

Antonia Hover

From: Angie Calhoun
Sent: Friday, September 9, 2022 4:24 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20210015
Attachments: Complaint regarding minimum base bill charge; E-Form Delay in Service TRACKING NUMBER 188271; E-Form Other Complaint TRACKING NUMBER 188277

Consumer correspondence for docket 20210015.

Angela Calhoun

Antonia Hover

From: Charlotte Boland <charb1998@aol.com>
Sent: Thursday, September 8, 2022 10:20 PM
To: Consumer Contact
Subject: Complaint regarding minimum base bill charge
Attachments: FPL Minimum Monthly Charge 2022.09.08.pdf

Attached please find a letter of complaint regarding the minimum base bill charge that has begun appearing on my monthly FPL bill.

Thank you,
Charlotte Boland
721 Bimini Lane
Punta Gorda FL 33950
404-219-5366

September 8, 2022

Florida Public Service Commission
contact@psc.state.fl.us

FPL
POB 25576
Miami FL 33102

RE: 80374-60501

Dear Folks,

I am very disappointed in both of you. In December, 2018, my husband and I installed solar in our home. There was no incentive from you to make this move. It was a proactive move on our part to help in preserving the environment for our grandchildren. We are not tree-huggers, just responsible citizens.

In the April 12 to May 11, 2022 billing there was a very small note that a minimum base bill of \$25 would be effective the following month for people whose base electric service costs fall below \$25. It wasn't highlighted but in fact was printed in a font smaller than the rest of the bill (see example 1).

Then in email, on May 12, 2022 there was an advertisement (see example 2). Nowhere in this advertisement does it mention the minimum \$25 monthly service fee.

Then to add insult to injury, in the postal mail, we received a notice (see example 3) that our property has optimal sun exposure and with \$0 out of pocket we can go solar and receive significant saving on day 1 BUT nowhere does it mention the minimum \$25 monthly service fee. Why are you sending a notice that we're a great candidate for solar? If you used an area satellite to make the observation that I have optimal sun exposure, why didn't you also notice that I already have solar?

And another email (see example 4) about bring solar energy closer, but nowhere does it mention the minimum \$25 monthly service fee.

First off, why are you penalizing us for being responsible citizens by charging us a \$25 monthly service fee when we are using less coal-based energy? Isn't the objective of solar to reduce the dependence on coal-based energy? Why penalize a person for doing that? And besides that, when I return unused energy to FPL, you pay me nothing!

Second, why are you promoting solar without also advertising the minimum service fee? That would seem to be a bit dishonest not to make that disclosure in your advertising materials.

While you're looking at the notice, under Meter Summary, why doesn't it show the usage amount? And under the Energy Usage Comparison, why doesn't it show the kWh used – you know that as you're printing it in the Keep In Mind section on the reverse side of the billing notice. Your system has to know these figures from past years as it's printed for your regular customers, so why not for the solar customers? It shouldn't matter the source of the energy, because it's all energy that's consumed.

I'm frustrated and angry. I feel you've abused my good intentions and are penalizing me for being a responsible energy user. You can see from my usage report I'm not an excessive user. I'm just an ordinary citizen trying to do the right thing and now you've changed the rules.

I would very much appreciate a response from you. You may respond to me at:

Charlotte Boland
721 Bimini Lane
Punta Gorda FL 33950

Thank you,



Charlotte Boland

Encl: Example 1 – Electric Bill Apr 12, 2022 to May 11, 2022
Example 2 – Advertorial – New program gives Florida Homeowners Solar Panels ...
Example 3 – Notice FPL Customer
Example 4 – Gmail Your Sanibel vacation starts here - about solar energy and support
Usage Report 80374-60501 Pre and Post Solar Installation



EXAMPLE 1

Electric Bill Statement

For: Apr 12, 2022 to May 11, 2022 (29 days)

Statement Date: May 11, 2022

Account Number: 80374-60501

Service Address:

721 BIMINI LN
PUNTA GORDA, FL 33950

Hello Charlotte A Boland,
Here's what you owe for this billing period.

CURRENT BILL

\$10.75

TOTAL AMOUNT YOU OWE

Jun 3, 2022

NEW CHARGES DUE BY

BILL SUMMARY

Amount of your last bill	10.75
Payments received	-10.75
Balance before new charges	0.00
Total new charges	10.75
Total amount you owe	\$10.75

FPL automatic bill pay - DO NOT PAY

(See page 2 for bill details.)

ENERGY USAGE HISTORY



KEEP IN MIND

- Payments received after June 03, 2022 are considered late; a late payment charge, the greater of \$5.00 or 1.5% of your past due balance will apply. Your account may also be billed a deposit adjustment.
- 814 kWh were sent to the grid this period. 324 kWh were applied to reduce your bill. Your kWh reserve increased by 490. The kWh in your reserve is 1,080.
- The amount due on your account will be drafted automatically on or after May 24, 2022. If a partial payment is received before this date, only the remaining balance due on your account will be drafted automatically.

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

Customer Service: (941) 639-1106
Outside Florida: 1-800-226-3545

Report Power Outages: 1-800-4OUTAGE (468-8243)
Hearing/Speech Impaired: 711 (Relay Service)



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

CHARLOTTE A BOLAND
721 BIMINI LN
PUNTA GORDA FL 33950-5811

The amount enclosed includes the following donation:
FPL Care To Share: _____

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

FPL
GENERAL MAIL FACILITY
MIAMI FL 33188-0001

Visit FPL.com/PayBill for ways to pay.

80374-60501 ACCOUNT NUMBER	\$10.75 TOTAL AMOUNT YOU OWE	Jun 3, 2022 NEW CHARGES DUE BY	\$ Auto pay - DO NOT PAY AMOUNT ENCLOSED
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Customer Name:
Charlotte A Boland

Account Number:
80374-60501

EXAMPLE 1

BILL DETAILS

Amount of your last bill	10.75
Payment received - Thank you	-10.75
Balance before new charges	\$0.00

New Charges

Rate: RS-1 RESIDENTIAL SERVICE	
Base charge:	\$8.99
Non-fuel energy charge:	
First 1000 Kwh	\$0.073710 per kWh
Over 1000 kWh	\$0.083710 per kWh
Fuel charge:	
First 1000 kWh	\$0.034870 per kWh
Over 1000 kWh	\$0.044870 per kWh
Electric service amount	8.99
Gross rec. tax/Regulatory fee	0.24
Franchise charge	0.54
Utility tax	0.98
Taxes and charges	1.76
Total new charges	\$10.75
Total amount you owe	\$10.75

FPL automatic bill pay - DO NOT PAY

METER SUMMARY

Meter reading - Meter KCD121N. Next meter reading Jun 10, 2022.

Usage Type	Current	-	Previous	=	Usage
kWh used	36104		35780		0

ENERGY USAGE COMPARISON

	This Month	Last Month	Last Year
	May 11, 2022	Apr 12, 2022	May 12, 2021
Service to			
kWh Used	0	0	0
Service days	29	32	30
kWh/day	0	0	0
Amount	\$10.75	\$10.75	\$9.96

Stay connected

The FPL Mobile App is the easiest way to stay connected with us. Get the app today!

[Download now >](#)

Spring savings are in bloom

Grow savings instantly with \$150 back on an upgraded A/C unit and a \$220 rebate on ceiling insulation.

[Start saving >](#)

We are here to help

If you are experiencing hardship as a result of the coronavirus (COVID-19) and need help with your bill, there are resources available.

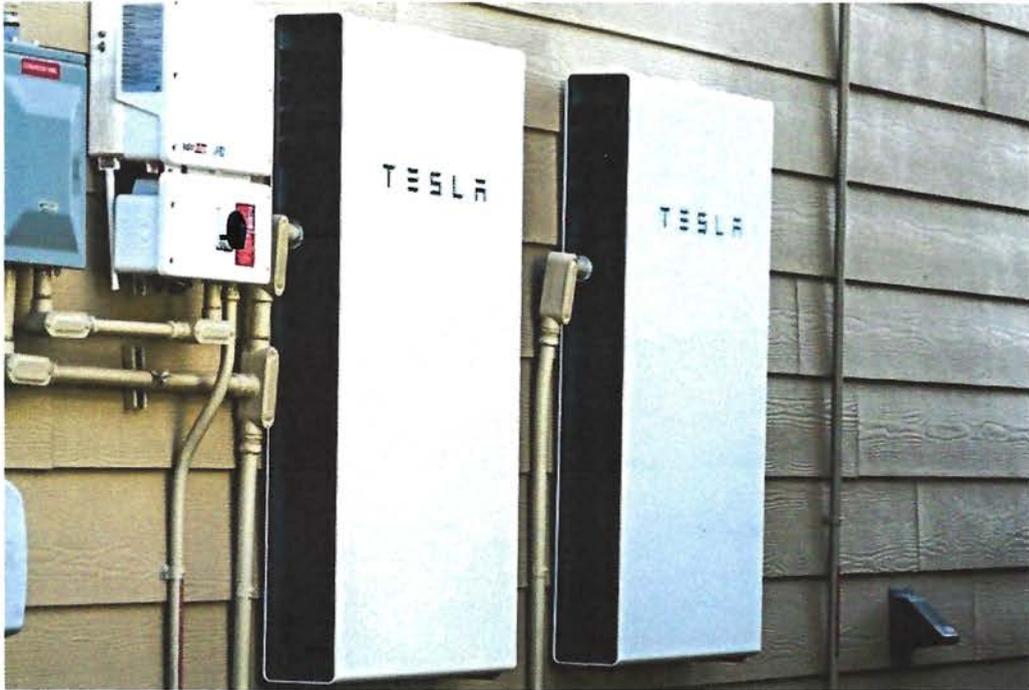
[Learn more >](#)

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.

<https://trk.solarusa.expert/click>

SOLAR PROGRAM • May 12, 2022

New Program Gives Florida Homeowners Solar Panels And Backup For \$0 And Saves \$1,000'S In Electricity Costs

<https://trk.solarusa.expert/click>

Congress Extends Solar Incentives Through 2022

Power companies are pointing the finger at customers and homeowners taking advantage of huge **government savings programs** (<https://trk.solarusa.expert/click>) based on **Solar technology**. These programs allow homeowners to use solar power by reducing the cost of installations, as low as **\$0 per project**.

Why now, you ask? Good question. In just the past year or two, solar panel costs have gotten much cheaper, allowing solar to become a cost-saving addition for homeowners rather than just a benefit for the environment. Both state and federal governments understand the importance of "going green" and provide homeowners in **qualified zip codes** (<https://trk.solarusa.expert/click>) \$1,000's of dollars in benefits that can cover 100% of the costs related to new solar panel installation projects.

Savvy homeowners who visit **Understand solar™** (<https://trk.solarusa.expert/click>) are often shocked that current incentives and rebates allow them to install solar with little to no upfront costs. Simply enter your zip code to find out if you qualify. This tool is extra helpful when you enter your energy provider name and your average electricity costs. The savings on electric bills are tremendous for many customers, up to 50% less than their current rates. That can add up to \$1,000's of dollars in year one! Imagine after 5 or 10 years. It's a no-brainer.

Account Summary	
Previous Account Balance	\$201.42
Payment Received	- 201.42
New Charges	+ 16.91
Total Amount Due	\$16.91

Summary Of New Charges		<i>Details on following pages</i>	
Los Angeles Department of Water and Power Charges			
	Electric Charges	Jan 1 - Jan 31, 2019	\$16.91
	Total LADWP Charges		\$ 16.91

Old Bill
\$201.42

New Bill
\$16.91

Check if your zip code qualifies »

(<https://trk.solarusa.expert/click>)

Will These Programs Work for Me? (<https://trk.solarusa.expert/click>)

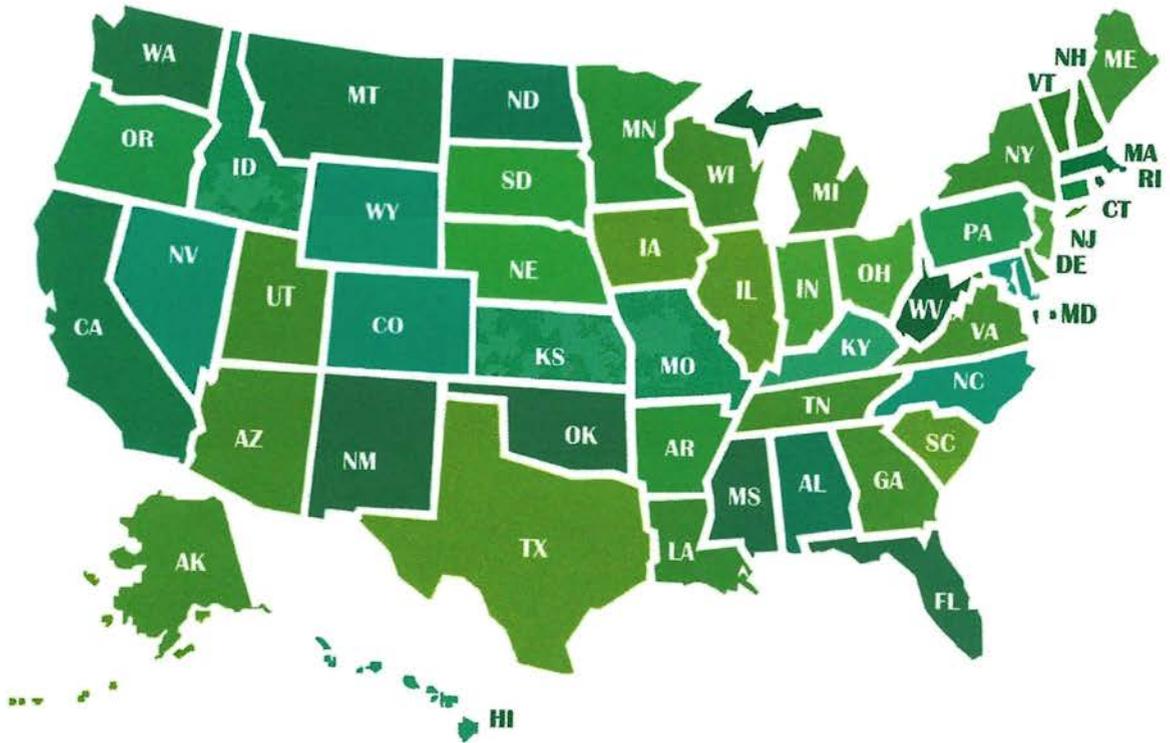
The cost of solar panels has never been cheaper, and this has allowed homeowners all over the United States to switch to solar at unbelievable rates. With all of the great rebates and incentives, homeowners who qualify for the **2022 Solar Program** (<https://trk.solarusa.expert/click>) can reduce their electricity costs and help the environment, all with much less strain on the upfront costs of installing solar. Right now, one of the largest solar companies in the region is signing up hundreds of customers per day, all thanks to these simple incentives.

Quick Summary: There's no longer any need to wait to get back your solar investment – with the new incentives homeowners can take advantage of the 2022 Solar program and begin saving right away. **Click here to check if you qualify »** (<https://trk.solarusa.expert/click>)

How Do I Find Out if My Home Is Eligible? (<https://trk.solarusa.expert/click>)

1. Click on your state below.
2. Enter your zip code to verify solar rebates and programs in your area.
3. Compare the best Solar programs in your area and see your savings.

Select Your State



(<https://trk.solarusa.expert/click>)

CHECK MY ZIP CODE ([HTTPS://TRK.SOLARUSA.EXPERT/CLICK](https://trk.solarusa.expert/click))

(<https://trk.solarusa.expert/click>)

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NOTICE FPL CUSTOMER:

EXAMPLE 3

***Our area satellite survey shows your property at 721 Bimini Ln has optimal sun exposure and is a great candidate for FPL's Net Metering Program.**

***If your home meets the criteria, you can go solar for \$0 cost out of pocket and receive SIGNIFICANT SAVINGS day 1 of FPL system approval!**

***To learn more about your savings and how to avoid any further rate increases, call the number below to speak to an energy consultant directly!**

(941) 541-2412

Solar NEM
1201 6th Ave W
Bradenton, FL 34205

PRESORTED
FIRST CLASS
U.S. POSTAGE
PAID
SACRAMENTO, CA
PERMIT #1935

FPL CUSTOMER:

1*] *34*****SCH 5-DIGIT 33955

Boland John W Charlotte A

721 Bimini Ln

Punta Gorda, FL 33950-5811



FPL: Your sunny Sanibel vacation awaits

1 message

EXAMPLE 4

FPL Account Management <FPL-Account-Management@noreply.fpl.com>
Reply-To: FPL Account Management <FPL-Account-Management@fpl.com>
To: svdpsh01@gmail.com

Thu, Aug 25, 2022 at 3:01 PM



Enroll by Sept. 1 for your chance to win

[View in Browser](#)

[Update Email](#)



Your Sanibel vacation starts here

The sun continues to shine on Florida, and FPL SolarNow® is helping to bring solar energy closer to you at local parks, museums and zoos. Join thousands of Floridians who are inspiring future generations to learn more about solar energy and support solar in our local communities. When you enroll by Sept. 1, you'll be entered for your chance to win a Sanibel Island weekend getaway, plus a \$400 Visa gift card to help you enjoy the local attractions.

Offer ends Sept. 1

ENROLL NOW

See Official Rules for Sweepstakes

EXAMPLE 4

CHANGING THE CURRENT.  FPL

[FPL.com](#)

[unsubscribe](#)

[Update Profile](#)

[Contact Us](#)

[Terms & Conditions](#)

[Privacy Policy](#)

FPL Usage Pre and Post Solar Installation

80374-60501

From	To	Curr Meter	Prev Meter	Actual Usage	Sent to grid	Applied	Incr Res	Reserve	Billed	Actual	Owe	Deferred
12/11/17	1/11/18			0			1543			\$190.18	\$152.40	\$68.12
1/11/18	2/12/18			0			1587			\$196.01	\$159.92	\$104.21
2/12/18	3/13/18			0			929			\$107.16	\$161.48	\$49.89
3/13/18	4/11/18			0			1070			\$123.60	\$154.75	\$18.74
4/11/18	5/11/18			0			982			\$112.74	\$149.36	-\$17.88
5/11/18	6/12/18			0			1278			\$150.43	\$146.82	-\$14.27
6/12/18	7/12/18			0			1500			\$177.86	\$148.54	\$15.05
7/12/18	8/13/18			0			1369			\$156.40	\$152.20	\$19.25
8/13/18	9/12/18			0			1204			\$139.67	\$149.03	\$9.89
9/12/18	10/11/18			0			1373			\$161.18	\$148.34	\$22.73
10/11/18	11/9/18			0			897			\$102.98	\$147.79	-\$22.08
11/9/18	12/11/18			0			1445			\$170.35	\$147.21	\$1.06
12/22/18	Solar Installed			0								
12/11/18	1/11/19	99113	97650	1463			1463			\$175.57	\$147.92	\$28.71
1/11/19	2/11/19	1410		0	658	658	1056	0	1056	\$123.24	\$144.16	\$7.79
2/11/19	3/12/19	1870	1410	460	787	460	327	327	0	\$9.64	\$134.29	-\$116.86
3/12/19	4/11/19	2262	1870	392	847	392	455	782	0	\$9.92	\$114.43	-\$104.51
4/11/19	5/10/19	2830	2262	568	716	568	148	930	0	\$9.92	\$97.15	-\$87.23
5/11/19	6/11/19	3537	2830	707	662	707	-45	885	0	\$9.92	\$78.17	-\$68.25
6/11/19	7/11/19	4249	3537	712	458	712	-254	631	0	\$9.92	\$9.92	\$0.00
7/11/19	8/12/19	4986	4249	737	455	737	-282	349		\$9.91	\$9.91	\$0.00
8/12/19	9/11/19	5864	4986	878	390	739	-488	0	139	\$24.53	\$24.53	\$0.00
9/12/19	10/11/19	6654	5864	790	552	552	-238	0	238	\$34.95	\$34.95	\$0.00
10/11/19	11/11/19	7504	6654	850	491	491	-359	0	359	\$47.23	\$47.23	\$0.00
11/11/19	12/11/19	8435	7504	931	549	549	-382	0	382	\$50.05	\$50.05	\$0.00
12/11/19	1/13/20	9239	8435	804	590	590	-214	0	214	\$31.49	\$31.49	\$0.00
1/13/20	2/11/20	10482	9239	1243	750	750	-493	0	214	\$59.64	\$59.64	\$0.00
2/11/20	3/11/20	11660	10482	1178	810	810	-368	0	368	\$47.03	\$47.03	\$0.00
3/11/20	4/10/20	12134	11660	474	840	810	366	366	0	\$9.90	-\$52.20	\$0.00
4/10/20	5/12/20	13180	12134	1046	725	1046	-321	45	0	\$9.97	-\$52.20	\$0.00
5/12/20	6/11/20	14084	13180	904	533	578	-45	0	326	\$42.99	-\$42.99	\$0.00
6/11/20	7/13/20	15036	14084	952	524	524	0	0	428	\$53.30	-\$53.30	\$0.00
7/13/20	8/12/20	15898	15036	862	475	475	0	0	387	\$49.17	-\$49.17	\$0.00
8/12/20	9/11/20	16701	15898	803	467	467	0	0	336	\$44.00	\$44.00	\$0.00
9/11/20	10/12/20	17649	16701	948	532	532	0	0	416	\$52.12	\$52.12	\$0.00
10/12/20	11/11/20	18765	17649	1116	548	568	0	0	568	\$67.51	\$67.51	\$0.00
11/11/20	12/10/20	20327	18765	1562	484	1078	0	0	1078	\$121.01	\$121.01	\$0.00
12/10/20	1/11/21	22551	20327	2224	728	1496	0	0	1496	\$177.43	\$177.43	\$0.00
1/11/21	2/10/21	25608	22551	3057	740	2317	0	0	2317	\$282.27	\$282.27	\$0.00
2/10/21	3/11/21	26182	25608	574	831	-257	257	257	0	\$9.96	\$9.96	\$0.00
3/11/21	4/12/21	26674	26182	492	956	-464	464	721	0	\$9.96	\$9.96	\$0.00
4/12/21	5/12/21	27119	26674	445	754	-309	309	1030	0	\$9.96	\$9.96	\$0.00

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Friday, September 9, 2022 8:36 AM
To: Consumer Contact
Subject: E-Form Delay in Service TRACKING NUMBER: 188271

CUSTOMER INFORMATION

Name: Nicole Hardy
Telephone:
Email: nicolehardy25@gmail.com
Address: 3548 Stratford In Pace FL 32571

BUSINESS INFORMATION

Business Account Name: Nicole Hardy
Account Number:
Address: 3548 Stratford In Pace FL 32571

COMPLAINT INFORMATION

Complaint: Delay in Service against Florida Power & Light Company
Details:

Deny any rate hike increases requested by FPL. I'm already paying 30% higher electricity bills, every month, thanks to the absolutely unfair and asinine tiered rates imposed by FPL on the Florida panhandle when they bought Gulf Power. Yes, electricity bills are an average 30% more since FPL took over - that's a crazy increase - the PSC should have NEVER approved those tiered rates!! In fact, you should realize your mistake and revoke them! No family in Florida uses less than 1000kwh/month, and we should not be severely punished for doing so. DO NOT approve any rate increase for FPL And Revoke the Tiered Rates in the Florida Panhandle - FPL is killing us here. Wake Up and stop ignoring us - I know you've received thousands of complaints!

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Friday, September 9, 2022 11:56 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 188277

CUSTOMER INFORMATION

Name: Jack Metz
Telephone:
Email: jmetz8402@gmail.com
Address: 8207 Branston Dr Navarre FL 32566

BUSINESS INFORMATION

Business Account Name: Jack Metz
Account Number:
Address: 8207 Branston Dr Navarre FL 32566

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company
Details:

My bill is now consistently 28% more. I understand the government has increased inflation and we have to pay for that however at what point does the government step in and get our power bill reduced?? Is our inflation at 28%?