

Brian Schultz

From: John Plescow
Sent: Monday, June 20, 2022 9:01 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20210015

Please, add to docket 20210015.

-----Original Message-----

From: Consumer Contact <Contact@PSC.STATE.FL.US>
Sent: Monday, June 20, 2022 8:57 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: To CLK Docket 20210015

-----Original Message-----

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Sunday, June 19, 2022 12:03 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Improper Billing TRACKING NUMBER: 187421

CUSTOMER INFORMATION

Name: Clinton Burrow
Telephone: (904) 885-0963
Email: clintburrow0730@gmail.com
Address: 3258 Henderson Ln North Port FL 34286

BUSINESS INFORMATION

Business Account Name: Laura Burrow
Account Number: 04859-27040
Address: 3258 Henderson Ln North Port FL 34286

COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company
Details:

FPL recently started implementing their new minimum base bill charge. They released a letter explaining the new billing system which indicated in an example they provided that each customer has to use at least 240 kWh in a billing period or they will not meet the minimum billing amount and will be charged that minimum amount anyway. Their methodology for billing solar net metering customers like us is very discriminatory. We actually have two virtual meters when we have a solar system. One measuring energy we use "from FPL" and one measuring energy we deliver "to FPL". FPL in the end nets these two meters and if we have excess net energy delivered to FPL it goes into our bank. Now with the new minimum billing system they are either taking energy from our bank or from the "from FPL" meter and saying we had zero energy used for the month and billing us for the 240 kWh which we actually used. Over the 12 month year at 240 kWh per month that adds up 2.88 mWh that they have in essence taken from us, since we are paying for it in the minimum bill each month. We think that the proper approach for billing net metered customers would be to take the first 240 kWh from the "from FPL" meter and apply it to the minimum bill and then the remainder applied, as they

normally have done in the past, to the net metered equation. Since we are paying for that energy each month in the minimum bill they should not be allowed to take it from us as well.

Clinton & Laura Burrow