

**Antonia Hover**

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**From:** Antonia Hover on behalf of Records Clerk  
**Sent:** Monday, August 12, 2019 8:11 AM  
**To:** 'cognitas@msn.com'  
**Cc:** Consumer Contact  
**Subject:** RE: Stop utilities from making it harder to save money on bills; Docket Nos. 20190015 to 20190021

Good Morning, Ms. Cowans.

We will be placing your comments below in consumer correspondence in Docket Numbers 20190015 to 20190021, and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you!

Toni Hover  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
Phone: (850) 413-6467

-----Original Message-----

From: Diana Cowans [<mailto:cognitas@msn.com>]  
Sent: Friday, August 09, 2019 5:04 PM  
To: Records Clerk  
Subject: Stop utilities from making it harder to save money on bills; Docket Nos. 20190015 to 20190021

Florida Public Service Commission

RE: Stop utilities from making it harder to save money on bills; Docket Nos. 20190015 to 20190021

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I understand that you will be setting energy savings goals for the state's largest utilities, dictating the scale of efficiency programs I and my neighbors are offered for the next 10 years. I urge you to stand up for customers by adopting goals that will meaningfully help families cut energy waste and save money on bills.

When you think of making improvements in your life or looking for improvements in companies you do business with, do you look for 0 percent as an improvement goal? No-one does, except for those who true goals are making money on the backs of their customers without giving anything in return.

We all want to make our homes more efficient, comfortable and secure. Robust efficiency programs play a critical role to so many hard-working families in Florida that may not have the resources to upgrade their homes without the assistance of a utility program.

By burning less fuel and deferring costly power plants, efficiency helps lower customer bills. Yet the most recent proposed utility goals continue an alarming trend of utilities abandoning customers on using energy smarter.

Florida is already far behind other states in the Southeast and the nation in capturing energy savings for customers. Yet instead of proposing higher goals, many of the state's largest utilities have proposed goals of zero or close to zero. If approved, these goals will ensure unnecessarily higher bills for hard-working families.

That's why I'm asking you to please support goals that are in line with the energy savings captured by leading states and that will spur investments in energy efficiency to as many customers as possible. Let's not leave savings on the table.

Thank you for your consideration,

Sincerely,  
Diana Cowans  
5729 Fishermans Drive  
Bradenton, FL 34209