

Sandra Soto

From: Angela Charles on behalf of Records Clerk
Sent: Friday, January 27, 2017 9:14 AM
To: 'Stephanie Mielke'
Subject: RE: Gulf power price increase

Good morning Ms. Mielke,

We will be placing your comments below in consumer correspondence in Docket No. 160186-EI and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Angela M. Charles
Commission Deputy Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0850
850-413-6826

From: Stephanie Mielke [<mailto:smielke2016@gmail.com>]
Sent: Friday, January 27, 2017 6:59 AM
To: Records Clerk
Subject: Gulf power price increase

I am writing on behalf of all low income families in a similar situation. My husband works 10 hour shifts and we have two small children. We pay 650 in rent for a two bedroom. Only one of us can work at a time since daycare is too expensive. We receive SNAP. To top it off, we are never caught up on our electric bill. To give you a rundown, we keep lights off all day. I do have the tv running quite a bit, and I do one load of laundry and run the dishwasher once a day. We do not have extra/unnecessary stuff plugged in. We had a power auditor come out, and he advised we keep out thermostat at 68 in the winter and 78 in the summer. And we do, despite the fact we are either freezing or sweating to death. Our bill in the summer is 120 and Bill in the winter is 180-200, despite the fact that we do every single thing we can to conserve energy. There are thousands of households exactly like mine, barely skating by as it is, without being robbed in the process. We save all month long to pay this electric bill, as with our rent, and it does not get paid on time because we can never get caught up. To make matters worse, we have to scrape every penny at the last second because Gulf Power doesn't provide sufficient notice for disconnection. We literally get a bill in the mail stating "your disconnect date is tomorrow." They have lied to us on countless occasions about our bill and what we could do to pay it, setting up payment arrangements and such. I don't believe gulf power should be allowed to have a price increase until they can budget their money better and improve their customer service, and I know I am not the only one who feels this way. Oh, one more thing. I want to mention LIHEAP. this is a wonderful program....if you can actually get on it. I have been calling every single day since September 1st and it constantly says their appointments are full. Budget billing is impossible to get on as well, as I have tried to do so. So please, if gulf power isn't going to stop asking for more money then customers need more viable options to help pay for this.