

Collin Roehner

From: Janet Brunson
Sent: Monday, January 30, 2017 12:31 PM
To: 'smielke2016@gmail.com'
Cc: Consumer Correspondence
Subject: Docket No. 160186-EI - Gulf Power Rate Increase

Dear Ms. Mielke:

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.

January service hearings were held in Pensacola and Panama City. 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. If you have additional questions or need further assistance, please call PSC Consumer Assistance at 1-800-342-3552.

Sincerely,

Bev DeMello
Assistant Director

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.