



August 30, 2017

Commission Clerk

Florida Public Service Commission

2540 Shumard Oak Boulevard

Tallahassee, FL 32399-0850

Reference: Docket No. 20170150-EI

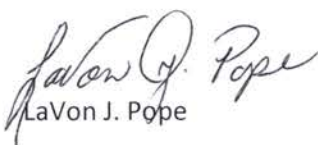
RECEIVED-FPSC
2017 SEP -5 AM 9:02
COMMISSION
CLERK

Dear Ladies and Gentlemen:

I received Florida Public Utilities Company letter of intent, notice to customers with the proposed 2.3% power bill increase. In this notice they have advised that they have made significant investments in the system improving safety and stability for storms and modernized. I have been a customer with Florida Public since October of 1988; I have yet to experience the improvements and the prompt modernized customer service that they are proclaiming. Just about a month ago I came home from an eight hour workday followed by a two hour meeting. I was looking forward to a hot shower and a normal afternoon; got home the lights were out for about three hours. Called the next day to try and find out what went on, reached a company not local for Florida Public, asked what happened (explanation a rolling blackout) "the problem" why would you pick the evening when people are getting off work to have a rolling blackout, pick a time during the day when they are at work. This does not make sense to me. They promised me a local manager from the power company on Penn Avenue would call me, this call never came. Needless to say I am not happy with Florida Public Utilities Company's service, and I never have been. For them to ask for an increase in services is an insult to the customers. I have been opposed to any increase for this power company until they improve their services. However, my opposition goes unnoticed by the Florida Public Service Commission and you continue to award them whatever they want at our expense. The customer's voice is never heard and the Commission continues to favor Florida Public Utilities Company. The power of big companies seems to prevail every time over the people, while the customers can't afford the constant increases imposed.

This increase should not be awarded until better customer service is provided and we can see infrastructure improvements by this company. Compared to other local power companies they are not constantly gouging power bills, they provide better service (some even give customer rebates for yearly power conservation), they are not greedy, and are not constantly going to the Commission for increases in power bills. Florida Public Utilities Company needs to learn to live within their means as we the customers must do. It is your job to see that it happens, by not awarding them the 2.3% increase that will be a burden to the customers.

Sincerely,


LaVon J. Pope

! NOTICE TO CUSTOMERS

On July 3, 2017, Florida Public Utilities Company filed a Petition with the Florida Public Service Commission seeking approval to increase rates and charges to produce an additional \$1,823,869 in revenues. The proposed increase, if approved, would increase the total bill in January 2018 for an average 1,000 kWh/month customer by \$3.20, or 2.3% over the current average bill.

The Florida Public Service Commission Docket Number assigned to this request is Docket No. 20170150-EI.

Over the last several years, FPUC has made significant investments in its electric transmission and distribution systems in an effort to improve the safety and stability, storm harden and modernize, as well as improve outage response times for our customers. In order to continue improving the electric service being provided to our customers, it has become necessary for us to seek recovery of these costs.

Details regarding the Company's request are contained in the Company's Filing, which also contains detailed financial, accounting and tariff data supporting the request. This is available for review at the following FPUC business offices during regular work hours.

2825 Penn Avenue
Marianna, Florida 32448-4004
800.427.7712 (7:00 a.m. - 7:00 p.m.)
Monday - Friday (9:00 a.m. - 5:00 p.m.)

1750 S. 14th Street, Suite 200
Fernandina Beach, Florida 32034
800.427.7712 (7:00 a.m. - 7:00 p.m.)
Monday - Friday (9:00 a.m. - 5:00 p.m.)

Any customer comments regarding the Company's service or the proposed rate increase should include the Docket Number assigned to this case, Docket No. 20170150-EI, and should be addressed to:

Commission Clerk

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2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

You may also contact the Commission at their toll-free number: **1.800.342.3552**.

Information is also available by visiting the Company's website at **www.FPUC.com**. You may also obtain information about this request by calling the Florida Public Service Commission at **1.800.342.3552** or visiting the Commission's website at **www.psc.state.fl.us**.