

Date: January 29,2020

To: Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Fl 32399-0850

Fr. Chalmers Wilson, III  
P.O. Box 6287  
4271 Clay Street  
Marianna, Fl 32447

Re: **Florida Public Utilities: Notice to Customers of Interim Rate Increase**

**Docket No. 20190156-EI**

In August 2019, the FPU sent a letter to its customers of an interim rate increase, owing to the October 2018 Hurricane Michael Category Storm in the Marianna, Fl / Jackson County Areas. At the time, my wife and I had residents in Panama City Beach, Fl and Marianna, both of our homes were impacted by the storm. The home in Marianna had power lines knocked down that laid across the front and side entrance of our property; in addition to other damages, the main power service entry feed to our home was damaged, which caused an addition expense and delay to getting power restoration after being down almost two months.

We live in an Underserved Historic Community in the West End of Marianna, Fl; and over the past couple of years, the service provided by FPU has not been customer-centric; especially for retired Seniors such as my wife and I; and other aging other neighbors that have debilitating illnesses.

As I observed, the FPU didn't partner with the City nor any of the internal / external businesses to assist the City, County in the ongoing recovery from Hurricane Michael; the storm caused widespread and sever damage across all areas: business, homes, churches, schools, and life in general.

In 2018/2019, the Gulf Power Company instituted a program for Seniors and others by offering a program for a "**Fix Rate Utility Bill**"; which was both a blessing and budget relief. I visited and called the FPU local office and asked if they had such a program; the response appeared to be taken as a joke vs. as a serious request for help and assistance.

Just as the FPU has provided an intricate justification for a rate increase; I sincerely believe that the Senior Residences in Marianna, Fl / Jackson County deserve the following: some timely relieve on utility bills, promptness/ follow-up to service calls, and a local point-of-contact to address the citizenry issues and concerns.. Currently the request(s) are transferred to south Fl, or out of state and placed in a holding que to be processed.

My recommendations are that the rate increase be half or less of the amount requested; and that FPU become more Customer-Centric to its Customers-include Fix Rate Utility Bills, especially for the aging and rehabbing seniors, and help the FPU customers and the City of Marianna recover from the 2018 Hurricane Michael Storm.

Thanks,



Any customer comments regarding the Company's service or the proposed interim rate increase should include the docket number assigned to this case, **Docket No. 20190156-EI**, and should be addressed to:

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You may also contact the Commission at their toll free number: **800.342.3552**.

Additional 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 800.342.3552 or visiting the Commission's website at **www.psc.state.fl.us**.