

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, August 29, 2023 9:36 AM
To: Consumer Correspondence
Subject: Docket Nos. 20230001 & 20230017
Attachments: FW Regarding Florida power; Consumer Inquiry - Florida Power & Light Company

See attached customer correspondence and reply for Docket Nos. 20230001 & 20230017.

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, August 29, 2023 9:22 AM
To: Ellen Plendl
Subject: FW: Regarding Florida power

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

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: Brandie Bachman <Brandiebachman19@gml.com>
Sent: Thursday, August 3, 2023 11:50 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Regarding Florida power

Constituent message:

- Name**
Brandie Bachman
- Email Address**
Brandiebachman19@gml.com
- Phone Number**
8509029696
- Subject**
Regarding Florida power
- Message**
There are so many people in the Northwest region who are struggling to pay their electricity bills. Some are getting behind and some are on the verge of having their electricity shut off. Since FPL has bought out Gulf Power there has been a major increase in everyone's monthly bill. Is there anything you can do? Some people close to my area have Chelco which is much cheaper. Is there any way to get Chelco to cover a larger area or have FPL lower their rates?
- Attach file (optional)**
- User IP Address**
104.137.65.40
- HTTP User Agent**
Mozilla/5.0 (iPhone; CPU iPhone OS 16_5_1 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.5.2 Mobile/15E148 Safari/604.1
- Date Submitted**
03/08/2023

10. Time Submitted

11:49:35 pm, EDT

This message was sent from <https://www.flgov.com>.

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: Ellen Plendl
Sent: Tuesday, August 29, 2023 9:35 AM
To: 'Brandiebachman19@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Brandie Bachman
Brandiebachman19@gmail.com

RE: FPSC Inquiry 1428260C

Dear Ms. Bachman:

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.

You expressed a concern about FPL's rates. On March 7, 2023, the FPSC approved a mid-course correction to the fuel factors and granted preliminary interim storm restoration charge for FPL.

Utilities do not earn a profit on fuel charges. The fuel and capacity cost component of customers' bills is set for each calendar year, but mid-course corrections are used when a utility's costs increase or decrease significantly in the interim. Under Commission rules, a utility must notify the PSC when it expects an under- or over-recovery greater than 10 percent.

The adjusted fuel factors reflect unrecovered fuel costs incurred in 2022. The interim storm restoration recovery charges are costs associated with named storms and will replenish each utility's storm reserve fund. Interim storm restoration charges are approved for a 12-month recovery period and are subject to refund, with interest, pending further review once the total actual costs are known for each utility.

FPL's approved charges include the new fuel factor and the preliminary approval for recovery of \$1.5 billion in interim storm restoration costs for Hurricanes Ian and Nicole, as well as the remaining costs from Hurricanes Michael, Sally, and Zeta.

We appreciate you sharing your views and will add your correspondence to both Dockets 20230001 and 20230017 regarding the mid-course correction and the storm restoration recovery, respectively.

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.

You also requested an electric cooperative expand its territory. The FPSC does not have rules that address the rates and services provided by CHELCO and cannot compel CHELCO to expand its territory, nor compel FPL to release their service territory to another utility provider.

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

Sincerely,

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