

Collin Roehner

From: Janet Brunson
Sent: Monday, January 30, 2017 12:40 PM
To: 'crews32539@yahoo.com'
Cc: Consumer Correspondence
Subject: Docket No. 160186-EI - Gulf Power Rate Increase

Dear Ms. Crews:

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

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Friday, January 27, 2017 10:49 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122336

CUSTOMER INFORMATION

Name: Bonny Crews
Telephone:
Email: crews32539@yahoo.com
Address: 4780 Shoal Lake Circle Crestview FL 32539

BUSINESS INFORMATION

Business Account Name: Bonny Crews

Account Number:

Address: 4780 Shoal Lake Circle Crestview FL 32539

COMPLAINT INFORMATION

Complaint: Other Complaint against Gulf Power Company

Details:

160186-EI is the docket # I am writing about. Increasing our base service by \$30 takes away from my already \$500 disability check that is supposed to cover all my expenses each month. I'm unable to work, yet I still have to have electricity to stay alive, so I'm caught between a rock and a hard place. Needing oxygen to live, and having to pay \$30 more a month is ridiculous, especially since Gulf Power Company is so top and side heavy with "management" deeply lined pockets. Please do NOT approve the increase. Thank you! This is going before the Florida Public Service Commission for a vote May 9th. Please vote NO.