2, 2022 (29 days)

Statement Date: Feb 2, 2022

Account Number: 21019-07083

Service Address:

3570 SWAN LN
PENSACOLA, FL 32504-8330

FPL AUTOMATIC BILL PAY - DO NOT PAY

Hello Michael G Keeth,
Here's what you owe for this billing period.

CURRENT BILL

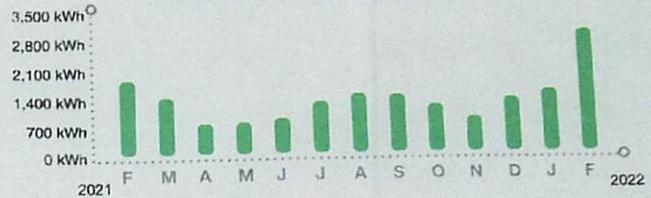
\$591.98

TOTAL AMOUNT YOU OWE

Feb 23, 2022

NEW CHARGES DUE BY

ENERGY USAGE HISTORY



BILL SUMMARY

Amount of your last bill	295.45
Payment(s) received - thank you	-295.45
Balance before new charges	0.00

FPL AUTOMATIC BILL PAY - DO NOT PAY

Total new charges	591.98
Total amount due	\$591.98

(See reverse for billing details)

We are here to help

Many factors can affect your bill, including cold weather. If you are experiencing hardship and need help with your bill, resources are available. Learn more: FPL.com/Help

KEEP IN MIND

- Payments received after February 23, 2022 are considered late; a late payment charge, the greater of \$5.00 or 1.50% of your past due balance will apply. Your account may also be billed a deposit adjustment.
- The amount of this bill will be automatically deducted from your bank account on or after **February 14, 2022**.

Visit FPL.com/PayBill for ways to pay

Customer Service: 800-225-5797
 To Report Power Outages: 800-468-8243
 Hearing/Speech Impaired: 711 (Relay Service)

/ 3* FPL AUTOMATIC BILL PAY - DO NOT PAY *



Use check payable to FPL NW FL
in U.S. funds and mail along with
this coupon to:

MICHAEL G KEETH
3570 SWAN LN
PENSACOLA FL 32504-8330

FPL NORTHWEST FL
P.O. BOX 29090
MIAMI FL 33102-9090

21019-07083

ACCOUNT NUMBER

\$591.98

TOTAL AMOUNT OWED

Feb 23, 2022

NEW CHARGES DUE BY

\$

FPL AUTOMATIC BILL
PAY - DO NOT PAY



Electric Bill Statement

For: Jan 15, 2022 to Feb 15, 2022 (32 days)

Statement Date: Feb 15, 2022

Account Number: 21004-87822

Service Address:

1910 W GARDEN ST
PENSACOLA, FL 32502-4420

Hello Vicki G Mckee,
Here's what you owe for this billing period.

CURRENT BILL

\$500.43

TOTAL AMOUNT YOU OWE

Mar 8, 2022

NEW CHARGES DUE BY

ENERGY USAGE HISTORY



BILL SUMMARY

Amount of your last bill	304.81
Payment(s) received - thank you	-304.81
Balance before new charges	0.00
Total new charges	500.43
Total amount due	\$500.43

(See reverse for billing details)

We are here to help

Many factors can affect your bill, including cold weather. If you are experiencing hardship and need help with your bill, resources are available. Learn more: FPL.com/Help

KEEP IN MIND

Payments received after March 8, 2022 are considered late; a late payment charge, the greater of \$5.00 or 1.50% of your past due balance will apply. Your account may also be billed a deposit adjustment.

Visit FPL.com/PayBill for ways to pay

Customer Service: 800-225-5797
 To Report Power Outages: 800-468-8243
 Hearing/Speech Impaired: 711 (Relay Service)



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Make check payable to FPL NW FL
in U.S. funds and mail along with
this coupon to:

VICKI G MCKEE
1910 W GARDEN ST
PENSACOLA FL 32502-4420

FPL NORTHWEST FL
P.O. BOX 29090
MIAMI FL 33102-9090

21004-87822

ACCOUNT NUMBER

\$500.43

TOTAL AMOUNT OWED

Mar 8, 2022

NEW CHARGES DUE BY

\$

AMOUNT ENCLOSED



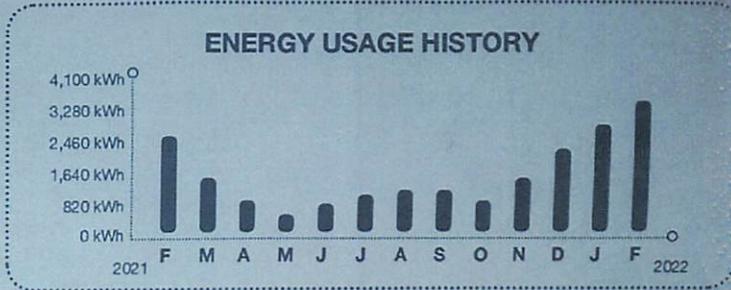
Electric Bill Statement
For: Jan 21, 2022 to Feb 18, 2022 (29 days)
Statement Date: Feb 18, 2022
Account Number: 21067-44762
Service Address:
23 GLYNQUIST AVE
PENSACOLA, FL 32526-1107

Hello Crystal B Baker,
Here's what you owe for this billing period.

CURRENT BILL

\$1,131.95
TOTAL AMOUNT YOU OWE

Mar 11, 2022
NEW CHARGES DUE BY



BILL SUMMARY

Amount of your last bill	819.91
Payment(s) received - thank you	-316.22
Balance before new charges	503.69

THIS \$503.69 IS PAST DUE - PLEASE PAY IMMEDIATELY

Total new charges	628.26
Total amount due	\$1,131.95

(See reverse for billing details)

Visit FPL.com/PayBill for ways to pay

We are here to help
Many factors can affect your bill, including cold weather. If you are experiencing hardship and need help with your bill, resources are available. Learn more: FPL.com/Help

KEEP IN MIND

- Payments received after March 11, 2022 are considered late; a late payment charge, the greater of \$5.00 or 1.50% of your past due balance will apply. Your account may also be billed a deposit adjustment.

Customer Service: 800-225-5797
To Report Power Outages: 800-468-8243
Hearing/Speech Impaired: 711 (Relay Service)



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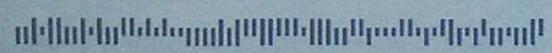
0001 0002 005812 2

Make check payable to FPL NW FL in U.S. funds and mail along with this coupon to:

CRYSTAL B BAKER
23 GLYNQUIST AVE
PENSACOLA FL 32526-1107



FPL NORTHWEST FL
P.O. BOX 29090
MIAMI FL 33102-9090



21067-44762	\$1,131.95	Mar 11, 2022	\$
ACCOUNT NUMBER	TOTAL AMOUNT OWED	NEW CHARGES DUE BY	AMOUNT ENCLOSED



Electric Bill Statement
For: Jan 23, 2022 to Feb 22, 2022 (31 days)
Statement Date: Feb 23, 2022
Account Number: 21085-22380
Service Address:
1007 MILLS AVE
PENSACOLA, FL 32507-3038

Hello Candace Marie Forsyth,
Here's what you owe for this billing period.

CURRENT BILL

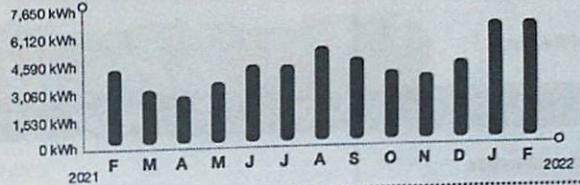
\$2,343.73

TOTAL AMOUNT YOU OWE

Mar 16, 2022

NEW CHARGES DUE BY

ENERGY USAGE HISTORY - ELECTRIC SERVICE A



BILL SUMMARY

Amount of your last bill	1,179.02
Payment received	0.00
Balance before new charges	1,179.02
New charges - Electric service A	1,154.64
New charges - Lighting service B	10.07
Total new charges	1,164.71
Total amount due	\$2,343.73

(See reverse for billing details)

We are here to help

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KEEP IN MIND

- Payments received after March 16, 2022 are considered late; a late payment charge, the greater of \$5.00 or 1.50% of your past due balance will apply. Your account may also be billed a deposit adjustment.

Visit FPL.com/PayBill for ways to pay

Customer Service: 800-225-5797
To Report Power Outages: 800-468-8243
Hearing/Speech Impaired: 711 (Relay Service)



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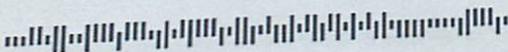
0001 0004 004415 2

Make check payable to FPL NW FL in U.S. funds and mail along with this coupon to:

CANDACE MARIE FORSYTH
1007 MILLS AVE
PENSACOLA FL 32507-3038



FPL NORTHWEST FL
P.O. BOX 29090
MIAMI FL 33102-9090



21085-22380 ACCOUNT NUMBER	\$2,343.73 TOTAL AMOUNT OWED	Mar 16, 2022 NEW CHARGES DUE BY	\$ AMOUNT ENCLOSED
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