

Sandra Soto

From: Ruth McHargue
Sent: Wednesday, February 22, 2017 4:55 PM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket 160186
Attachments: Docket 160186; concern gulf power; Gulf Power Rate Increase (docket #160186-EI)

[Customer correspondence](#)

From: Diane Hood
Sent: Wednesday, February 22, 2017 4:14 PM
To: Ruth McHargue
Subject: To CLK Docket 160186

Copies on file. DHood

Sandra Soto

From: Robert Harlow <wolrah69@yahoo.com>
Sent: Wednesday, February 22, 2017 9:46 AM
To: Consumer Contact
Subject: Docket 160186

Hello

Letting gulf power raise our trays here in the panhandle is ludicrous. We already pay more than everyone else in the state. Please don't let this happen. Most in this area are military or vets that can't afford higher utility bills. Say NO to gulf power and let some competing companies come to our area. Thank you

Bob Harlow

[Sent from Yahoo Mail on Android](#)

Sandra Soto

From: Morgan Willming <morgan.willming@gmail.com>
Sent: Wednesday, February 22, 2017 2:47 PM
To: Consumer Contact
Subject: Gulf Power Rate Increase (docket #160186-El)

I am a Gulf Power customer in Pensacola, FL. I am writing in opposition to Gulf Power's proposed rate increase (docket #160186-El). I live in a one bedroom apartment and seek to conserve energy. My bill would disproportionately increase under the proposed rate structure. In the last 12 months, I only used an average of 525 kWh per month, and my average bill would increase from about \$75 to \$98 per month, which is a 32% increase! The "average" user was told they would only have a \$10 per month increase.

The increase in the proposed "base rate" from \$19 to \$48 is absurd. This is a fee not a rate. Those consumers who only use minimal energy should not have to face a 150% increase in cost for no increase in service, while those who use the most energy have a decrease in their bill.

Furthermore, it is unclear how Gulf Power calculates the "average" user. Is this simply the average of all households and driven by a few very high usage households? How many low usage households are actually being forced to pay more? These are potentially deceptive numbers on the part of Gulf Power used to justify a small increase for the "average" consumer.

Gulf Power also lacks transparency in their billing and proposed rate increases. Their website links to understanding billing and rates have been "down for maintenance" for weeks, making it nearly impossible for consumers to understand billing structure and proposed rate increases. (<https://www.gulfpower.com/business/savings-and-energy/rates-and-billing/understanding-your-bill>). Clear information on the proposed increases and rate structures has been difficult to find and was not accurately reflected in notices to consumers.

Gulf Power's proposed rate increases are deceptive and do not have consumers in mind. I understand that energy infrastructure improvements have costs, but this should be done fairly and transparently. The increases will disproportionately impact those with low energy bills, low income residents, seniors, or those seeking to conserve energy. If you use more energy, you should pay more (That's how rates should actually work). Consumers should NOT be penalized for conserving energy. Low energy users should NOT subsidize the highest users.

Please do not support the proposed rate increase.

Thank you,
Morgan Willming

Pensacola, FL 32502

Sandra Soto

From: Maurice Hargrove <maurice.hargrove@yahoo.com>
Sent: Wednesday, February 22, 2017 1:12 PM
To: Consumer Contact
Subject: concern gulf power

today gotten your information on the request about the over charge that gulf power has done to my account, but there is still a error of what has happen in this matter. I went on budget billing in july 2016 and there were never mention to me from the repersnitive to explain to about future or previous program for consumer with disability program to help manger there power bill until i raise the issuse that, the bill is wrong because of the kwh usage on my account. there were month were they told me that if i use less then 157.00 then my bill will go down well never lower my bill allways stay at 157.00 for the entire month then they told me that re guard of how much i use, it will never increase, they have told me sereval lies in this matter.

told me that they who go back and look at my budget bill in 12 month to determine if it will go up or down well that wasn,t the case they went up with in six month and they lie again, again i use more kwh then some month and the kwh was charge the same within the twelve month period than some month use less than they go up that isn,t how this should work.

after this last time of filing a complaint which the PSC had determine that my bill should have been around 150.00 dollars average of usage which i agree with so this is,nt not right for gulf power to raise my budget billing amount with in six month time frame should have been if anything within 12 grace period like they said .

PSC has gotten this wrong and i kind like felt that you all was going to not agree with me in this matter and at the meeting that was conduct at flordia State college two month ago about them raising price on meter.

the flat bill issuse should have been one of mind program thta shpuld have been impletement to me our achieve to have to help me way before these concern thta i have raise against gulf power and to lower my bill for energy efficient on my behalf so this isnt right i will all ways raise concern in this matter and you no what God will have the last say so in this matter.

sincerely,

Mr Hargrove