

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Tuesday, November 08, 2016 1:14 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 160211

Customer correspondence

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

From: Consumer Contact  
Sent: Tuesday, November 08, 2016 11:49 AM  
To: Ruth McHargue  
Subject: To CLK Docket 160211

Copy on file, see 1227361C. DHood

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

From: Benjamin Legaspi  
Sent: Tuesday, November 08, 2016 11:41 AM  
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>]  
Sent: Tuesday, November 08, 2016 10:49 AM  
To: Webmaster  
Cc: [humcas@windstream.net](mailto:humcas@windstream.net)  
Subject: PSC Contact Form

Contact from a Web user

Contact Information:  
Name: Valeria Castellanos  
Company: n/a  
Primary Phone: (386) 935-4104  
Secondary Phone:  
Email: [humcas@windstream.net](mailto:humcas@windstream.net)

Response requested? Yes  
CC Sent? Yes

Comments:  
Re: Docket number: 160211  
Our account number: 5931360114

We have received a disturbing letter from our energy company, Duke Energy, advising us that our electric account will be changed from Duke Energy, a company with which we have been very pleased, to Suwannee Valley Electric, at a minimum additional cost to us of over \$140.00 per year. We have been with Duke Energy for several years and we have been completely happy with their services. Suwannee Electric Co-op is a much smaller and apparently, according to neighbors here who are with Suwannee and internet investigations, a less competent company. For instance, when Hurricane Hermine recently came through our area Duke Energy restored our electricity in four hours while our neighbors, who are serviced by Suwannee Electric, were out of electricity for almost two days.

My husband is a 76 year old retired, disabled, veteran and a great deal of strain is put on us whenever we are without electricity. We are also living on a fixed income. We cannot afford an additional financial burden. Perhaps you have not considered that an additional \$12.95 per month, referred to in the notification from Duke Energy, adds up to \$143.40 per year.

\$140.00 a year represents, to us, two weeks of groceries or a full month of our current electricity payments or 1,244 miles worth of gasoline for our vehicle at current gasoline prices - about a year's worth of trips to the grocery store, the church and the doctor in our case. These are not things with which we can do without.

This is a great deal of additional money out of our pocket and which would be completely unnecessary if things are simply left as they are. The additional cost to us, for no additional service, is clearly unreasonable and objectionable. We must strongly protest this proposal which would be a great penalty on us for and only benefits bureaucratic convenience.

We ask you to seriously consider the burden which would be imposed on us, and on the others in similar positions who would be effected, if this change should be made. We sincerely hope you understand our position that the proposed change would be both a financial burden and would reduce the reliability of a much needed service and that you will find in favor of not making this change.

Thank you for your consideration,  
Very truly yours