

**Collin Roehner**

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**From:** Janet Brunson  
**Sent:** Wednesday, August 10, 2016 9:48 AM  
**To:** 'laibenh@bellsouth.net'  
**Cc:** Consumer Correspondence  
**Subject:** FPL Rate Increase - Docket No. 160021-EI

Dear Ms. Laiben:

Thank you for contacting the Florida Public Service Commission (PSC) about Florida Power & Light Company's (FPL) rate petition. To give Commissioners and staff an opportunity to review your comments, your correspondence is included in the file for Docket No.160021-EI.

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.

The PSC's evidentiary hearing on FPL's rate case will be in August in Tallahassee. Witnesses from the utility, intervenors, Commission staff, and the Public Counsel, who represents customers, will present testimony and exhibits and be cross-examined by the Commissioners and other parties. Commissioners will examine FPL's need for a rate increase, its existing and proposed rate structure, and its ability to provide safe and reliable service.

Commissioners are charged with making sure that Florida's utility companies fulfill their service obligation. The PSC will ensure that final customer rates reflect only those costs that are prudent and necessary for FPL to deliver quality electric service to your home or business. Any proposed rate adjustment is requested to begin in January 2017.

If you have additional questions or need further assistance, please call 1-800-342-3552. If you want updated case information, visit the PSC's website, [www.floridapsc.com](http://www.floridapsc.com) and click on the Clerk's Office tab, then hit Dockets and type in case number 160021.

Sincerely,

Bev DeMello  
Assistant Director  
Office of Consumer Assistance & Outreach  
Phone: 850-413-6107

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**From:** Collin Roehner **On Behalf Of** Records Clerk  
**Sent:** Monday, August 08, 2016 8:59 AM  
**To:** 'Holly Laiben'  
**Subject:** RE: fpl rate hike

Good morning Laiben,

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,

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:** Holly Laiben [<mailto:laibenh@bellsouth.net>]

**Sent:** Monday, August 08, 2016 8:57 AM

**To:** Records Clerk

**Subject:** fpl rate hike

I own Easy Livin' RV Park in Ft. Pierce Fl. and pay an average of \$3000.00 per month on electric each month to FPL. Service is non existent. Tree branches on the south side of the property are hitting hot wires on the transformers and causing sparks to fly. I have campers directly under the lines staying in very flammable RV's. I can't trim these branches in fear of being electrocuted. Between me and my tenants, we have made seven requests to have these trimmed before a major storm hits and have had promises to have it taken care of. The last request by my tenant, was answered by "It's the landowner's responsibility" For all of this service that I have not been given, they are asking for a raise. Mike Laiben 772-461-0800