

Ashley Quick

From: Ruth McHargue
Sent: Friday, January 27, 2017 10:50 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: docket 160186

Customer correspondence and response

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

From: Ruth McHargue
Sent: Friday, January 27, 2017 10:49 AM
To: 'go2el_elyon@yahoo.com'
Subject: Gulf Power

Dear Mr. and Mrs. Driggers,

Thank you for contacting the Florida Public Service Commission (PSC) about Gulf Power Company's (Gulf) rate increase petition. Your correspondence is included in Gulf's rate case docket file (No. 160186-EI) to give Commissioners and staff an opportunity to review and understand your concerns. All customer comments—written and verbal—become a part of the record and will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on Gulf's petition.

Gulf's technical hearing before the PSC will be in March in Tallahassee. Witnesses from the utility, the Commission staff, the Office of Public Counsel (representing Gulf customers), and other intervenors in the case will present testimony, introduce exhibits, and be cross-examined before the Commissioners. Commissioners will review Gulf's need for a rate increase, its existing and proposed rate structure, and its ability to provide safe and reliable service.

Commissioners are charged with making sure that Florida's utility companies fulfill their service obligation. In its petition, Gulf based its request on several factors, including transmission projects and replacing and repairing infrastructure. The PSC will ensure that final customer rates reflect only those costs that are prudent and necessary for Gulf to deliver quality electric service.

You can find Gulf rate case information on the PSC's website, www.FloridaPSC.com. Access the Clerk's Office tab, then hit Dockets and type in Docket No. 160186. All case submissions can be found in the Documents Filing Index.

We have forwarded your correspondence to Gulf, and requested that a representative contact you regarding your concerns. If you have additional questions or need further assistance, please contact PSC Consumer Assistance at 1-800-342-3552 or via e-mail at contact@psc.state.fl.us

Sincerely,
Ruth McHargue
Regulatory Program Consultant
Bureau of Consumer Assistance
Florida Public Service Commission
1-800-342-3552
contact@psc.state.fl.us

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: 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

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.