

Antonia Hover

From: Ellen Plendl
Sent: Thursday, September 8, 2022 11:20 AM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: Consumer Inquiry - Florida Power & Light Company; FW FPL Rates Are Crippling Us; FW MY ELECTRIC BILL ROSE 278% !!!!!!!!!; Consumer Inquiry - Florida Power & Light Company; FW electricity ; Consumer Inquiry - Florida Power & Light Company; FW Insane power bills; Fwd Follow up from FPL; Fwd Follow up from FPL

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

Antonia Hover

From: Ellen Plendl
Sent: Thursday, September 8, 2022 11:18 AM
To: 'katg1014@yahoo.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Kathy Gilley
katg1014@yahoo.com

RE: FPSC Inquiry 1403338C

Dear Ms. Gilley:

The Governor's office forwarded a copy of your email 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."

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 rate case.

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

Sincerely,

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, September 8, 2022 10:32 AM
To: EOG-Referral
Subject: FW: FPL Rates Are Crippling Us

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: k g <katg1014@yahoo.com>
Sent: Wednesday, September 7, 2022 4:53 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL Rates Are Crippling Us

Dear Gov. Desantis,

We have just figured out our power bill. Last year at this time (with Gulf Power), our kw hour fee was .013 per KW. Last MONTH it was .179 per KW and the current now is .182 per KW.... Is FPL going to be allowed to just keep going up every single month like this?....

Did you know that Texas has 118 electricity choices starting @ .014 per kw and some offering people incentives? Something is very wrong in Florida, Gov. Desantis and we are in dire need of choices for power service here, or at the very least an EQUAL and fair set rate....

People here are mostly middle to middle-low income households and many have to struggle as we watch our power bills increasing so rapidly, they now rival a mortgage payment for many of our families....

In our home consisting of 2 seniors only, we must choose between power operated medical equipment, medicines, how many laundry loads to do mthly, fuel for trips to purchase food, co-pays at doctor visits, and/or eating 2 full meals daily (as 3 full meals daily, is now out of the question)....

Monopolies in our utility companies should be illegal and that's what FPL is, here in the Panhandle. We have no choice but to forget speaking with customer service from this poorly operated company. They offer nothing but programmed responses and no help....

Please find it upon your heart to help us keep the rates of Florida Power & Light (FPL) under control. It's absolutely unfair for those of us in the Florida Panhandle to suffer the burden alone, of higher rates than the rest of our state.....

Kathy Gilley
(850) 861-5195

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

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, September 8, 2022 10:32 AM
To: EOG-Referral
Subject: FW: MY ELECTRIC BILL ROSE 278% !!!!!!!!!

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: Friend of Animals <digiflux@gmail.com>
Sent: Saturday, September 3, 2022 12:20 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: MY ELECTRIC BILL ROSE 278% !!!!!!!!!

Your **Florida Public Service Commission** should be renamed, **Shills For Corporate Billionaires Commission**.

MY BASE ELECTRIC BILL CONNECTION FEE WAS RAISED BY 278% "BECAUSE OF SNOW-BIRDS". No one did their job and asked how Floridians would be effected by this new rate hike. NO ONE CARED.... This "fee" is only for those people who don't buy the requisite amount of electricity namely, THE POOR AND THE ENVIRONMENTALLY CONSCIENCE.

YOU NEVER ANSWER ANY OF MY EMAILS!!!!

Sincerely,
T A Ballard
North Port, Fl

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Antonia Hover

From: Ellen Plendl
Sent: Wednesday, September 7, 2022 12:53 PM
To: 'johnson.sylvia@aol.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Sylvia Mack
johnson.sylvia@aol.com

RE: FPSC Inquiry 1403254C

Dear Ms. Mack:

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

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We will add your feedback to Docket No. 20210015, regarding FPL's rate case.

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

Sincerely,

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, September 7, 2022 12:50 PM
To: EOG-Referral
Subject: FW: electricity

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: Sylvia Johnson <johnson.sylvia@aol.com>
Sent: Sunday, September 4, 2022 12:23 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: electricity

Good morning and happy Labor Day weekend,

I am reaching out to you/your office in regards to the FPL company that has taken over for Gulf power. I would like further investigation into their financials and a clear explanation as to why our bills have nearly tripled since they have taken over! This is severely affecting our economy here in the northern panhandle. My recent bill that I paid was nearly 700\$ this past month, that's over half of what I pay for my mortgage! Our way of life in the panhandle as you know has been significantly impacted by Hurricane Michael and then the COVID shut down. I'm not looking for a hand out personally but I would like an explanation as to why such a steep price hike? I just finished nursing school because I wanted to give back more in my community and attempting to move forward with my healthcare education however bills like this one in particular is making me second guess my education! Thank you for listening to one of your constituents and fellow lifer Florida residents. I hope to hear from you/your office soon. Have a wonderful weekend and God Bless.

Sylvia Mack

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Antonia Hover

From: Ellen Plendl
Sent: Tuesday, September 6, 2022 2:29 PM
To: 'gobigredpatti@yahoo.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Patti Henderson
gobigredpatti@yahoo.com

RE: FPSC Inquiry 1403157C

Dear Ms. Henderson:

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

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We will add your feedback to Docket No. 20210015, regarding FPL's petition.

Customers who are experiencing difficulty in providing payment on their account can contact the following resources for financial assistance:

* Low Income Home Energy Assistance Program --- <https://www.floridajobs.org/community-planning-and-development/community-services/low-income-home-energy-assistance-program/find-your-local-low-income-home-energy-assistance-program-provider-for-help>

* Elderly Electric Assistance (EHEAP), which provides assistance for home-energy emergencies to qualified, low-income households with at least one person 60 years of age or older. To find out about qualifications, you may contact your county's local EHEAP agency, or by calling 1-800-963-5337.

* Our Florida offers electric assistance. The program is administered by the Florida Department of Children & Families. You can learn more information about Our Florida assistance by using the following link:

<https://www.ourflorida.com/>

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

Sincerely,

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, September 6, 2022 2:25 PM
To: EOG-Referral
Subject: FW: Insane power bills

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: Patti Henderson <gobigredpatti@yahoo.com>
Sent: Monday, August 1, 2022 4:32 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Insane power bills

I want to believe you are very concerned about the insane increases in our power bills! I am 73 and on a very fixed income. Each month I do not want to see my bill from fpl. Every month it increases \$95-\$100. Last month was \$350. I have a window unit on the main level and 1 in the bedroom. We in the panhandle need your help, ASAP.

[Sent from Yahoo Mail on Android](#)

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Antonia Hover

From: charley7722@aol.com
Sent: Saturday, September 3, 2022 4:04 PM
To: randolph.diane@flsenate.gov
Cc: Ellen Plendl; eric.silagy@fpl.com; Shonna McCray; farmer.gary@flsenate.gov; evan.jenne@myfloridahouse.gov; ron.desantis@eog.myflorida.com; rebecca.talton@fpl.com; Office of Commissioner Passidomo; Office of Chairman Fay; Office of Commissioner Clark; Office of Commissioner Graham; Office of Commissioner La Rosa; investigate@local10.com; nperez@local10.com; newsdesk@local10.com; helpmehoward@wsvn.com; fl23response@mail.house.gov; mayor@miamidade.gov; judy_paul@davie-fl.gov; jlevy@hollywoodfl.org; leabird@comcast.net
Subject: Fwd: Follow up from FPL
Attachments: Minimum Base Bill fact sheet.pdf

Ms. Diane Randolph,

State Senator Gary Farmer - District 34

Good Day !

Senior Citizen Veteran, Constituent Request : FPSC Docket No. 20210015 FPL Account No. 26582 57510

I am respectfully requesting that Senator Farmer petition both the FPSC, and also FPL in order to honestly ascertain as to why Senior Citizens such as myself are being Monetarily Penalized for no good cause when

in essence individuals such as myself should be commended for same ? The diversionary tactics that FPL has resorted to in order to convince the FPSC to approve of their minimum

rate increase does not surprise me as FPL is primarily concerned about their profit margin, in order to appease their shareholders !

*This entire scenario frustrates me to no end, as I have been Loyal customer of FPL since the year **1976**.*

FPL has no doubt chosen to reward me for same by monetarily penalizing me for my lower KWH usage ? (Thank You FPL !) (The Loyal Customer Incentive Factor ?)

***Note:** Never Bite The Hand That Feeds You FPL !*

Thank You.

Kind Regards,

Michael Walsh

Senior Citizen- 82 Years Young.

US Navy Veteran 1957-1963 ADR2

Hollywood, Fl.

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

From: charley7722@aol.com

To: randolph.diane@flsenate.gov <randolph.diane@flsenate.gov>

Cc: farmer.gary@flsenate.gov <farmer.gary@flsenate.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>; fl23response@mail.house.gov

<fl23response@mail.house.gov>; ron.desantis@eog.myflorida.com <ron.desantis@eog.myflorida.com>;
eric.silagy@fpl.com <eric.silagy@fpl.com>; commissioner.fay@psc.state.fl.us <commissioner.fay@psc.state.fl.us>;
commissioner.passidomo@psc.state.fl.us <commissioner.passidomo@psc.state.fl.us>;
commissioner.clark@psc.state.fl.us <commissioner.clark@psc.state.fl.us>; commissioner.graham@psc.state.fl.us
<commissioner.graham@psc.state.fl.us>; commissioner.larosa@psc.state.fl.us <commissioner.larosa@psc.state.fl.us>;
mayor@miamidade.gov <mayor@miamidade.gov>; evan.jenne@myfloridahouse.gov
<evan.jenne@myfloridahouse.gov>; eplendl@psc.state.fl.us <eplendl@psc.state.fl.us>; smccray@psc.state.fl.us
<smccray@psc.state.fl.us>
Sent: Thu, Sep 1, 2022 1:03 pm
Subject: Fwd: Follow up from FPL

Ms. Diane Randolph, State Senator Gary Farmer - District 34

F.Y.I.

The FPSC & FPL Collusion Factor ? (Hello Florida Governor Ron DeSantis ?)

Michael Walsh

Senior Citizen Veteran

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

From: Talton, Rebecca <Rebecca.Talton@fpl.com>
To: 'CHARLEY7722@AOL.COM' <CHARLEY7722@AOL.COM>
Sent: Fri, Jul 29, 2022 4:51 pm
Subject: Follow up from FPL ???

Dear Mr. Walsh,

Thank you for taking the time to speak with me. I am writing as a follow-up to our phone conversation concerning the **minimum base bill charge** on your bill ?

As I explained, as part of Florida Power & Light Company's (**FPL**) rate **case agreement** that went into effect in January of this year, a newly established minimum base bill has been **added** to customers' bills who have less than **\$ 25**. base bills beginning in June. Notification about this approved change was sent to you in a customer newsletter in January and posted as a bill message on your May statement ?

The **\$25** minimum base bill, which was approved by the **FPSC** during our settlement agreement in 2021 and signed by the Florida's **Office of Public Council** – the state's **consumer advocate** – applies to **All** residential and small business customers who have very low to zero net electricity usage ? This charge helps ensure **all customers** contribute toward **fixed system costs**, which do not vary with electricity usage ? The base charge of **\$ 8.99** contributes toward the minimum base bill, so the maximum amount that would be added to your bill each month would be **\$ 16.01** only if you have zero net energy usage.

For more information about the minimum base bill and how it is calculated, please see the attached fact sheet or visit FPL.com/rates.

Mr. Walsh, I hope this information is helpful ? Please know we appreciate you as a customer and **value your input** ? Should you have additional questions or concerns, please feel free to contact me at 561-640-2196. <<<<<<<<

Sincerely,

Rebecca Talton

Customer Advocacy Resolution Supervisor
Office: (561) 640-2196



We Are Committed to Excellence. We Do the Right Thing. We Treat People With Respect.

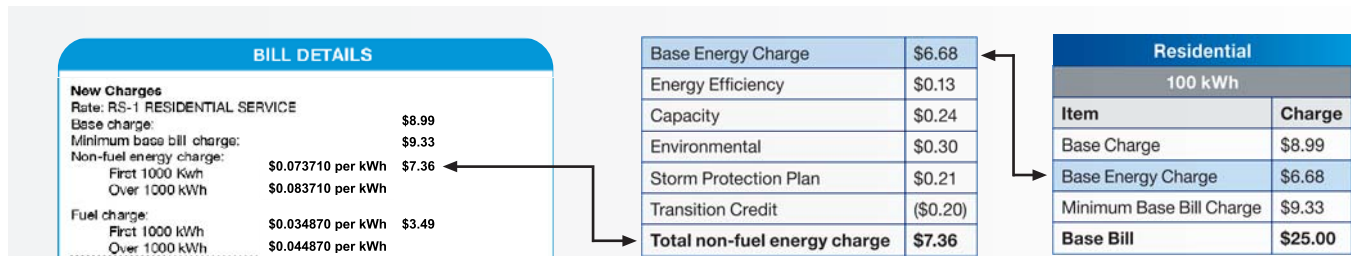


Minimum Base Bill

FPL continues to invest in infrastructure, clean energy and innovative technology to deliver customers clean, reliable and affordable electricity they can depend on. FPL's \$25 minimum base bill is intended to ensure all customers contribute toward fixed system costs, which do not vary with electricity usage.

What customers see on their bill

In addition to taxes and fees, FPL's bill shows customers their **base charge, minimum base bill charge**, as well as the **non-fuel energy charge and fuel charge**. The non-fuel energy charge includes the base energy charge, which applies to the minimum base bill, and other charges that do not apply to the minimum base bill. For that reason, when the minimum base bill applies, line items on customer bills subject to a minimum base bill will not add up to \$25.



Calculating a minimum base bill

A minimum base bill applies to the base electric portion of a customer's electric bill, which is comprised of the base charge and base energy charge. The minimum base bill does not apply to other aspects of a bill, including fuel, other cost recovery clauses or taxes and other fees.

Base charge: A fixed monthly amount to cover the cost of the meter, billing and providing customer service. It is applicable whether or not electricity is used in a given month.

Base energy charge: The costs other than fuel to produce and deliver electricity, including the cost of operating power plants and maintaining the grid.

**As energy usage increases,
the minimum base bill charge decreases**

Examples

Residential 100 kWh	
Item	Charge
Base Charge	\$8.99
Base Energy Charge	\$6.68
Minimum Base Bill Charge	\$9.33
Base Bill	\$25.00

200 kWh	
Item	Charge
Base Charge	\$8.99
Base Energy Charge	\$13.37
Minimum Base Bill Charge	\$2.64
Base Bill	\$25.00

240 kWh	
Item	Charge
Base Charge	\$8.99
Base Energy Charge	\$16.04
Minimum Base Bill Charge	\$0
Base Bill	\$25.03

General Service 100 kWh	
Item	Charge
Base Charge	\$11.91
Base Energy Charge	\$6.74
Minimum Base Bill Charge	\$6.35
Base Bill	\$25.00

150 kWh	
Item	Charge
Base Charge	\$11.91
Base Energy Charge	\$10.11
Minimum Base Bill Charge	\$2.98
Base Bill	\$25.00

195 kWh	
Item	Charge
Base Charge	\$11.91
Base Energy Charge	\$13.15
Minimum Base Bill Charge	\$0
Base Bill	\$25.06

Antonia Hover

From: charley7722@aol.com
Sent: Thursday, September 1, 2022 1:03 PM
To: randolph.diane@flsenate.gov
Cc: farmer.gary@flsenate.gov; investigate@local10.com; nperez@local10.com; newsdesk@local10.com; helpmehoward@wsvn.com; fl23response@mail.house.gov; ron.desantis@eog.myflorida.com; eric.silagy@fpl.com; Office of Chairman Fay; Office of Commissioner Passidomo; Office of Commissioner Clark; Office of Commissioner Graham; Office of Commissioner La Rosa; mayor@miamidade.gov; evan.jenne@myfloridahouse.gov; Ellen Plendl; Shonna McCray
Subject: Fwd: Follow up from FPL
Attachments: Minimum Base Bill fact sheet.pdf

Ms. Diane Randolph,

State Senator Gary Farmer - District 34

F.Y.I.

The FPSC & FPL Collusion Factor ? (Hello Florida Governor Ron DeSantis ?)

Michael Walsh

Senior Citizen Veteran

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For more information about the minimum base bill and how it is calculated, please see the attached fact sheet or visit FPL.com/rates.

Mr. Walsh, I hope this information is helpful ? Please know we appreciate you as a customer and **value your input** ? Should you have additional questions or concerns, please feel free to contact me at 561-640-2196. <<<<<<<<<

Sincerely,

Rebecca Talton

Customer Advocacy Resolution Supervisor

Office: (561) 640-2196



We Are Committed to Excellence. We Do the Right Thing. We Treat People With Respect.

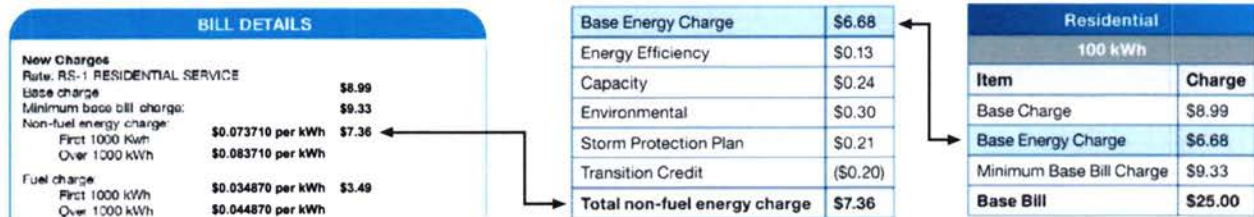


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FPL continues to invest in infrastructure, clean energy and innovative technology to deliver customers clean, reliable and affordable electricity they can depend on. FPL's \$25 minimum base bill is intended to ensure all customers contribute toward fixed system costs, which do not vary with electricity usage.

What customers see on their bill

In addition to taxes and fees, FPL's bill shows customers their **base charge, minimum base bill charge**, as well as the **non-fuel energy charge and fuel charge**. The non-fuel energy charge includes the base energy charge, which applies to the minimum base bill, and other charges that do not apply to the minimum base bill. For that reason, when the minimum base bill applies, line items on customer bills subject to a minimum base bill will not add up to \$25.



Calculating a minimum base bill

A minimum base bill applies to the base electric portion of a customer's electric bill, which is comprised of the base charge and base energy charge. The minimum base bill does not apply to other aspects of a bill, including fuel, other cost recovery clauses or taxes and other fees.

Base charge: A fixed monthly amount to cover the cost of the meter, billing and providing customer service. It is applicable whether or not electricity is used in a given month.

Base energy charge: The costs other than fuel to produce and deliver electricity, including the cost of operating power plants and maintaining the grid.

Examples

Residential 100 kWh	
Item	Charge
Base Charge	\$8.99
Base Energy Charge	\$6.68
Minimum Base Bill Charge	\$9.33
Base Bill	\$25.00

200 kWh	
Item	Charge
Base Charge	\$8.99
Base Energy Charge	\$13.37
Minimum Base Bill Charge	\$2.64
Base Bill	\$25.00

240 kWh	
Item	Charge
Base Charge	\$8.99
Base Energy Charge	\$16.04
Minimum Base Bill Charge	\$0
Base Bill	\$25.03

General Service 100 kWh	
Item	Charge
Base Charge	\$11.91
Base Energy Charge	\$6.74
Minimum Base Bill Charge	\$6.35
Base Bill	\$25.00

150 kWh	
Item	Charge
Base Charge	\$11.91
Base Energy Charge	\$10.11
Minimum Base Bill Charge	\$2.98
Base Bill	\$25.00

195 kWh	
Item	Charge
Base Charge	\$11.91
Base Energy Charge	\$13.15
Minimum Base Bill Charge	\$0
Base Bill	\$25.06

As energy usage increases, the minimum base bill charge decreases