

**Sandra Soto**

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**From:** Sandra Soto on behalf of Records Clerk  
**Sent:** Monday, August 08, 2016 1:36 PM  
**To:** 'Carmen Robledo'  
**Subject:** RE: Florida Power and Light Unhappy Customer

Dear Mr. and Mrs. Robledo,

We will be placing your comments below in consumer correspondence in Docket No. 160021-EI and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Sandra Soto  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6010

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**From:** Carmen Robledo [<mailto:crob1138@yahoo.com>]  
**Sent:** Monday, August 08, 2016 10:52 AM  
**To:** Records Clerk  
**Subject:** Florida Power and Light Unhappy Customer

It is totally unfair for FPL to impose a Rate Hike for reasons other than to inflate the pockets of the CEOs. At a time when FPL is reducing responsibilities usually covered by FPL, its immoral to think they should be allowed this Rate Hike. The Power box in our home was burned out during a thunder storm a year ago. We called FPL who verified the box outside our home was indeed burnt out. FPL no longer repairs or replaces these boxes. We had to hire an outside licensed electrical technician to replace the box. Our lights were off until FPL verified all was done according to their specifications. We spent money we really did not have; FPL is relieved of one more responsibility. So why the Rate Hike when customers are instructed to contract outside vendors to fix something which was normally handled by FPL. We senior citizens are counting pennies to make ends meet, make it through another day worried if we have enough to pay for medicine, food, shelter and now a monthly increases on FPL enough to create nightmares. FPL is the only power provider available, we do not get an option to go for a more affordable power supplier. Social Security is at a standstill, we do not get to request increases so that we can make through another day, we have enough of a hard time trying to survive, while FPL is only trying to line their pockets, this increase is not for survival needs.

Carmen & Luis Robledo  
310 SW 97th Ave  
Pembroke Pines, Fl 33025

#160021-E1

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