

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Wednesday, September 07, 2016 9:22 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 160021

Customer correspondence

-----Original Message-----

From: Consumer Contact  
Sent: Tuesday, September 06, 2016 3:10 PM  
To: Ruth McHargue  
Subject: To CLK Docket 160021

Copy on file, see 1221771C.

-----Original Message-----

From: Benjamin Legaspi  
Sent: Tuesday, September 06, 2016 1:26 PM  
To: Consumer Contact  
Subject: FW: PSC Contact Form

-----Original Message-----

From: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us) [mailto:[contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)]  
Sent: Tuesday, September 06, 2016 1:09 PM  
To: Webmaster  
Cc: [audiobeme@aol.com](mailto:audiobeme@aol.com)  
Subject: PSC Contact Form

Contact from a Web user

Contact Information:

Name: John Bozell  
Company:  
Primary Phone:  
Secondary Phone:  
Email: [audiobeme@aol.com](mailto:audiobeme@aol.com)

Response requested? Yes

CC Sent? Yes

Comments:

Please do not allow FPL to increase any residential rates.

Every time I watch TV, no matter the time, no matter what south Florida station, I have to endure advertising by FPL bragging about how they are "keeping my bills low", their rates being "among the lowest in the state", "among the lowest in the nation", "rates going down again". Sometimes there's an FPL ad, then an ad by another advertiser, then,

guess what (?), there's another FPL ad! When I listen to local radio stations, I get reminded of FPL's presence because they advertise there, too. Every FPL bill I receive includes a pamphlet in which FPL reminds me about how I'm paying "among the lowest rates in Florida", "among the lowest in the nation". FPL takes money out of my pocket and uses it to continually tell me how little money they are taking out of my pocket.

Why is the money I have to pay FPL being spent on advertising? They have a monopoly on their product. It's not like I can drop their service and hire a competitor. There are no competitors.

Does FPL want to increase rates in order to increase profits to investors? Does FPL want to increase rates as a "reward" for doing its job? That's not the purpose of a public utility. They are there to provide electric service to the public at a fair price, a price I can afford.

I'm struggling to pay my bills as it is. Most people I know are having difficulty making ends meet. Some are being forced to make choices between which essentials to buy and which to attempt to survive without. Every little bit more that one thing costs tips the scales the wrong way, weakening the already feeble hold we have on staying afloat.

As it is, the State of Florida is doing a terrible job of protecting its residents against the unending quest of those looking to take the biggest possible bite out of our pockets. I'm forced to drive on a toll road to get to and from work. Those tolls just keep increasing. The price of auto insurance for my twenty-four year old vehicle is steadily increasing. My AT&T home telephone price just went up again. Every year, the cost of my homeowner's insurance goes up sharply. My windstorm insurance by our state's "insurer of last resort" got so expensive, I was forced to do something that causes me to sleep poorly: drop it. My city government has instituted a "utility tax". Now they are taking money away from me (10 %) for the essentials I need to live.

Any rate increase granted to FPL will not only take more money from me directly on my monthly FPL bill, it will also be passed along to me by every business served by FPL with whom I have to deal. Additionally, all the fees and taxes that are tacked on as a percentage of FPL's charges will also be increased.

I have made the effort to cut my use of electricity. I have switched out all the incandescent light bulbs in my household to CFL or LED bulbs. Several years ago I started paying close attention to the Energy Star ratings of large and small appliances. Since then, when the time came to replace an electric appliance, I purchased the most energy efficient one I could afford.

I have lowered the temperature of my water heater. I take cool showers. I wash my clothes in cold water. I don't over-dry my clothes. I have raised the thermostat temperature on my air conditioning. To compensate for the higher temperature in the house, I use fans in an effort to stay comfortable. I turn off my air conditioning whenever I leave the house for more than an hour or so. I only have a light on when and where I need it.

I have done everything I possible to decrease the amount of electricity I use. My reward is: FPL wants to increase the "Customer Charge" which is a preset monthly charge that has nothing to do with the amount of electricity I use. I can't take any actions to control the "Customer Charge". It's your responsibility to keep that under control. FPL wants to increase their "Base Energy Charges". This is despite the fact that the costs for FPL to provide energy to me have decreased in recent years. Fuel costs are way down. People are now opting for paperless billing, which cuts FPL's costs. People pay their bills online, which cuts FPL's costs.

FPL is also increasing its income by including advertising by "dish", "Life Alert", and others along with my monthly bills.

They also advertise "Surge Shield", for which, according to the advertising, they charge \$10.95 per month, plus taxes, to protect electrical appliances from "getting zapped". "Electronics Surge Protection is also available". Shouldn't the electricity for which I pay be free of damaging surges at no additional charge? How much additional revenue does FPL get from this "add-on"?

I shopped around for the best deal I could find on a checking account. It is paying 0.00% for the money I keep in it. The best deal I could find on a Money Market account paid 0.10%. The best deal I could find on a Certificate of Deposit in the Ft. Lauderdale area pays 1.30% after tying up my money for 27 months. If FPL wants to cater to investors rather than to its customers, I suggest you instruct FPL to use the above numbers as their enticement to attract those investors.

Please do not allow FPL to increase any portion of what I am forced to pay them. In fact do the opposite. Lower my electric bills by reducing FPL's profits.

Additionally, please instruct FPL to stop spending the money I am forced to pay them for electricity on television advertising, radio advertising, corporate sponsorships and the like. If FPL really, truly needs more money, advise them to stop spending the money they already have on all their ridiculous advertising!

Please do the right thing. You are where you are for the purpose of watching out for and protecting the interests of the public. You are not there for the purpose of giving ever increasing profits to investors at the expense of the public.