

**Antonia Hover**

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**From:** Ellen Plendl  
**Sent:** Thursday, June 30, 2022 8:52 AM  
**To:** Consumer Correspondence  
**Subject:** Docket No. 20210015  
**Attachments:** glenn-keebler-response-letter.pdf; glenn-keebler-correspondence.pdf; Fwd Pertinent Customer Feedback.; Consumer Inquiry - Florida Power & Light Company; FW Angry Voter FPL Minimum base bill charge; FW Consumer Inquiry - Florida Power & Light Company; Re Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW FPL Solar Net Metered rate payers class

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

STATE OF FLORIDA

COMMISSIONERS:  
ANDREW GILES FAY, CHAIRMAN  
ART GRAHAM  
GARY F. CLARK  
MIKE LA ROSA  
GABRIELLA PASSIDOMO



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

# Public Service Commission

June 30, 2022

Mr. & Mrs. Glenn Keebler  
P.O. Box 27923  
Panama City, FL 32411

RE: FPSC Inquiry 1392789C

Dear Mr. & Mrs. Keebler:

This is a follow up to your June 25 letter regarding Florida Power & Light Company (FPL) to the Florida Public Service Commission (FPSC).

We will add your letter to the correspondence side of Docket No. 20210015, regarding FPL's petition for an increase in its rates.

If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

A handwritten signature in black ink that reads "S McCray".

Shonna McCray  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

SM:mep

GLENN AND KAYE KEEBLER  
3600 DRAGON RIDGE ROAD  
P.O. BOX 27923  
PANAMA CITY, FL 32411

June 25, 2022

Shonna McCray  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach  
Public Service Commission  
Capital Circle Office Center  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

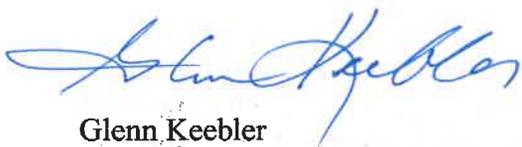
Dear Ms. McCray:

Thank you for your response dated March 17, 2022(copy enclosed). Your response was prompted by a letter that I mailed to Governor Ron DeSantis' Office dated February 6, 2022(copy enclosed). I wanted to do a follow-up to that communication and have a copy of my letters placed in the file Docket No. 20210015, regarding the Florida Power and Light petition.

My May, 2022 power bill from Florida Power and Light was for \$379.94 and represented a kilowatt usage of 2344. My May, 2021 power bill from Gulf Power was for \$304.55 and represented a kilowatt usage of 2359. As you can will note from these figures, I used 15 less kilowatt hours of electricity in May of 2022 than I did in May of 2021, yet my dollar cost rose by \$75.39. This represented an increase of 24.75 percent in my billing for 15 less kilowatt hours. I cannot tell that I received any additional services from Florida Power and Light than I received from Gulf Power, yet I paid substantially more for the service. Even with today's economic uncertainty, I think you would agree that this increase is unreasonable. I hope that the Public Service Commission will reexamine their decisions that allowed Florida Power and Light to charge former customers of Gulf Power the current rates.

Thank you for your time and attention.

Sincerely,



Glenn Keebler

cc: Governor Ron DeSantis

COMMISSIONERS:  
ANDREW GILES EAY, CHAIRMAN  
ART GRAHAM  
GARY F. CLARK  
MIKE LA ROSA  
GABRIELLA PASSIDOMO

STATE OF FLORIDA



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

# Public Service Commission

March 17, 2022

Mr. & Mrs. Glenn Keebler  
P.O. Box 27923  
Panama City, FL 32411

RE: FPSC Inquiry 1392789C

Dear Mr. & Mrs. Keebler:

The Governor's office forwarded a copy of your correspondence 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.

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."

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CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

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

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mr. & Mrs. Glenn Keebler

Page 2

March 17, 2022

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.

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.

If you have any questions, 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

GLENN AND KAYE KEEBLER  
3600 DRAGON RIDGE ROAD  
P.O. BOX 27923  
PANAMA CITY, FL 32411

February 6, 2022

GOVERNOR RON DESANTIS  
400 S. MONROE STREET  
TALLAHASSEE, FL 32399

Dear Governor DeSantis:

I write to you to express my dissatisfaction with the recent decisions made by the Florida Public Service Commission to allow Florida Power and Light to increase the rates charged to former customers of Gulf Power Company. Two rate increases have been approved for Florida Power and Light after their purchase of Gulf Power. The net consequence of those rate increases has resulted in approximately a 22% increase in the cost of a kilowatt hour of electricity for my family. I made this determination when I looked back at the cost per kilowatt of electricity for January of 2021, when the company was owned by Gulf Power, and compared it to the cost of a kilowatt of electricity for January of 2022, when the company was owned by Florida Power and Light. In January of 2021, I paid 13.1 cents per kilowatt hour and in January of 2022, I paid 15.94 cents per kilowatt hour. This 2.84 cents increase represents approximately a 21.7 percent increase.

I realize that we are in an inflationary period of time, but not at a 22% rate. These allowed increases does not seem to take into account the customer's best interest. If I understand the vote by the Florida Public Service Commission, it was a unanimous decision. I thought that the Public Service Commission was comprised of at least one member who was an advocate for the consumer. If it does not, I would propose that it be structured so that there is at least one consumer advocate member. If an opening ever exists, I would like to be considered for that position. I would commit to be open-minded in matters that come before the Commission, but I would require serious documentation before I ever agreed to approve such an increase for the public.

The purpose of my letter is not to solicit consideration for an appointment, but to let you know the impact that these increases have had on former Gulf Power customers.

Thank you for your time and attention to this matter.

Sincerely,

Glenn Keebler

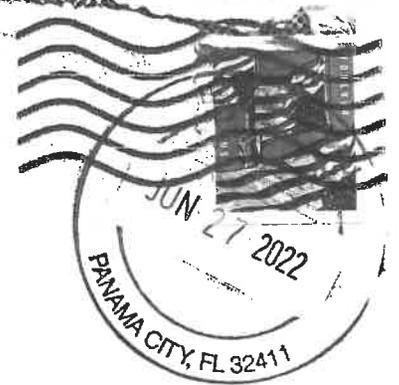
3600 Dragon Ridge Road  
P.O. Box 27923  
Bay Point, FL 32411

PENSACOLA FL 325

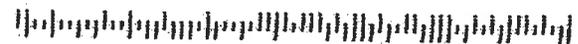
27 JUN 2022 PM 2 L

DISTRIBUTION CENTER

Shonna McCray 2022 JUN 29 AM 8:15  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach  
Public Service Commission  
Capital Circle Office Center  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



32399-065099



## Antonia Hover

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**From:** charley7722@aol.com  
**Sent:** Wednesday, June 29, 2022 1:31 PM  
**To:** info.clerkweb@mail.house.gov  
**Cc:** evan.jenne@myfloridahouse.gov; eric.silagy@fpl.com; Office of Chairman Fay; Shonna McCray; Ellen Plendl; ron.desantis@eog.myflorida.com; earthladyj@aol.com; ritaqueen99@gmail.com; jjaye\_bats@att.net; investigate@local10.com  
**Subject:** Fwd: Pertinent Customer Feedback.

**Representative Evan Jenne- District 99    Representative Debbie Wasserman Schultz- District 23    Senator Rick Scott    Senator Marco Rubio    Florida Governor Ron DeSantis**

**Good Afternoon !**

**Ref : Constituent Request For Your Direct Assistance.**

**Respectfully,**

**Michael J. Walsh**

**Hollywood, Fl.**

**US Navy Veteran 1967-1963 ADR2**

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

From: charley7722@aol.com  
To: eric.silagy@fpl.com <eric.silagy@fpl.com>  
Cc: Commissioner.Fay@psc.state.fl.us <Commissioner.Fay@psc.state.fl.us>; ron.desantis@eog.myflorida.com <ron.desantis@eog.myflorida.com>; evan.jenne@myfloridahouse.gov <evan.jenne@myfloridahouse.gov>; info.clerkweb@mail.house.gov <info.clerkweb@mail.house.gov>; investigate@local10.com <investigate@local10.com>; nperez@local10.com <nperez@local10.com>; newsdesk@local10.com <newsdesk@local10.com>; helpmehoward@wsvn.com <helpmehoward@wsvn.com>  
Sent: Fri, Jun 24, 2022 12:04 pm  
Subject: Pertinent Customer Feedback.

**Mr. Eric Silagy,                    C.E.O.    www.fpl.com    700 Universe Blvd    Juno Beach, Fl. 33408    561- 694-4000**

**Good Day !**

**Ref : Account # 26582 57510    Senior Citizen- Single Household.**

**Customer Overview & Valid Feedback : ( The Full Disclosure Aspect by FPL ? )**

**I am writing to request your direct assistance in my time of need Chairman Silagy.**

**As a long time loyal customer of FPL I was recently surprised when I received my latest FPL Bill, that has increased significantly, even though by electrical usage has not ? ( Minimum Base Bill Charge ? )**

**When I called customer service yesterday I was informed that my electrical bill has increased primarily due to the fact that my KW usage is less then 230 KW ? ( Note : My Average Monthly KW - 45- 50 )**

**So in essence I have been unfairly, and also monetarily penalized because I have not met FPL's expectation for my monthly KW usage ? ( Help ! )**

***In retrospect I should of been commended, rewarded, and also praised by FPL for the minimum amount of electricity that I have utilized at my home since the year 1976. ( The Loyal Customer Incentive Factor ?)***

***In Summation :***

***I am respectfully requesting that the additional unwarranted charge on my recent electrical bill be removed as I am living on a fixed income, and have numerous medical bills as a Veteran who suffers from both PTSD, and also***

***Tinnitus.***

***The justification for raising my electrical bill is completely out of context based primarily on my monthly Low KW usage.***

***Thank You Sir.***

***Respectfully,***

***Michael J. Walsh***

***6601 Evans Street***

***Hollywood, Fl. 33024***

***US Navy Veteran 1957-1963 ADR2***

***954-966-0466***

## Antonia Hover

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**From:** Shonna McCray  
**Sent:** Tuesday, June 28, 2022 3:38 PM  
**To:** 'bsnj1@outlook.com'  
**Cc:** Ellen Plendl  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Bruce Davis  
bsnj1@outlook.com

RE: FPSC Inquiry 1398673C

Dear Mr. Davis:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company's (FPL) minimum bill charge 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.

The Florida Public Service Commission approved Florida Power & Light Company's general base rate settlement agreement in Order No. PSC-2021-0446-S-EI, issued on December 2, 2021, in Docket No. 20210015-EI. The settlement agreement was entered into by FPL and various parties representing consumers, including the Office of the Public Counsel (OPC) who advocates on behalf of Florida consumers. The settlement agreement includes numerous provisions with regards to FPL's base rates through the end of 2025.

The agreement also contains a provision that will raise the minimum bill charge to \$25 for all residential and general service non-demand customers. The minimum bill provision went into effect in June 2022. FPL was to notify its customers of the new minimum bill in bill inserts 30 days prior to implementation.

The minimum monthly bill does not replace the existing customer charge; instead, FPL will only charge the minimum bill when a customer's total monthly bill does not exceed \$25, excluding any taxes or other additional charges.

FPL explained that the minimum bill provision was included in the settlement agreement to ensure that all residential and general service non-demand customers contribute towards fixed costs of maintaining the electric system, costs which exist as a result of serving even limited amounts of energy to customers. The Commission approved the settlement agreement as being in the public interest when taken as a whole, and providing a comprehensive and balanced resolution to FPL's original petition for a base rate increase that provides rate stability for FPL's customers.

We have added your concerns to our files as a protest to the FPL's Rate Case, docket 20210015.

If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray  
Regulatory Program Administrator  
Florida Public Service Commission

## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, June 28, 2022 3:26 PM  
**To:** EOG-Referral  
**Subject:** FW: Angry Voter FPL Minimum base bill charge

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:** Bruce Davis <bsnj1@outlook.com>  
**Sent:** Tuesday, June 28, 2022 11:27 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Angry Voter FPL Minimum base bill charge

Sir

A new minimum base bill of \$25, which was approved by the Florida Public Service Commission, is now in effect for metered residential customers whose monthly base electric service costs fall below \$25.

We put solar on the home so that we will not get a fluctuating electric bill. I didn't mind the \$9.70 minimum charge, but this is getting ridiculous.

Since you appoint people to the Florida Public Service Commission, you basically approved this charge. Why???? Is this a payback to **NextEra Energy, Inc** because they gave you a backdoor donation through Republican Governors Association of \$1.8 million since 2020???

Angry Milton voter  
Bruce Davis  
858-243-2320

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.

## Antonia Hover

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**From:** Shonna McCray  
**Sent:** Tuesday, June 28, 2022 1:49 PM  
**To:** Ellen Plendl  
**Subject:** FW: Consumer Inquiry - Florida Power & Light Company

Hello Ellen,

Additional information for 1398580C.

Thanks

**From:** charley7722@aol.com <charley7722@aol.com>  
**Sent:** Tuesday, June 28, 2022 1:37 PM  
**To:** Shonna McCray <SMcCray@PSC.STATE.FL.US>  
**Cc:** eric.silagy@fpl.com; evan.jenne@myfloridahouse.gov; info.clerkweb@mail.house.gov; earthladyj@aol.com; leabird@comcast.net; Office of Chairman Fay <Commissioner.Fay@psc.state.fl.us>; investigate@local10.com; nperez@local10.com; newsdesk@local10.com; rick.scott@myflorida.com; marco.rubio@myflorida.com; rick.scott@senate.gov.us; marco.rubio@senate.gov.us; paul\_schedule@paul.senate.gov; marie\_anna1121@att.net; Ellen Plendl <EPlendl@PSC.STATE.FL.US>; helpmehoward@wsvn.com; patriciawolf@comcast.net; lisaf@signatureflorida.com; dmlautomotive@aol.com; drshakilmohd@aol.com; ritaqueen99@gmail.com  
**Subject:** Re: Consumer Inquiry - Florida Power & Light Company

**Ms. Shonna McCray,** [www.fpsc.gov](http://www.fpsc.gov) **FPL Corporate office # 1-844-893 9894 Ext**  
**: 13 >>>>Senor' Alberto Fernando <<<<<<**

**Good Afternoon ! ( FPL Account # 26582 57510 )**

**Innocent Victim Of Circumstance Scenario : ( Thousands More Out There In The State Of Florida ? ) ( Greedy FPL ! )**

**Senior Citizen- Single Household. US Navy Veteran 1957-1963 ADR2 Loyal FPL Customer Since The Year 1976**

**Many thanks for your response, and also overview. I respectfully agree to disagree with your overall assessment of what FPL has irresponsibly accomplished.**

**In the interim the entire matter offers customers such as myself no incentive towards minimizing my usage of electricity, as FPL continues to do what is in their best interest, while circumventing their responsibly to their Loyal Customers.**

**I am also wondering why the FPSC actually approved of FPL's request that is directly linked to the customers monthly KWH usage ? The actual objective is all about money, and more money for FPL while customers such as myself throughout the State of Florida are being monetarily penalized for no good cause ?**

**When I inquired about the doubling of my monthly bill for the very first time I requested an explanation, or full disclosure for same from FPL. I then received my previous bill that I had already paid for the previous month ? \$ 16.61**

**No full disclosure was forwarded to me as I had requested ? Note: My monthly KWH usage is : 45 to 55 KWH. ( FPL will now monetarily penalize me for usage that is less than 230 KWH per month ? ) ( Help ! )**

**I sincerely hope that Chairman Fay will step into the arena in order to hold FPL fully accountable, as Honesty is the Best Policy FPL. ( Please Remove The Unwarranted Charge On My Electric Bill )**

**Thank You.**

*Sincerely,*

**Michael J. Walsh**

**Hollywood, Fl.**

**954-966-0466**

**Sierra Club Member**

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

From: Shonna McCray <[SMcCray@PSC.STATE.FL.US](mailto:SMcCray@PSC.STATE.FL.US)>

To: 'charley7722@aol.com' <[charley7722@aol.com](mailto:charley7722@aol.com)>

Cc: Ellen Plendl <[EPlendl@PSC.STATE.FL.US](mailto:EPlendl@PSC.STATE.FL.US)>

Sent: Mon, Jun 27, 2022 3:12 pm

Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Michael J. Walsh

[charley7722@aol.com](mailto:charley7722@aol.com)

RE: FPSC Inquiry

Dear Mr. Walsh:

This is in response to your E-mail to Chairman Andrew Giles Fay, Florida Public Service Commission (FPSC) regarding Florida Power & Light Company's (FPL) minimum billing charge. Given the nature of your concerns, Chairman Fay believes it would be appropriate for the specialized staff of the FPSC's Office of Consumer Assistance and Outreach to respond directly to you.

The Florida Public Service Commission approved Florida Power & Light Company's general base rate settlement agreement in Order No. PSC-2021-0446-S-EI, issued on December 2, 2021, in Docket No. 20210015-EI. The settlement agreement was entered into by FPL and various parties representing consumers, including the Office of the Public Counsel (OPC) who advocates on behalf of Florida consumers. The settlement agreement includes numerous provisions with regards to FPL's base rates through the end of 2025.?

The agreement also contains a provision that will raise the minimum bill charge to \$25 for all residential and general service non-demand customers? The minimum bill provision went into effect in June 2022. FPL was to notify its customers of the new minimum bill in bill inserts 30 days prior to implementation ? ( No Full Disclosure By FPL ?)

The minimum monthly bill does not replace the existing customer charge; instead, FPL will only charge the minimum bill when a customer's total monthly bill does not exceed \$ 25. excluding any taxes or other additional charges.( Help ! )

FPL explained that the minimum bill provision was included in the settlement agreement to ensure that all residential and general service non-demand customers contribute towards fixed costs of maintaining the electric system, costs which exist as a result of serving even limited amounts of energy to customers. The Commission approved the settlement agreement as being in the public interest when taken as a whole, and providing a comprehensive and balanced resolution to FPL's original petition for a base rate increase that provides rate stability for FPL's customers ?

We have added your concerns to our files as a protest to the FPL's Rate Case, docket 20210015.

If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray

Regulatory Program Administrator

Florida Public Service Commission

## Antonia Hover

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**Subject:** Re: Consumer Inquiry - Florida Power & Light Company

Ms. Shonna McCray, [www.fpsc.gov](http://www.fpsc.gov) FPL Corporate office # 1-844-893 9894 Ext  
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Good Afternoon ! ( FPL Account # 26582 57510 )

*Innocent Victim Of Circumstance Scenario : ( Thousands More Out There In The State Of Florida ? ) ( Greedy FPL ! )*

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*I am also wondering why the FPSC actually approved of FPL's request that is directly linked to the customers monthly KWH usage ? The actual objective is all about money, and more money for FPL while customers such as myself throughout the State of Florida are being monetarily penalized for no good cause ?*

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Thank You.

Sincerely,

Michael J. Walsh

Hollywood, Fl.

954-966-0466

Sierra Club Member

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

From: Shonna McCray <SMcCray@PSC.STATE.FL.US>

To: 'charley7722@aol.com' <charley7722@aol.com>

Cc: Ellen Plendl <EPlendl@PSC.STATE.FL.US>

Sent: Mon, Jun 27, 2022 3:12 pm

Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Michael J. Walsh

[charley7722@aol.com](mailto:charley7722@aol.com)

RE: FPSC Inquiry

Dear Mr. Walsh:

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We have added your concerns to our files as a protest to the FPL's Rate Case, docket 20210015.

If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray

Regulatory Program Administrator

Florida Public Service Commission

## Antonia Hover

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**From:** Shonna McCray  
**Sent:** Tuesday, June 28, 2022 9:26 AM  
**To:** 'ndmccollough@gmail.com'  
**Cc:** Ellen Plendl  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Norman McCollough  
ndmccollough@gmail.com

RE: FPSC Inquiry 1398628C

Dear Mr. McCullough:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company's (FPL) minimum bill charge 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.

The Florida Public Service Commission approved Florida Power & Light Company's general base rate settlement agreement in Order No. PSC-2021-0446-S-EI, issued on December 2, 2021, in Docket No. 20210015-EI. The settlement agreement was entered into by FPL and various parties representing consumers, including the Office of the Public Counsel (OPC) who advocates on behalf of Florida consumers. The settlement agreement includes numerous provisions with regards to FPL's base rates through the end of 2025.

The agreement also contains a provision that will raise the minimum bill charge to \$25 for all residential and general service non-demand customers. The minimum bill provision went into effect in June 2022. FPL was to notify its customers of the new minimum bill in bill inserts 30 days prior to implementation.

The minimum monthly bill does not replace the existing customer charge; instead, FPL will only charge the minimum bill when a customer's total monthly bill does not exceed \$25, excluding any taxes or other additional charges.

FPL explained that the minimum bill provision was included in the settlement agreement to ensure that all residential and general service non-demand customers contribute towards fixed costs of maintaining the electric system, costs which exist as a result of serving even limited amounts of energy to customers. The Commission approved the settlement agreement as being in the public interest when taken as a whole, and providing a comprehensive and balanced resolution to FPL's original petition for a base rate increase that provides rate stability for FPL's customers.

We have added your concerns to our files as a protest to the FPL's Rate Case, docket 20210015.

If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray  
Regulatory Program Administrator  
Florida Public Service Commission

## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, June 28, 2022 9:14 AM  
**To:** EOG-Referral  
**Subject:** FW: FPL Solar Net Metered rate payers class

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. FYI.

Thank you.

Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

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

**From:** Norman Mccollough <ndmccollough@gmail.com>  
**Sent:** Tuesday, June 28, 2022 1:39 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** FPL Solar Net Metered rate payers class

Dear PSC

I am writing today after I received my FPL bill. I have solar panels installed to keep my minimum bill to what previously was a \$9.80 a month bill. Now I see that 1. My kWh net metered bank was tapped for kilowatt hours to reduce my consumption for the month to 0 kwh.

2. Then I'm hit with a minimum charge of \$25 plus tax.

FPL encouraged solar for consumers to help offset the need for future power plant construction, now the minimum bill seems like we are paying for some minimum kwh consumption anyway.

I can't help that FPL may still have issues with paying for infrastructure of years past, but rates, budgeting, spending should have established payback many years ago.

Why were my class of rate payers not grandfathered in to keep the minimum connect charge of \$9.80?

Why are my class of rate payers penalized to pay the \$25 plus tax as well as reducing the kwh bank that we put into each month?

I will forward this complaint to Governor Ron Desantis.

I would ask that my class of rate payers be reset to pay the \$9.80 rate for the net 0 kwh offset consumption.

On behalf of Solar installed rate payers of Florida; sincerely,

Norman McCollough  
2022 Siroco lane  
Melbourne FL 32934  
Ph 865 560 6078

Cc Governor Ron Desantis

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.