

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: Jan 6, 2017
TO: Office of Commission Clerk
FROM: Bureau of Consumer Assistance, Division of Safety, Reliability & Consumer Assistance
RE: Customer Correspondence

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 160186.

COMMISSION
CLERK

2017 JAN -6 PM 4: 01

RECEIVED-PPSC

30 Dec. 2016

Florida Public Service Commission:

I have two issues for you to consider - hopefully you will help me. - First - This concerns the rate hike Gulf Power Co. has requested. On behalf of retired senior citizens now living on fixed, limited income I ask you not to grant such a high rate hike. We are told this increase Gulf Power Co. is asking for will result in an increase in our monthly bills of over 10 dollars a month! This would cause a hardship for those of us already living month to month.

This next issue concerns Emerald Coast Utilities Authority. The bill I received from them in February 2016 was obviously estimated and estimated high. As a result, I was overbilled. When ECUA refused to correct their mistake, I reported them to the State of Florida. The person at ECUA who answered my complaint told a lie by saying my water usage was increasing. I keep track of all my monthly bills. A full year of monthly bills show this lie.



next Page Please

This Company Cheated me. I am sure I am not the only person this Company has cheated in this way.

An additional issue with ECUA - The person who responded to my Complaint to the state also stated there is an additional "billing fee" of \$11.²⁵ per month on our bills. This is a hidden fee, they have not put it on the bills they mail out to their customers each month. Your Commission needs to check into Emerald Coast Utilities Authority.

This company has been known to estimate bills in the past. - Also - I question if it really cost them \$11.²⁵ per household to send out a bill?



Regards -
Lauretta Lash
1520 W. Detroit Blvd.
Pensacola, Fl. 32534



P.O. Box 15311 • 9255 Sturdevant Street / 32514
Pensacola, Florida 32514-0311
ph: 850 476-5110 • fax: 850 969-3308

Lois Benson

Elvin McCorvey
206-2642

March 31, 2016

Mrs. Saundrea King
Senior Consumer Service Analyst
Division of Consumer Services
2005 Apalachee Pkwy.
Tallahassee, Florida 32399-6500

Re: Consumer Services Number: 1603-09121 / SK

Dear Ms. King:

Thank you for your letter dated March 14, 2016 regarding the account referenced above. We have researched Lauretta Lash's complaint and have found the following:

2016 APR - 7 AM 9:32
DIVISION OF
CONSUMER SERVICES

Over the last three months, the water consumption has increased each billing cycle, thereby also increasing the water charge per month. A copy of Mrs. Lash's water usage is attached for your review.

As you can see, the water usage has been increasing since the December 22, 2015 water meter reading.

Our current rate structure is \$2.30 per 1,000 gallons used in addition to a monthly billing fee of \$11.25.

We hope you find this information helpful and we certainly apologize to Mrs. Lash for any inconvenience.

Sincerely,

Jamie Rogers

Jamie Rogers
Customer Service Supervisor



Enclosure

over Please
→

my monthly ECUA for 2016
bills

Dec. 2015

59.23

Jan. 2016

67.83

Feb. 2016

72.13

march 2016

67.14

April 2016

60.78

May 2016

65.79

June 2016

60.95

July 2016

62.84

Aug. 2016

57.16

Sept. 2016

52.00

Oct. 2016

53.89

Nov. 2016

53.29

Dec. 2016

52.76

APPROXIMATE DATE
DEC 2016 PM 7



Fl. Public Service Commission
111 W. Madison St.
Tallahassee, Fl. 32399-1400



32399-140000



1570 W. Detroit Blvd.
Pensacola, Fl. 32534

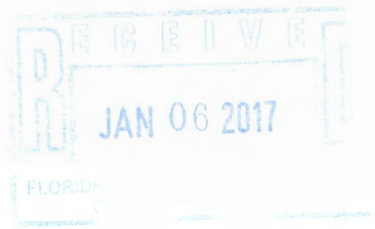


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TALLAHASSEE, FLORIDA 32399-1400

Hasler FIRST-CLASS MAIL
01/04/2017
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