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STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
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(850) 413-6482

# Public Service Commission

July 28, 2016

Ms. Pam Kelly  
2028 Stewart Road, #52  
Melbourne Florida 32935

Dear Ms. Kelly:

Thank you for your recent letter to the Florida Public Service Commission (PSC) about Florida Power & Light Company (FPL). Your complaint has been forwarded to FPL's senior management for an expedited review and resolution. Within 48 hours, you should hear from the FPL representative assigned to your case. FPL will investigate your complaint and provide a written report to PSC staff on its resolution.

As you know, the PSC customer service hearings were held in June 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.

An evidentiary hearing on FPL's rate request will be held in Tallahassee. Witnesses from the utility, intervenors, Commission staff, and the Office of the Public Counsel will present testimony and evidence during the hearing and be cross-examined before the Commission. Commissioners will examine the utility's need for a rate increase, the utility's existing and proposed rate structure, and the utility's ability to provide safe and reliable service to FPL's customers.

PSC staff will review all complaints and customer comments and will use its findings when preparing a recommendation to the Commissioners on FPL's proposed final rates.

Again, thank you for your letter, and I hope you are satisfied with your complaint resolution.

Sincerely,

A handwritten signature in black ink that reads "Cynthia Muir".

Cynthia Muir  
Director

CLM/jmb

cc: Office of Commission Clerk

RECEIVED-FPSC  
2016 JUL 29 AM 10:27  
COMMISSION  
CLERK