

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: *June 17, 2016*
TO: Office of Commission Clerk
FROM: Bureau of Consumer Assistance, Division of Safety, Reliability & Consumer Assistance
RE: Customer Correspondence

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 160021.

RECEIVED-PPSC
2016 JUN 17 PM 2:36
COMMISSION
CLERK

June 12, 2016



Florida Power & Light
700 Universe Boulevard
Juno Beach, FL 33408

Gentlemen:

RE: FPL Service/Rate Review

Why is your company constantly advertising that you are reducing the cost of your service when in actuality you are doing everything to make more money at the expense of the homeowners?

Now you want to increase the base rates which would affect the majority of the people that use your service. While we understand that people have problems paying their bills you want to charge less for non-payment re-establishment of service from \$17.66 to \$13.00. You also won't charge for late payment in 2017 which will encourage people to delay payment and no charge for return payment (rewarding bad behavior).

In addition you also lowered the amount you pay your On Call program even though you signed a contract with many homeowners for the higher amount.

You want people to discuss your service. If you make a fortune each year your service should be adequate. Florida Power & Light is a monopoly that the government is ignoring and their service can't be compared as there isn't a similar service in Florida.

Yours truly,

A handwritten signature in black ink, appearing to be "G. Kaufmann".

G. Kaufmann
950 N.W. 69th Avenue
Margate, FL 33063

Cc: Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED-FPSC
2016 JUN 16 AM 9:05
COMMISSION
CLERK

WEST PALM BEACH FL 334

24 JUN 2016 PM 4:1



RECEIVED
JUN 20 2016
FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER ASSISTANCE

Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

