

**Ashley Quick**

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**From:** Ruth McHargue  
**Sent:** Friday, January 27, 2017 10:26 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 160186

Customer correspondence

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

From: Consumer Contact  
Sent: Friday, January 27, 2017 9:52 AM  
To: Ruth McHargue  
Subject: To CLK Docket 160186

Copy on file, see 1234500C. It was sent to the company and noted in the notes. DHood

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Thursday, January 26, 2017 10:02 PM  
To: Consumer Contact  
Subject: E-Form Repairs TRACKING NUMBER: 122330

#### CUSTOMER INFORMATION

Name: Charles & Janice Driggers  
Telephone:  
Email: [go2el\\_elyon@yahoo.com](mailto:go2el_elyon@yahoo.com)  
Address: 3836 Cannon St. Milton FL 32583

#### BUSINESS INFORMATION

Business Account Name: Charles & Janice Driggers Account Number: 28520-80009  
Address: 3836 Cannon St. Milton FL 32583

#### COMPLAINT INFORMATION

Complaint: Repairs against Gulf Power Company

Details:

Hello. This is my first complaint. The following situation didn't exactly happen to us, but to one of our neighbors. I feel that I want to speak on their behalf because they have been such a help to us for several years now with our own home repairs, etc. They have been general contractors and now are retired and manage rental properties. They called Gulf Power to straighten a leaning power pole, which was leaning on a limb on an oak tree a few feet from the road. Also there were branches brushing power lines. Our neighbor said that an employee was called in and transported from the state of Iowa. They cut the limb that the pole was leaning on plus attempted to straighten the pole. They refused to cut the other branches. Now both we and our neighbors are in our 60's. Our neighbor has weak knees. We do not have training nor the equipment to cut limbs or branches involving power lines. We are concerned with why a person was sent here all the way from Iowa; this must have cost a lot when someone locally could have done this. So, my complaint is that there should be more compassion on the seniors and elderly. And the cost is felt by the local community. So, this is also in reply to your letter that was sent this past fall regarding the rates increasing; the letter states that residential costs will go up 10 dollars more. It appears that there is waste going on and no regard for seniors or elderly. This letter

will be sent to the State Representative, The Governor, and the Federal Representative. I hope you will take care of the residents better in the future. Therefore, I am against this rate increase.