

Collin Roehner

From: Ruth McHargue
Sent: Monday, June 20, 2016 1:04 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: docket 160021

Customer correspondence

From: Diane Hood
Sent: Monday, June 20, 2016 11:46 AM
To: Ruth McHargue
Subject: RE: Florida Power & Light Company

see 1214985C. DHood

From: Randy Roland
Sent: Monday, June 20, 2016 11:05 AM
To: Ruth McHargue
Subject: FW: Florida Power & Light Company

Can you please have Diane log this in as a protest to FPL rate increase? It's not special handling.

From: Beatrice Balboa [<mailto:beatricebalboa@gmail.com>]
Sent: Saturday, June 18, 2016 6:36 PM
To: Randy Roland
Subject: Florida Power & Light Company

I was reading the latest news media article(s) regarding the latest Florida Power & Light Co. (FPL) electrical bill activities in the City of Pompano Beach, Broward County and/or the State of Florida with great interest. Please review and implement an action plan to thoroughly address this extremely troubling issue. Media reports continue to underscore the proposed spiralling out-of-control rate increase requests at an ever-increasing frequency in a overwhelming recessionary/depression economic climate adversely impacting all taxpayer citizens. It is imperative to initiate cost cutting FPL administrative and upper management salary budget measures of 5, 10, 25, 50 and/or 75% to relieve the ongoing unsustainable typical electrical bill inflicted disproportionately on its senior citizenry. Please coordinate, collaborate and cooperate on Federal, State and/or local jurisdictional levels in addressing these concerns potentially impacting adversely the public's finances, policies, trust, confidence, and quality of life issues. Thank you for your time in this matter and hope to hear from you soon.

Sincerely,

Beatrice Balboa
1010 South Ocean Boulevard, Apt. 1008
Pompano Beach, FL 33062-6666

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FPL customers concerned over proposed \$1.3B rate increase
Dave Berman, FLORIDA TODAY June 17, 2016

About 20 residents of the Space and Treasure Coasts attacked Florida Power & Light Co.'s proposed \$1.3 billion-a-year electric rate increase, which would raise base rates by 22.6 percent over the next three years. Some of them called it excessive, outrageous, even obscene.

But an even-larger number of speakers at Thursday's Florida Public Service Commission rate case hearing in Viera supported FPL, telling the five PSC commissioners that the utility provides good customer service. Some of them went a step further, saying FPL deserves the increase.

But the supporters' comments came under attack as well, because many of them either have business ties with FPL or work for nonprofit organizations that get financial support from the Juno Beach-based utility.

The PSC is in the midst of a series of nine public hearings throughout FPL's service area this month, which will be followed by technical hearings in August. The PSC is scheduled to have a preliminary vote on Oct. 27 and a final vote on Nov. 29.

Under FPL's proposal, base rates would increase by \$866 million in January 2017, an additional \$262 million in January 2018 and another \$209 million in June 2019, according to Florida Public Counsel J.R. Kelly, who represents consumers in the rate hearings.

For a residential customer using 1,000 kilowatt-hours of electricity a month, the total monthly bill would increase 14.8 percent from the current \$91.84 to \$105.45 by June 2019. The base rate charges — the portion of the bill that now is the focus of the rate case — would increase 25.7 percent from the current \$57 to \$71.67. Many residential customers, however, use significantly more electricity a month than that.

Rate increases would be different for other classes of customers, such as commercial and industrial users.

FPL provides electric service to more than 4.8 million retail customers in all or parts of 35 Florida counties.

FPL Vice President of Customer Service Marlene Santos, in defending the rate increase request, told commissioners that FPL hasn't had an increase in base rates in more than four years, and that the company is striving to improve its facilities, switch to cleaner fuel sources and strengthen its infrastructure.

But Kelly said FPL also wants to improve its profits with the rate increase.

Kelly said his office will oppose a significant portion of FPL's rate increase proposal, including the company's request to boost its return on equity to 11.5 percent, up from the current 10.5 percent. Return on equity is a measure of profitability.

Kelly said his office plans to recommend a return on equity of less than 9 percent.

Each 1 percentage point increase in return on equity represents about \$240 million a year in higher rates, Kelly said.

"This rate increase is just excessive and greedy," Melbourne resident Terry LaPlante said.

"This is outrageous," Fort Pierce resident Sharon Lux said. "This is just obscene."

Cocoa Beach resident Joyce Wasserman, who was representing Citizens Combating Climate Change, said FPL was being "very two-faced" by claiming to be a big supporter of renewable energy, when she contends its mix of power sources doesn't demonstrate that.

Philip Stasik of Merritt Island said FPL also was being "misleading, if not fraudulent," with its practice of asking representatives of organizations receiving donations from the utility to come to Public Service Commission rate hearings and speak in support of FPL.

Kelly said after the hearing that the company has done this to some degree in the past, but he has noticed it more in this rate case.

During the three-hour-plus hearing, which was attended by more than 100 people, Kelly questioned many of the people supporting the company to find out if they, their company or their nonprofit organization had some tie to the utility. In many cases, they did.

FPL spokeswoman Sarah Gatewood said after the hearing that the company is doing nothing wrong by asking supporters to comment to the Public Service Commission.

"There are lots of people urging people to come out and say negative things" about FPL and its rate request, Gatewood said.

Among supporters of the company's rate increase request was Melbourne resident John Chandler, director of business development for Valmont Industries Corp., which designs and builds structures for transmission and distribution lines, including for FPL.

"The price of progress is expensive," Chandler said, citing the need to strengthen the power grid and to guard against "attack from cyber-terrorists and terrorists on the ground."

Chandler said he received a notice from FPL about the hearing, but was not directly asked by the company to attend.

United Way of Brevard President Rob Rains told the PSC that FPL is "an incredible corporate citizen" that also has a good record of customer service.

Rains, a resident of Melbourne, said United Way gets corporate donations from the FPL, which also is one of about 300 companies that runs an employee campaign for United Way of Brevard. Additionally, Rains' parents both previously worked for the company.

Among the local mayors speaking on behalf of FPL's customer service performance at the hearing are Bob Hoog of Cape Canaveral, Carol McCormack of Palm Shores and Bob McPartian of Sebastian.