

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Monday, November 28, 2016 10:34 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 160021  
**Attachments:** deny FP&L's rate hike; deny FP&L's rate hike

Customer correspondence

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**From:** Diane Hood  
**Sent:** Wednesday, November 23, 2016 1:06 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160021

Copy on file, see 1228637C. DHood

## **Collin Roehner**

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**From:** Greta Swart <greta\_mackenzie@hotmail.com>  
**Sent:** Wednesday, November 23, 2016 12:33 PM  
**To:** Consumer Contact  
**Subject:** deny FP&L's rate hike

I sent an email asking that FP&L's request for yet another rate hike be denied. I was told that in order to process my protest you needed to know if i was a current FP&L customer. Believe me, if i could avoid being an FP&L customer I would, but I can't. As I stated in my previous email I live in Miami and FP&L have the monopoly on supplying electricity to south Florida. This captive audience is one reason why their attempts to dip their hands even deeper into our pockets should be denied, we cant go anywhere else for electricity.

While I'm complaining I'd also like to take this opportunity to mention FP&L's attitude to power cuts, of which we seem to have more than our fair share. Not only have FP&L not been round in years to prune trees under our power lines but they seem to view power outages as a money making enterprise. In order to improve our service and avoid the damage that power cuts cause to household appliances they are suggesting that we purchase surge protectors at \$12/month plus installment. My argument is if they can supply stable power they should be required to do so without the additional cost. At the very least, if their unreliable service (which they tell us they can improve but only will as an optional extra) damages electrical goods, they should be required to make good the damage.

sincerely greta swart  
FP&L customer (mailing and address of account, see below, are the same)  
2418 country club prado  
coral gables, Fl 33134

## **Collin Roehner**

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**From:** Greta Swart <greta\_mackenzie@hotmail.com>  
**Sent:** Monday, November 21, 2016 2:42 PM  
**To:** Consumer Contact  
**Subject:** deny FP&L's rate hike

*As a Miami resident I wish to go on record that I oppose FPL's rate hike request for gas-burning power plants. I consider these to be unnecessary. I seem to remember that they are already being allowed to pre-bill us in anticipation of building a second reactor at some unspecified time in the future. How many other businesses are allowed to strong arm payment out of their customer base because they are a monopoly. Even if I have mis-remembered this I am particularly concerned that the new billion-dollar expenditures on gas plants in FPL's rate increase proposal will needlessly expose me and my fellow Floridians to more expensive electricity now and in the future. I want FPL to invest in affordable solar energy instead. With Florida's sunshine it should be a 'no brainer', a perfect place for a test of green energy. FP&L should not be allowed to exploit their position to take advantage of their customers. They spent significant amounts of their customers money lobbying against competition in the recent election....a referendum they lost. They are not good stewards of the money we have no choice to pay to them as it is.*

sincerely, greta swart