

NOTICE OF PUBLIC HEARINGS QUALITY OF SERVICE

The Florida Public Service Commission (PSC) has scheduled several quality of service hearings as part of its decision-making process in Docket No. 20210015-EI, regarding the base rate increase petition by Florida Power & Light Company (FPL) and Gulf Power Company. At these hearings, which will be held virtually, customers of FPL are invited to share with the PSC their views of the company's service quality and the proposed rates.

FPL and Gulf Power have proposed a four-year base rate plan that would take effect in January 2022. If approved, FPL's typical residential bill would grow at an average annual rate of about 3.4% from 2021 to 2025. Even with the proposed increase, FPL's typical residential customer bill will remain well below the national average through 2025. Typical bills for FPL business customers are also expected to remain at or below the national average.

The rate proceeding also includes a request to unify rates with Gulf Power, the utility that serves much of Northwest Florida and is now part of the FPL family. A temporary transition credit for FPL customers has been proposed to account for the initial cost to serve differences between existing FPL and Gulf Power customers.

Service Hearings Schedule

The PSC will hold quality of service hearings virtually at the following dates and times:

June 21 at 10 a.m. ET*

June 22 at 2 p.m. ET and 6 p.m. ET*

June 24 at 2 p.m. ET* and 6 p.m. ET

June 25 at 10 a.m. ET*

July 1 at 2 p.m. ET and 6 p.m. ET*

July 2 at 10 a.m. ET*

**Denotes Spanish-language interpreter available*

The virtual service hearings will be viewable online at the PSC's website (www.floridapsc.com). Customer participation will be by phone. To speak at a service hearing, a customer must register via the PSC's online registration form, which will be available at www.floridapsc.com, under the "Hot Topics" heading. The order in which customers will speak is based on the order in which they register. Customer participation at each service hearing is limited to 50 customers. Customers without internet access can register to speak by calling the PSC at 1-850-413-7080. Registration will open beginning June 10 at 9 a.m. ET, and the deadline to register is noon ET two business days prior to each hearing. Customers who wish to speak in Spanish are encouraged to select a hearing at which an interpreter will be available.

Customers may also provide comments by calling the Commission's Office of Consumer Assistance and Outreach at 1-800-342-3552; emailing contact@psc.state.fl.us; or sending a letter to the Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850. Written comments should refer to Docket No. 20210015-EI.

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations at these hearings should call the Office of Commission Clerk at 1-850-413-6770 no later than 5 days prior to the hearing. Any person who is hearing- or speech-impaired should contact the PSC by using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD).

If a named storm or other disaster requires cancellation of a customer service hearing, PSC staff will attempt to give timely, direct notice to parties. Notice of cancellation of the meeting will also be provided on the PSC's website, www.floridapsc.com, under "Hot Topics" found on the homepage. Cancellation can also be confirmed by calling the PSC's Office of the General Counsel at 1-850-413-6199.