

Collin Roehner

From: Janet Brunson
Sent: Thursday, February 23, 2017 9:11 AM
To: 'Maurice Hargrove'
Cc: Consumer Correspondence
Subject: Docket No. 160168-EI - Gulf Power Company

Dear Mr. Hargrove:

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: Maurice Hargrove [<mailto: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 repersnative to explain to about future or previous program for consumer with disability program to help manger there power bill until i raise the issue 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