

Ereecy McNeal

From: Diana Vizcarrondo
Sent: Monday, December 23, 2019 4:26 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20190156
Attachments: E-Form Other Complaint TRACKING NUMBER 160440; FPU 2020 rate increase Docket Number 20190156-EI

Correspondence for docket 20190156.

From: Diane Hood
Sent: Monday, December 23, 2019 4:20 PM
To: Diana Vizcarrondo
Subject: To CLK Docket 20190156

Ereecy McNeal

From: consumerComplaint@psc.state.fl.us
Sent: Monday, December 23, 2019 7:10 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 160440

CUSTOMER INFORMATION

Name: [REDACTED]
Telephone: (904) 441-9224
Email: [REDACTED]
Address: 95053 Reserve Court Fernandina Beach FL 32034

BUSINESS INFORMATION

Business Account Name: [REDACTED]
Account Number:
Address: 95053 Reserve Court Fernandina Beach FL 32034

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Public Utilities Company
Details:

Docket 20190156 - We are a resident of Fernandina Beach - Amelia Island and are concerned over the exorbitant increase associated with this docket. Currently FPU has the highest utility costs in the state (including munis, co-op and investor owned). This shouldn't be allowed and they should be required to bring their costs inline with other utilities and subsequently recover their storm cost from internal cost savings. For example, FP&L who serves Fernandina beach (off the island) is currently at \$97.40 per 1000 kwh and FPU is at \$132.06. This is 35% higher than our neighbors!!! A additional increase would be unfair to the rate payers and just an encouragement for them to NOT manage costs. Finally, we have recently read in the news the opening of their new "elaborate" headquarters in Yulee, Fl. It is interesting they moved their headquarters to FP&L territory (maybe because of the lower rates) and all of their senior leadership team live in FP&L territory.

I request confidentiality with our name and it NOT be shared with FPU.

Please consider the hardship this places on the community and require FPU to manage their costs and recover any storm costs from efficient management of internal expenses.

Ereecy McNeal

From: david cloud <dmc09151961@yahoo.com>
Sent: Monday, December 23, 2019 12:59 PM
To: Consumer Contact
Subject: FPU 2020 rate increase Docket Number 20190156-EI

To Whom It May Concern:

My name is David Cloud and Florida Public Utilities provides me with my electrical needs. I was shocked when I found out a 60% rate increase was approved by this committee for the purpose of allowing FPU to re-coop loses from Hurricane Michael. I along with many other FPU customers are under the assumption, FEMA and FPU's insurance accommodated them very well. Now the expense is being passed down to the consumers? In an e-mail to FPU, I specifically questioned why this increase. The reply I received further disgusted me and I have made the reply public. I was informed the PSC committee granted this for the reason; fuel cost have dropped, which in return, will turn a 60% increase into a 1% increase! I am rather curious! If the cost of fuel increases, will the 60% increase be dismissed? I highly doubt it will! Utilities are a necessity for everyone! Especially, the elderly and handicapped (such as myself) who require them to sustain adequate living conditions. It is a sad state-of-affairs when greedy companies want to further pad their pockets at citizens expense and committees such as PSC can agree and pass such ridiculous terms. I certainly would truly appreciate someone explaining to me (so as I can relay to others) the truthful reason behind the increase and how this can legitimately be justified! I eagerly await your excuses and responses.

Respectfully,

David M. Cloud

Sent from [Mail](#) for Windows 10