

Sandra Soto

From: Janet Brunson
Sent: Monday, August 15, 2016 1:48 PM
To: 'ehosparky@yahoo.com'
Cc: Consumer Correspondence; Consumer Contact
Subject: FPL Rate Increase - Docket No. 160021-EI

Dear Mr. Orsoff:

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 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

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

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.