

Collin Roehner

From: Ruth McHargue
Sent: Monday, December 19, 2016 11:52 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 160186
Attachments: Gulf Power (Docket #160186-EL); Gulf Power rate increase request; Gulf Power Rate Increase Proposal; Gulf Power rate increase request; Docket 160186-EI; Proposed Gulf Power Rate Increase; Gulf Power Requested Increase; Gulf Power rate increase - Docket #160186-EL; Gulf power rate increase ; E-Form Other Complaint TRACKING NUMBER 121969

[Customer correspondence](#)

From: Diane Hood
Sent: Monday, December 19, 2016 8:50 AM
To: Ruth McHargue
Subject: To CLK Docket 160186

Copies on file. DHood

Collin Roehner

From: Barry Andrew <bulabarry@bellsouth.net>
Sent: Wednesday, December 14, 2016 4:47 PM
To: Consumer Contact
Subject: Gulf Power (Docket #160186-EL)

ATTN: Office of Commission Clerk, FL PSC

RE: Docket Number 160186-EL (Requested Gulf Power rate hike)

Dear Sir or Madam,

Concerning the above docket (proposed rate hike for Gulf Power), I would hope that the PSC would make the correct decision and refuse said rate change without compromise. Gulf Power's direct expense has been reduced significantly due the declining cost of oil / fuel. Gulf Power maintains a bloated budget which is out of sync with other leading businesses in it's service area. Gulf Power is out of touch with it's struggling customer base, most of whom have dealt with a declining income during past decade. Gulf Power persists with their huge marketing budgets whilst they are the only supplier in their marketplace. Gulf Power, requesting yet another rate increase, is offensive and totally out of touch with their customer base and should be emphatically refused.

Thank you for your consideration in this matter.

Barry & Linda Andrew
5305 Stiles Lane
Pace, FL 32571

850-637-2138

Barry Andrew

Sent from my iPad

Collin Roehner

From: Larry Jourdan <lejourdan@cox.net>
Sent: Thursday, December 15, 2016 7:34 PM
To: Consumer Contact
Subject: Gulf Power Rate Increase Proposal

It is time that PSC tells Gulf Power no for once. Every time the wind blows they come asking for a increase and all the PSC does is go thru the motions, sort thru the perks they get and OK these increases acting like they are representing the common folks. For once say NO!!

Tell them my Social Security check is going to increase two dollars a month this year with no increase last year. While Washington legislatures is going to see a \$ 3000 a month increase. Ask them for the money. Most young people don't even make \$ 3000 a month and no one on Social Security does.

Look at the rate increases the Residential Service common folks is getting hit with, 6.9% which is the highest of all the increases and the people who least can afford it. I bet Gulf Power doesn't have an employee that makes less than \$ 3000 per month.

Open your eyes and do the right thing. Thanking you in advance, Larry E. Jourdan Sr.

Sent from my iPad

Collin Roehner

From: Scott Livingston <scottliv@bellsouth.net>
Sent: Saturday, December 17, 2016 12:32 PM
To: Consumer Contact
Subject: Gulf power rate increase

Absolutely not! American people haven't had a raise in ten years, how can they ask for a 6.9% increase? In fact the American people have had a pay cut. When I get a 7% pay raise they can have a 1% increase. The logic for seeking an increase is because fuel prices have dropped, what? When does the consumer ever get a break? The Florida Public Service commission needs to do its job and protect "we the people" from monopolies!

Scott Livingston
Niceville Florida
954-253-8371

Sent from my iPhone

Collin Roehner

From: PAUL KELLUM <hpk32541@gmail.com>
Sent: Thursday, December 15, 2016 2:34 PM
To: Consumer Contact
Subject: Gulf Power rate increase request

This is voice my objection to the rate increase requested by Gulf Power. I, as a residential and commercial user of Gulf Power electricity have seen continued and unjustified increases since moving to this state. I strongly oppose this request by Gulf Power.

Paul Kellum
1376 Emerald Bay Drive
Destin, Fl 32541

Collin Roehner

From: Cynthia Norris <norricks@bay.k12.fl.us>
Sent: Friday, December 16, 2016 3:13 PM
To: Consumer Contact
Subject: Proposed Gulf Power Rate Increase

Docket number 160186-EI

I would like to ask that the rate increase be denied to Gulf Power Company for residential service. How can they say they are asking for a rate increase when they tell you in their letter that there is a decrease in fuel prices?

Thank you for your consideration.

The information contained in this message may be privileged and confidential and protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by replying to the message and deleting it from your computer. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public-records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, December 17, 2016 4:46 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 121969

CUSTOMER INFORMATION

Name: rebrecca rogers
Telephone: (850) 358-6119
Email: br696901@yahoo.com
Address: 1602 drake ave apt a panama city FL 32405

BUSINESS INFORMATION

Business Account Name: rebrecca rogers
Account Number:
Address: 1602 drake ave apt a panama city FL 32405

COMPLAINT INFORMATION

Complaint: Other Complaint against Gulf Power Company

Details:

Increase in utility bill, of 10.22 or 6.9 percent increase

Docket number 160286-el . I am on social security disability and a very limited income. 10.00 dollars a month may not seem like a lot, but for mme it is, why should gulf power get a raise increase just because there has been a decrease in fuel prices that decrease should go to the consumer, and gulf power is not making enough money, This is to me. Price gouging, and i thought that was against the law, and since gulf power is the only utility company in panama city fl, it is a monopoly and is also able to force any prices on people, I oppose the new prices

Thank you

Rebecca Rogers

Collin Roehner

From: J W <emeraldskye73@gmail.com>
Sent: Saturday, December 17, 2016 9:50 AM
To: Consumer Contact
Subject: Gulf Power Requested Increase

Hello,

I would like to give my opinion regarding Gulf Power's requested rate increase. Gulf Power's letter they sent out to customers is very misleading. It makes it appear as though we have had lower priced power in 2016 and they forecast our bills to be even lower in 2017 (but only provided fuel prices remain the same). Therefore, they are asking for an increase in the base rate. The ONLY reason our power rates have been lower is because of the current cost of fuel. This has nothing to do with the base rate Gulf Power has been charging during 2016. If the increase in the base rate of 2017 is approved, AND the price of fuel rises like it is forecast to do (partly due to OPEC getting non-OPEC participating countries to agree to reduce production), then we customers will have a double increase in our power bill! Gulf Power will get more money when they are allowed to charge more for fuel AND they will get an increase in the base rate for power.

I am on disability and only get paid so much money per month. Any increase in the power bill will affect my household greatly, even the increase the fuel prices alone will cause. We do not qualify for assistance in paying for any of our bills because of my husbands income, therefore we are among the middle class who constantly get squeezed the most. We are the ones above the poverty level, but not rich by any means. The price of everything is going up, please DO NOT APPROVE this request for an increase in the base rate for Gulf Power. Make Gulf Power live within their current means just like the rest of us have to do with our own personal household budgets. I appreciate your consideration of this concern, as I am certain I am not the only one worried about having to pay more for power. Thank you, happy holidays!

Sincerely,

Jennifer White

Pace, FL 32571

Collin Roehner

From: Calvin AVANT <cavant1@bellsouth.net>
Sent: Friday, December 16, 2016 9:28 AM
To: Consumer Contact
Subject: Gulf Power rate increase request

Florida Public Service Commission,

I received a letter in the mail concerning Gulf Power's request for a rate increase. First of all the letter was in a blank envelope with no return address. It looked like junk mail, which could have been easily discarded without ever opening the envelope. The only place you could find the company's name was on the place where postage paid is located, which was in very small print. Many customers could mistake this as junk mail and may have discarded the notice thus never reading the requested rate hike and not aware that could give a statement concerning the proposed increase. It look as if Gulf Power intentionally sent out the notice to customers in a nondescript mailing so the community would not see it as a letter from our local power company. Secondly I am a senior citizen living on a fix income and what seems to be a small increase will hurt me lot. I do not receive an increase on my retirement and social security that equal the percentage of proposed rate hike. Please take in consideration other seniors in the Gulf Power area who find themselves in the same dilemma.

Thank,
Calvin Avant
7820 Castlegate Dr.
Pensacola, FL 32534

Collin Roehner

From: Kathy Holzapfel <katzap@aol.com>
Sent: Saturday, December 17, 2016 9:57 AM
To: Consumer Contact
Subject: Gulf Power rate increase - Docket #160186-EL

I am a Gulf Power customer and received a copy of their Notice To Customers of their request to increase prices 6.9%.

I ask that the Public Service Commission DENY this rate increase. That's too much of a burden on citizens who are already feeling increases everywhere. And how many years has Gulf Power been increasing their rates? They want to bill customers more, but where is Gulf Power striving to save money/reduce costs within their own businesses to avoid such increases to their customer base? They should have to tighten their financial budgets, just as customers would have to do with an increase.

I feel that Gulf Power should be investing more of their current profits to fulfill their state need of "investing in the long-term reliability of the NW FL's energy infrastructure." They make a profit from this infrastructure, therefore it is their duty to maintain it. They make a profit supplying electricity to their customers, and a portion of this profit should be reinvested to assure their continued ability to supply their customers.

Unfortunately, I do not have a choice to go to another provider for electrical, like I did while living in Texas. Please do not let Gulf Power take advantage of a captive customer base. Or consider letting other providers come into the area to provide more consumer options.

Sincerely,
Kathleen Holzapfel
2720 State Ave
Panama City, FL 32405
CELL: 813-951-8734

Collin Roehner

From: Tanya E. Kruk <tekruk@earthlink.net>
Sent: Friday, December 16, 2016 9:43 AM
To: Consumer Contact
Subject: Docket 160186-EI

Dear Decision-Makers at Public Service Commission,

I received a non-descript letter in the mail this week. It was from Gulf Power alerting me that although prices of fuel have decreased, my rates will increase. This is typical double-speak of this organization that I have grown distrustful of because of the recent deceptive ballot initiative that was purposefully phrased to confuse voters. Why wasn't the Gulf Power logo on the letter? To deceive the recipients, that is why. Gulf Power also charges a fee to pay with a credit card, so any rewards I could have earned by paying my bill are lost because I pay with a check instead.

Although I support solar and wind (renewable energy sources), **I am firmly against raising rates.** I pay a monthly average of \$100 over what I have ever paid for electricity in other cities/states here in Pace, FL. As a member of a military family who has moved all over this country (11 locations), I know what I am talking about. I do not support coal energy because it is a dirty, unsafe and declining energy source. As we move toward wind and solar, the rates should be lowering, not increasing, after the initial cost of equipment purchase. I am somehow not optimistic that Gulf Power will ever "reduce" rates. In fact, I just visited their website (www.gulfpower.com) and there is NOTHING about this rate hike on their site. Again, a distrustworthy organization that I don't want to support more than I have to.

Tanya Kruk
Pace FL resident