

Ashley Quick

From: Bev DeMello
Sent: Wednesday, June 15, 2016 11:24 AM
To: 'stacey.jean.dell@gmail.com'
Cc: Janet Brunson; Consumer Correspondence
Subject: FW: Rate increase

Ms. Dell:

Thank you for contacting the Florida Public Service Commission (PSC) about Florida Power & Light Company's (FPL) rate petition. To give Commissioners and staff an opportunity to review your concerns, your correspondence is included in the file for Docket No.160021-EI.

PSC customer service hearings in June are scheduled in FPL's service territory for Commissioners to hear directly from customers about the utility's rate request and service. All customer comments during the hearings and all correspondence will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on FPL's proposed rates.

The PSC's evidentiary hearing on FPL's rate case will be in Tallahassee. Witnesses from the utility, intervenors, Commission staff, and the Public Counsel, who represents customers, will present testimony and exhibits and be cross-examined by the Commissioners and other parties. Commissioners will examine FPL's need for a rate increase, its existing and proposed rate structure, and its ability to provide safe and reliable service.

Commissioners are charged with making sure that Florida's utility companies fulfill their service obligation. The PSC will ensure that final customer rates reflect only those costs that are prudent and necessary for FPL to deliver quality electric service to your home or business. Any proposed rate adjustment is requested to begin in January 2017.

If you have additional questions or need further assistance, please call 1-800-342-3552. If you want updated case information, visit the PSC's website, www.floridapsc.com and click on the Clerk's Office tab, then hit Dockets and type in case number 160021.

Sincerely,

Bev DeMello
Assistant Director
Office of Consumer Assistance & Outreach
Phone: 850-413-6107

From: Stacey Dell [<mailto:stacey.jean.dell@gmail.com>]
Sent: Tuesday, June 14, 2016 9:10 AM
To: Consumer Contact
Subject: Rate increase

Good morning,

I frequently receive emails from FPL talking about the low rates and how they are so competitive, but I noticed that my electric bills with Clay electric in North fl were much lower, and the service and response to outages was significantly better. Now I see the proposed 25% increase over three years and just have to say that it has me pretty worked up. That's a huge increase! Even with my homes newer ac set at 78 when I'm home, a smart thermostat set to raise it while I'm at work, power strips that are turned off when not in use to avoid phantom drain, window treatments, black out curtains and the program to reduce peak use, and new seals on all my windows and doors, I STILL have to pay fpl \$200 plus a month. A rate hike is completely unacceptable! Please reconsider this, FPL is already unpopular here in Brevard county and if the rates go up that much, I would change providers if I could. Which I can't because of your monopoly, but hey, go capitalism.

Regards,
Stacey Dell