

Collin Roehner

From: Ruth McHargue
Sent: Thursday, January 12, 2017 11:26 AM
To: Consumer Correspondence
Cc: Janet Brunson; Diane Hood
Subject: docket 160186

Customer correspondence

From: randoja@cox.net [<mailto:randoja@cox.net>]
Sent: Thursday, January 12, 2017 10:44 AM
To: Consumer Contact
Subject: RE: 6.9% rate increase

Robert Randoja
445 Wingard Street
Crestview, FL 32539

We pay our utilities to Gulf Power. And have been a customer for years.

Sent from [Mail](#) for Windows 10

From: [Consumer Contact](#)
Sent: Thursday, January 12, 2017 7:05 AM
To: 'randoja@cox.net'
Subject: RE: 6.9% rate increase

01/12/2017

Dear Mr. & Mrs. Randoja:

Thank you for contacting the Florida Public Service Commission.

In order to process your request we need to know the name of the company whose rates you are protesting and if you are a current customer of record.

You may send this information to me via e-mail at contact@psc.state.fl.us

Sincerely,
Ruth McHargue
Regulatory Program Administrator
Office of Consumer Assistance and Outreach
Florida Public Service Commission
1-800-342-3552
contact@psc.state.fl.us

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: randoja@cox.net [<mailto:randoja@cox.net>]

Sent: Wednesday, January 11, 2017 4:45 PM

To: Consumer Contact

Subject: 6.9% rate increase

We received your notice regarding a rate increase and we are very disappointed. I am aged 73 and retired after working my entire life. My husband became totally disabled after he had hip surgery in 2009. He has a pending lawsuit with this major corporation, Johnson & Johnson, because they refuse to honor the quality of their product.

In order to survive, we had to use all our savings. We are now both on Social Security and as you may know, we have not had any kind of increase for years. Yet the cost of Medicare has gone up. Our city services have gone up along with the cost of food, medicine & clothing. Even auto insurance and homeowner's insurance has gone up. Phone & cable costs are up.

We don't go on vacation, we don't eat out, we have cut back on our food quantities, we don't buy junk food and our cable costs are minimal. We recall when gas prices went down, we were told we wouldn't get a raise because after all, we were saving money on gas.....it's too bad you can't drink or eat it!!!!!!

Now we will be facing an increase in our electric bill. Perhaps it would be possible to offer folks such as us some kind of a discount instead of a rate increase! As you can imagine, this is a serious matter to us and our joking about it is our way of dealing with it.

Kay & Robert Randoja

Incidentally, we are never late paying any of our bills....even though we don't have much money.

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