

**Collin Roehner**

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**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Tuesday, August 09, 2016 3:31 PM  
**To:** 'Sparky Orsoff'  
**Subject:** RE: proposed FPL rate increase

Good afternoon,

We will be placing your comments below in consumer correspondence in Docket No. 160021-E1 and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

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**From:** Sparky Orsoff [<mailto:ehosparky@yahoo.com>]  
**Sent:** Tuesday, August 09, 2016 3:08 PM  
**To:** Records Clerk  
**Subject:** proposed FPL rate increase

**The following refers to docket number 160021-E1**

Considering that FPL is a monopoly, I don't believe they are worthy of any increase that is not directly attributed to an increase in costs.

FPL recently advertised that they dropped their kilowatt hour rate within the past year. However they never disclosed that they increased their customer charge by nearly 30 percent for the first 1000kWh which seems to be fuel related and by nearly 20% for over 1000kWh for items which are non fuel related. Fuel costs have gone down but the customer charge has gone up by nearly 30 percent. What is the basis for non fuel customer charge and wht has that gone up nearly 20 percent?

As a monopoly, they have no competition. This does not mean that they can charge at will. There needs to be a reliability performance standard associated with the rate that the customer can be charged as well as some standard to control executive compensation.

As for reliability, I would like the commission to look closely at the reliability within the Hovnanian's Four Seasons community that I live in. Historically we have an extensive record of what FPL calls mpis (momentary power interruptions). In addition to the

inconvenience of them, there have been instances where electrical and electronic devices, common in most households, became damaged.

There was a time, many years ago, when FPL would acknowledge that there was a problem and they would reimburse the customer for the cost of repair or replacement. Now their insurance department dismisses these claims as though the customer created the damage. However they do sell insurance for \$10 per month to insure against damage they cause to electrical products and for another \$5 per month they will insure electronic products. It seems to me that the customer shouldn't have to purchase protection to protect themselves from their monopoly vendor.

Whenever I have called in a complaint about an outage, FPL has been quick to apologize and to provide an explanation as to what caused the problem. Since they diagnose the problems so quickly, it would be reasonable to expect that they would resolve them quickly as well. However these problems seem to recur frequently.

It is my opinion that FPL should not be rewarded for poor quality and evidently poor management. If the stockholders do not see to it that the executives do their jobs properly by hiring the right employees and providing proper service, then they are not due any increase in dividends. In addition, FPL should not be allowed any funds for expansion until such time as they can demonstrate that they can properly deliver what they currently generate.

Eli Orsoff  
9822 Isles Cay Drive  
Delray Beach, FL 33446

Here's what your fellow FPL ratepayers told the PSC:

*"We have no option of investing in any other power company, we have no say in how many millions of dollars they pay their C-Suite executives, and we have no accurate accounting for the full scale of political contributions they make each year to influence those in powers to keep FPL in its unchallenged, powerful position in this state." – Susan Hicks, Sarasota FPL Customer*

*"They're asking for money to resolve – to get more profit for people that are out – for their shareholders that are out of state. Now we have seniors that cannot afford to buy their medication, and now with this rate increase and everything else, as everyone has spoken about, that will –*

*it's not only a 23 percent, everything that comes with it that they're going to have to pay for, they may have to – they may have to serve – they may have to not eat to be able to pay for their bills.” – Miguel Soliman, Miami FPL Customer.*

*“When you're considering this rate increase in order to generate higher profits for FP&L, please keep in mind that those profits come at our expense, and that includes the senior community, many of whom are having a very hard time of it.” –*

**Be sure to include: a) your first and last name; b) address where you receive FPL service; and c) the docket number 160021-E1 on your testimony so that it can be included for consideration. All correspondence must be submitted by Aug. 19, 2016.**