

Collin Roehner

From: Janet Brunson
Sent: Wednesday, February 01, 2017 12:00 PM
To: 'tekruk@earthlink.net'
Cc: Consumer Correspondence
Subject: Docket No. 160186-EI - Gulf Power Company Rate Increase Request

Dear Ms. Kruk:

Thank you for contacting the Florida Public Service Commission (PSC) about Gulf Power Company's (Gulf) rate increase petition. Your correspondence is included in Gulf's rate case docket file (No. 160186-EI) to give Commissioners and staff an opportunity to review and understand your concerns.

January service hearings were held in Pensacola and Panama City. All customer comments—written and verbal—become a part of the record and will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on Gulf's petition.

Gulf's technical hearing before the PSC will be in March in Tallahassee. Witnesses from the utility, the Commission staff, the Office of Public Counsel (representing Gulf customers), and other intervenors in the case will present testimony, introduce exhibits, and be cross-examined before the Commissioners. Commissioners will review Gulf's need for a rate increase, its existing and proposed rate structure, and its ability to provide safe and reliable service.

Commissioners are charged with making sure that Florida's utility companies fulfill their service obligation. In its petition, Gulf based its request on several factors, including transmission projects and replacing and repairing infrastructure. The PSC will ensure that final customer rates reflect only those costs that are prudent and necessary for Gulf to deliver quality electric service.

You can find Gulf rate case information on the PSC's website, www.FloridaPSC.com. Access the Clerk's Office tab, then hit Dockets and type in Docket No. 160186. All case submissions can be found in the Documents Filing Index. If you have additional questions or need further assistance, please call PSC Consumer Assistance at 1-800-342-3552.

Sincerely,

Bev DeMello
Assistant Director

From: Tanya E. Kruk [<mailto:tekruk@earthlink.net>]
Sent: Friday, January 27, 2017 11:25 PM
To: Records Clerk
Subject: docket #160186-EI

Good Afternoon,

Last night I attended a Florida Public Service Commission meeting at which the new rates for Gulf Power were discussed. I learned that counter to what Gulf Power printed in the January 2017 newsletter, our rates will be RISING beginning July.

I would like to DITTO what Ms. Haven, the League of Women Voters, and Mr. Hunt shared last night. And why DOES Gulf Power spend money on advertising when they are a monopoly?

As a military spouse, I have lived all over our beautiful country. NEVER have I paid such a high electric bill as I pay here. I surely don't see the need to raise the base rates.

Did consumers even know about this potential rate increase? Probably not, and here is why:

Below is the non-descript letter that announced the rate change. Notice no logo was included and the facts were hidden in the text (my own highlighting):

NOTICE TO CUSTOMERS

Using the need to increase earnings on the long-term debt, the Florida Public Service Commission, on October 12, 2017, approved the Florida Public Service Commission to issue a public notice of rate and cost [adjustments to rates](#), [and other related matters](#) in the summer of 2017.

Generating and using solar energy is a beneficial energy use that includes renewable energy and 2017 includes the related ground lease and solar plant related fees over. Energy contracts also include related to construction development of the area is crucial.

Gulf Power's current base residential base rates are also subject to rate of rate in 2017, and it will be subject to in January 2017, which because of increased fuel prices. Being able to adjust, if the new base rate is subject to approval by the Florida Public Service Commission, the average residential customer's total monthly bill will increase by \$12.00 per month or 8.9 percent, or from \$144.50 to \$156.50. [Gulf is also planning to reduce the vehicle energy charge](#) and increase the 2017 base charge for existing residential rates and in issuing approval of new rate residential rate options.

Customers who wish to comment on the rates and other matters should contact the Office of the Public Service Commission, including comments on the rates and other matters for review of the Gulf Power's rates and other matters before and after the hearing is available at [http://www.fpsc.com](#). Comments regarding the availability of all Gulf Power's rates to answer questions concerning the matter. They may be contacted at the address or telephone number shown in the attached bill to Gulf Power.com.

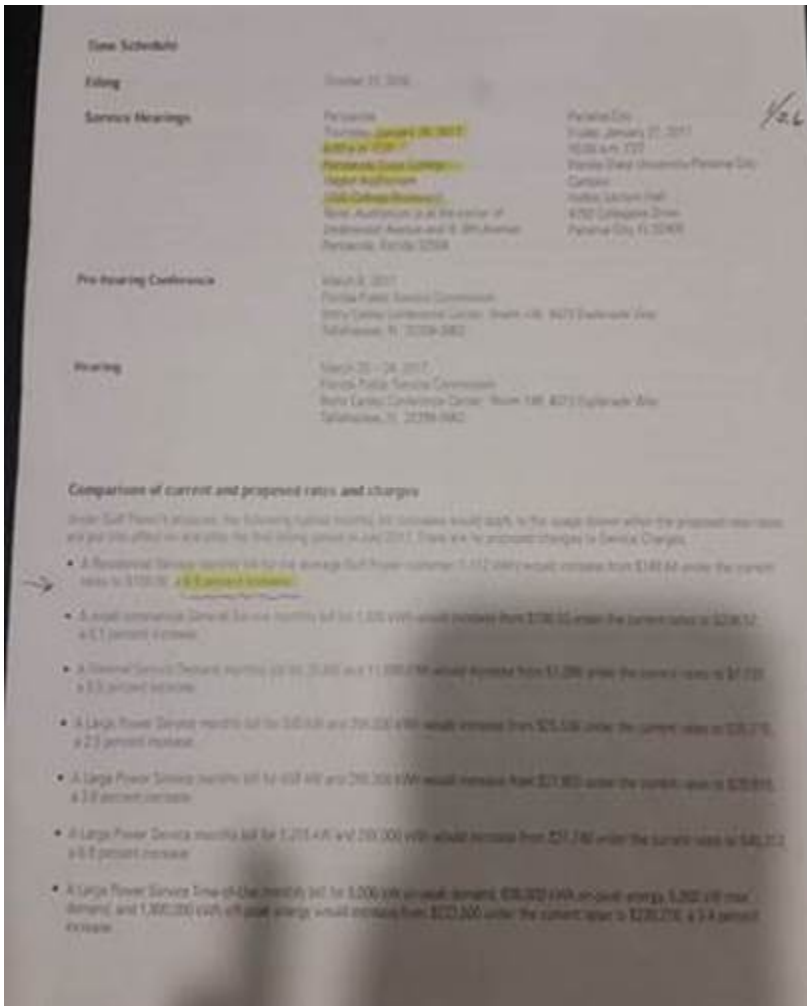
This notice is being issued for filing in the Florida Public Service Commission website under Docket Number 100196-17, under the Public Notice. Comments regarding services may be made to the Florida Public Service Commission's Office of Consumer Assistance & Complaints at 1-888-362-2020. Comments regarding the proposed changes in rates and charges should be addressed to the Office of Consumer Care, Florida Public Service Commission, 1041 Thomas Lee Boulevard, Tallahassee, FL 32304-0000 and should include the notice number.

The FSC will accept bills and comments.
For assistance, call 1-888-362-2020.
Email address: [consumer@fpsc.com](#)

The Office of Public Counsel (OPC) has been created in this document. The duty of the OPC is to provide legal representation for the benefit of the State of Florida in proceedings before the Commission. OPC representation may be requested prior to the hearing at 111 State Mutual Street, Room 812, Tallahassee, FL 32304-3400, or by phone at 1-888-362-2020.

List of local Gulf Power Offices

Panama City	1206 E. 15th Street, Panama City, FL 32401
Orlando	7755 S. Orange Avenue, Orlando, FL 32839
Tallahassee Springs	1225 Drive West, Tallahassee Springs, FL 32369
DeFuniak Springs	1003 S. Parker Boulevard, DeFuniak Springs, FL 32530
Nashville	1907 E. 2nd Street, Panama City, FL 32401
P. Wabash Beach	140 Wabash Boulevard, S.W., Fort Walton Beach, FL 32540
Milton	2125 Stephens Drive, Milton, FL 32578
Pensacola	412 W. Garden Street, Pensacola, FL 32507
Corporate Office	540 Redwood Parkway, Panama City, FL 32401



Below is Gulf Power's January 2017 Newsletter sent their customers (NOWHERE did they mention the INCREASE!):

Gulf Power customers will see a decrease in their monthly bill

The Florida Public Service Commission has approved Gulf Power's request for a price reduction. Starting in January, Gulf Power customers will see a **3 percent decrease** in their electricity bills.

The average residential bill for 1,000 kilowatt hours of electricity will drop \$4.63 **to \$144.05**. This will be the second year in a row customers have seen a decrease due to careful planning with the fuel we use to generate electricity. For more information to save money and energy visit MyGulfPower.com.

Gulf Power launches new website

Based on customer feedback, Gulf Power has redesigned its website. MyGulfPower.com provides a more engaging, friendlier experience with a content-rich platform packaged in a streamlined, easier-to-navigate design. It also improves customer access to important information and makes it easier for them to view their energy use and make more informed decisions based on relevant content.



- **Improved Structure and Navigation.** The site has been redesigned with a new and colorful layout, including more intuitive navigation and a more standardized menu structure.

- **New "My Account" area.** Customer's account information, including monthly statement and their energy use is easier to review.

- **Improved Program Enrollment.** Updated, detailed information about Gulf Power programs with links and instructions on how to enroll.

- **Responsive design.** Responsive design optimizes the experience for customers from any device — mobile, tablet or desktop — so important account information is always easy to get to.

- **Live Chat.** A chat function will come online in early 2017. Live chat will offer customers easy access to live customer service.

- **Easy Payment.** Customers can still pay their bills online, and the new website will map out 300 new authorized payment locations, including Western Union, Publix, Walmart, Winn-Dixie, Walgreens and CVS Pharmacy.

Business Corner

The Small Business Connect tool is designed to be responsive to the needs of local businesses. By answering self-guided questions about your business needs, the online tool will link you to information and resources to help hire employees, local industry and trade associations, education data and information about small business loans and grants. Visit GulfPower.com/business to use the new Small Business Connect online tool.



Gulf Power Numbers to Remember

Customer Service
1-800-225-5797

Restore Power
1-800-487-6937

Save Money & Energy
1-877-655-4001

Before You Dig
811

No information about the increase is on their website either <https://www.gulfpower.com/residential/savings-and-energy/rates-and-billing>.

I am still in disbelief from Gulf Power's purposely misleading Amendment 1 campaign against solar power. I feel again, they are **purposefully misleading** their customers in the way they have hidden this rate increase.

In our area, we are currently charged double what other Florida areas are charged for our base rate. Ours is currently \$19.22 whereas in other counties it is closer to \$8. Gulf Power is proposing to **raise this base rate to \$49**. This would apply to every customer, even those over 15% living in poverty <http://www.census.gov/quickfacts/table/PST045215/12113,12033> and regardless of usage.

Gulf Power is also proposing an increase in their excess **profit rate increase** from 10% (over national average already) to 11%. They claim the raise increase is needed in part to cover the Scherer coal plant in Georgia. This plant has not provided energy to retail customers in 30 years. Other accounting discrepancies were discussed, including \$23 million in salaries and benefits that included up to 126 vacant positions.

The semi-good news is that the rate per kilowatt hour will be reduced. This rate change does not reward people who conserve energy, however. Even **if your home is empty** and only drawing minimal power, you will pay over \$50/month! It is flipping the burden to the lower users, not to mention it reduces the savings of consumers who have made initially expensive conservation measures, such as updating their hot water heaters or re-paning their windows.

Also, I am **for SOLAR and WIND POWER and against COAL and FOSSIL FUELS**. I can't comprehend why the Sunshine State is not pursuing solar power more aggressively. Be a leader, Gulf Power!
Thank you for this opportunity to share my thoughts,
Tanya Kruk
3632 Berrypatch Lane
Pace, FL 32571
850-889-4201