

Hiep Nguyen

From: Ellen Plendl
Sent: Thursday, April 7, 2022 7:58 AM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: FW ; philip-wattenbach-response-letter.pdf

See attached customer correspondence for Docket No. 20210015.

Hiep Nguyen

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, March 17, 2022 9:34 AM
To: Ellen Plendl
Subject: FW:

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: 6784927841@mms.cricketwireless.net <6784927841@mms.cricketwireless.net>
Sent: Friday, February 18, 2022 11:09 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject:

Wattenbach Family at 1911 North Tarragona Pensacola Florida 32503.

Our Bill in December was 97.43 January it was 85.76.

This month was jacked up to 421.15.

We live in less than 1000 square foot house with a new furnace and we only keep the heat at 68. There's no reason for this massive increase. As you know Florida Power and Light has really put the residence of Florida in a bad way with its resent price gouging. We and countless other residence seek relief from this radical oppression. Please join us in pusing back again such dastardly policies which have besmerched our fine state. This is a top political issue and is quickly becoming a top election talking point. We will be watching and voting for those who help the citizens and push back against Florida Power and Light price gouging. 2/18/2022. We have contacted all the major news sources in the panhandle, joined countless online forums banding together to fight this oppression and even joined the fight alongside our good friends at Levin Papantonio Law Firm in Pensacola. Together we will fix this problem. Will you join us. ? 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.

STATE OF FLORIDA

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

Public Service Commission

April 7, 2022

Mr. Philip Wattenbach
1911 North Tarragona Street
Pensacola, FL 32503

RE: FPSC Inquiry 1392773E

Dear Mr. Wattenbach:

This is in response to your inquiry with the Florida Public Service Commission (FPSC) regarding Florida Power & Light Company (FPL).

You expressed a concern with high electric bills. Rule 25-6.052, Florida Administrative Code (F.A.C.), requires electric meters to register a weighted average accuracy rating of between 98 percent and 102 percent. If a meter is found to register more than the maximum allowed, the utility is required to credit the customer's bill. We have learned from FPL that on March 21, 2022, the company tested meter number 8536816 at your residence. The meter test indicated a weighted average of 99.95 percent, which was within the limits set by the F.A.C. Neither the FPSC nor FPL can tell you exactly how the energy was used, only that it registered on an accurately working meter. In order to adjust a bill, there needs to be conclusive proof that the meter malfunctioned or that the company applied improper rates.

A comparative review of your usage between September and November showed a decrease comparing month to same month in 2021 compared to 2020. Your January and March 2022 consumption reflected a reduction compared to January and March 2021. Your February 2022 consumption reflected an increase compared to February 2021 and a significant increase from the previous month. However, while we consider your January 2022 consumption to be low (446 kwh) and your February 2022 consumption is high (2,268 kwh), if considered together, the kilowatt hours total 2,714. Compared to the total consumption of January and February 2021, 2,733, the usage appeared on par. In solely reviewing 2021 and 2022, your consumption increased each month over the previous month from April forward, with a peaks in September 2021 and February 2022, followed by subsequent decreases as follows:

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

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

Month	2020 Kilowatt-Hours	2021 Kilowatt Hours	2022 Kilowatt Hours
January		1,550	446
February		1,183	2,268
March	1,023	1,474	881
April	472	175	
May	375	446	
June	686	544	
July	929	630	
August	850	600	
September	787	896	
October	584	660	
November	458	579	
December	540	540	

You may contact Ms. Monica Simpson, FPL Customer Resolution Technician, at 850-444-6254, to schedule a future energy audit, which will provide you with an analysis of your energy use and appliances, and recommendations to minimize your usage. Home energy audits are available to FPL customers at no charge, once every twelve months. I have enclosed a brochure, "*Conserve Your World*," which offers some recommendations on ways to minimize your electric consumption.

You also expressed concern 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.

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

Mr. Philip Wattenbach

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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 FPSC. 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 call Ms. Ellen Plendl by April 25, 2022; otherwise, we will consider the matter resolved. You may reach Ms. 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