

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Friday, August 19, 2016 10:18 AM  
**To:** Consumer Correspondence  
**Cc:** Angie Calhoun  
**Subject:** FW: Customer correspondence for docket 160021  
**Attachments:** Comments for Docket NO.160021-EI; FPL Rate Hike Opposition; FPSC , 1 page(s)

[Customer correspondence](#)

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**From:** Angie Calhoun  
**Sent:** Friday, August 19, 2016 9:13 AM  
**To:** Ruth McHargue  
**Subject:** Customer correspondence for docket 160021

Please forward attached correspondence to CLK for docket 160021.

Angie

## Collin Roehner

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**From:** Royal Wellington Pharmacy <royalwellington@comcast.net>  
**Sent:** Tuesday, August 16, 2016 10:38 AM  
**To:** Consumer Contact  
**Cc:** blwillever@Comcast.net  
**Subject:** Comments for Docket NO.160021-EI

To whom this may concern,

As a FPL consumer, I find it hard to believe that FPL is asking again for a customer service rate increase. They just received a customer service charge rate increase in April 2016. Over a 3 1/2 year period the customer service rate has gone up 33% from \$5.90 (12/2012) to the current \$7.87 (08/2016).

Rates as they changed over that time period:

2012 - \$5.90  
2013 - \$7.24 huge jump  
2014-2015 - \$7.57  
2016 - \$7.87  
2016 - another request

This customer service charge includes meter reading, which is done electronically, I know that change lowered costs. Also, we receive electronic billing, also a lower cost because of no paper or US mail charges. So, what is the justification of this rate increase?

As these FPL rates go up where is the consumer to turn. It is impossible for a consumer to choose another energy company when they are the only one in town. I do not believe that this rate increase is for the benefit of the consumer, and only benefits FPL. I feel FPL can raise there rates whenever, and for whatever amount, and the consumer is going to pay, because of the lack of competition and consumers have no real say. Kinda like a monopoly.

Also, FPL through advertising is sending out a false sense of lower costs. They show commercials about lower bills per month. This is because its only on fuel charges. Fuel is a commodity, it is as going to raise and lower on what the world markets bear. So right now its lower, but what is the future price? If fuel goes back up are they going to ask for a decrease in the customer service charge or any charges. A little more transparency would be recommended when it comes to the all the charges that FPL has on the consumers bill, especially when it comes to rate increases. I believe the PSC needs to reject any requests for rates increases to FPL until they fully disclose the reasoning behind any rate increases, and provide full transparency of the rate increase through all public avenues so consumers can become more informed. With a well informed public, I believe then the PSC could make a better more well informed judgment on the rate increase that is being asked. I found out about this increase because I started looking at my email in more detail. And when I wanted to find out for more about this rate increase it was vague, and suggested to write out your comments to the PSC. Which I am doing for the first time in my life.

Furthermore, I believe this rate increase is not justified. It seems as fuel charges become lower the customer service rate increases or other rates increase to help cover losses of total sales; however, FPL revenues have been increasing within the same time per share at a 45% increase. I have included the common stock dividend payouts below:

NEE

The Dividend History page provides a single page to review all of the aggregated Dividend payment information

Ex/Eff Date	Type	Cash Amount	Declaration Date	Record Date	Payment Date
8/26/2016	Cash	0.87	7/29/2016	8/30/2016	9/15/2016
5/26/2016	Cash	0.87	5/19/2016	5/31/2016	6/15/2016
2/24/2016	Cash	0.87	2/12/2016	2/26/2016	3/15/2016
11/24/2015	Cash	0.77	10/16/2015	11/27/2015	12/15/2015
8/26/2015	Cash	0.77	7/31/2015	8/28/2015	9/15/2015
5/27/2015	Cash	0.77	5/22/2015	5/29/2015	6/15/2015
2/25/2015	Cash	0.77	2/13/2015	2/27/2015	3/16/2015
11/25/2014	Cash	0.725	10/17/2014	11/28/2014	12/15/2014
8/27/2014	Cash	0.725	7/25/2014	8/29/2014	9/15/2014
5/29/2014	Cash	0.725	5/23/2014	6/2/2014	6/16/2014
2/26/2014	Cash	0.725	2/14/2014	2/28/2014	3/17/2014
11/26/2013	Cash	0.66	10/18/2013	11/29/2013	12/16/2013
8/28/2013	Cash	0.66	7/26/2013	8/30/2013	9/16/2013
5/30/2013	Cash	0.66	5/24/2013	6/3/2013	6/17/2013
2/27/2013	Cash	0.66	2/15/2013	3/1/2013	3/15/2013
11/28/2012	Cash	0.6	10/12/2012	11/30/2012	12/17/2012

I understand that the stock holders are always wanting better performance from there investments; however, its seem FPL has been doing very well during these economic times. I believe it is time that FPL passes some of that past positive performance back to it customers. We thank FPL for their efforts in trying reducing their costs overall to the consumer; however again, I believe it can be further reduced. Just like in any business FPL should look at payroll, benefit structures and product waste from improvements. As this pertains back to the consumer, non-fuel and customer service charges are the areas where minor increases (.10 to .35 cent increases) although small, can add up to the general consumer over time and a stronger look at internal cost reductions stop these minor increases. I believe this rate increase should not be given, and no increase should be considered at all. I would like to see a moratorium on a least customer service charges for the next 10 years, until

there is more transparency, more public information provided, and more justification for why these rate increases are necessary.

Thank you for your time, and I hope you all will consider my statement when it comes time for the PSCs recommendations for FPLs rate increase at this time.

Sincerely,

Brian Willever

## Collin Roehner

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**From:** Jody Barnett <jodyfau@yahoo.com>  
**Sent:** Wednesday, August 17, 2016 3:30 PM  
**To:** Consumer Contact; Records Clerk  
**Subject:** FPL Rate Hike Opposition

Dear Commissioner,

My name is Louise Barnett. I am a long time Florida resident and Florida Power & Light customer.

Please note that I am opposed to the proposed rate hike the FP&L Company is requesting. I do not believe the rate hike is justified and would like to go on record as saying so.

In June my FPL bill was \$277.92. In July my bill was \$5,196.65. When I called to complain of a mistake, I was told FPL would contact me within 3 business days to set up an appointment to come to my house and check my air conditioner and appliances. By the end of the second business day, when I had not heard from the company, I contacted FPL again as I was quite upset about the bill. Someone asked me to read my meter and I was told I would receive a corrected bill within 6 days. I did receive a corrected bill on the sixth day without apology or explanation for the error.

Thank you for considering my request and for standing up for the public in situations such as this rate hike proposal by Florida Power & Light Company.

Sincerely,

Louise Barnett

7200 S. Olive Ave.

West Plam Beach, FL 33405

561.602.7108

## Collin Roehner

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**From:** PSC Fax Server <Fax@psc.state.fl.us>  
**Sent:** Thursday, August 18, 2016 4:00 PM  
**To:** Consumer Contact  
**Subject:** FPSC , 1 page(s)  
**Attachments:** FAX-2016-08-18 15\_59\_42.tif

\*New Fax Received!\*

You have received a 1 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.

Please SAY "NO FPL"   
 Petition for increase in rates by *anybody have too much \$*   
 Florida Power & Light Company

DOCKET NO. 160021-EI

Name Anthony Steigenwalt   
 Address 17914 West Rd No   
 Loxahatchee FL 33470

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS
Public Service Commission - PLEASE
SAY "NO INCREASE FPL" -
We are relying on the PSC to look
after our public interests and the
greed of a big corporation (NextEra/FPL)
shouldn't be what moves you it
should be concern of whether it
is needed - it is likely NOT necessary
as FPL is already making in
enormous profits. Don't be
fooled again - Please

FOLD & TAPE -- See back for address

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.