

Collin Roehner

From: Shalonda Hopkins
Sent: Wednesday, March 01, 2017 11:30 AM
To: Commissioner Correspondence
Subject: Docket No. 160186-EI - Correspondence
Attachments: 2-28-17, Letter from Gulf.pdf

Please place in Docket Correspondence, Parties and Interested Persons, in Docket 160186-EI.

Thank you.

Shalonda M. Hopkins

Florida Registered Paralegal
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Florida Public Service Commission
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February 28, 2017

Ms. Cindy Muir, Director Consumer Assistance and Outreach
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Follow-up to Gulf Power Service Hearings, Docket No. 160186 – E1

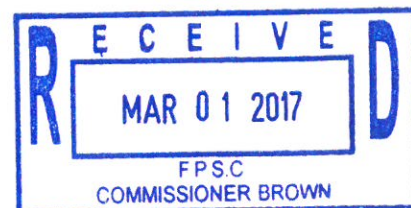
Dear Ms. Muir:

Thank you and the Commission staff for recently facilitating service hearings within Gulf Power's service area. While we proactively look for opportunities to engage our customers throughout the year, we view these forums as additional venues to do so.

As a result, it was our pleasure to establish customer service rooms in both Pensacola and Panama City equipped with the necessary equipment and personnel to respond to customer inquiries. It was also of importance to us to demonstrate our customer centered culture by the presence of our CEO and other staff who dialogued with customers before, during and following the hearings.

During these events, customers relayed their feelings regarding the proposed rate review. While much was shared in this regard, we were comforted by the fact that very few, if any, concerns were relayed about the quality of our service. In fact, many commended Gulf Power for exceptional reliability, responsiveness, community engagement and employee performance.

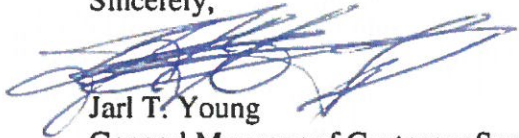
For those that did relay service related remarks, we have summarized our interactions and follow-up activity in the attachment. We have also included a snapshot of how these key stakeholders would potentially be impacted by our proposed rate changes.



Jarl T. Young
February 28, 2017
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In reviewing this information, if you have questions, feel free to follow-up with me via the contact information included on this correspondence. Again, thank you for your service. We look forward to continually working alongside you to serve the residents of Florida and to promote the well-being and vitality of our great state.

Sincerely,



Jarl T. Young
General Manager of Customer Service
Gulf Power Company

JTY/vlh
Enclosure

cc: Florida Public Service Commission
Chairman Julie Imanuel Brown
Commissioner Ronald A. Brise'
Commissioner Art Graham
Commissioner Jimmy Patronis
Commissioner Donald Polmann
Ms. Carlotta Stauffer, Commission Clerk
Ms. Theresa Tan, Office of General Counsel
Office of Public Counsel
Mr. J.R. Kelly
Ms. Stephanie A. Morse
FEA
Mr. Thomas Jernigan
Major Andrew Unsicker
SACE/The League of Women Voters of Florida
Mr. Bradley Marshall
Ms. Alisa Coe
FIPUG
Mr. Jon C. Moyle, Jr.
Gardner Law Firm/Wal-Mart
Mr. Robert Scheffel Wright
Sierra Club
Ms. Diana Csank
Gulf Power Company
Mr. Robert L. McGee, Jr.
Beggs and Lane
Mr. Jeffrey A. Stone

**Florida Public Service Commission
Gulf Power Service Hearings
Customer Service Contacts/Follow-up/Example Bill Effects**

The following information is a summary of Gulf Power's customer service interactions and follow-up activities from the January service hearings. Also included are example bill effects for some of the customers included in the summary.

Pensacola:

January 26, 2017

6:00pm

Pensacola State College

Hagler Auditorium

Carol Tebay – 4060 Indigo Drive, Unit311, Pensacola

Service Hearing concern: Rate Structure and Environmental (coal falling off barges)

Action taken: Discussed both concerns above in the customer service room. Several customer service representatives reviewed key points of the proposed rate structure with Ms. Tebay on January 26th. She was satisfied with their explanation. She then asked a follow up question regarding coal that falls off barges as they pass her home on Big Lagoon. She wanted to know if they were safe to pick up. This question was forwarded to Mike Markey, Gulf Power Environmental Affairs Director, on January 27th. Mike contacted Ms. Tebay on January 27th and satisfactorily answered her questions.

Brian Selfstein – 6594 Alvarado Drive, Pensacola

Service Hearing concern: Reliability (Sacred Heart Hospital) and Safety (tree guard on powerline).

Action taken: Scott Arnold spoke with Mr. Selfstein on February 1st to discuss the Sacred Heart reliability issue. Mr. Selfstein stated that his mom worked at Sacred Heart and had experienced power outages often. Additionally, the customer stated that there was debris hanging from his powerline. In reference to the Sacred Heart issue, Scott Arnold contacted Vaughn Nichols, Gulf Power Market Segment Specialist (Hospitals). Vaughn produced data that showed Sacred Heart had experienced 4 momentary interruptions in the last 3 years. Vaughn's data showed that the hospital had one interruption in 2016, none in 2015, one in 2014 and two in 2013. These interruptions were not due to Gulf Power feeder operations. Due to a transfer switch that re-routes power in 1/20th of a second, no interruption lasted longer than 1 second. Scott Arnold attempted to call customer back on February 2nd but was unable to reach the customer to explain past interruptions at Sacred Heart. Scott Arnold left his office phone number on the customer's answering machine. In reference to debris on the customer's powerline, a service crew was sent to the customers address on February 1st to inspect customer's line. An old tree guard was discovered hanging from the powerline and was successfully removed.

Bob Rettie – 317 Sudduth Circle NE, Fort Walton Beach

Service Hearing concern: Affordability, Energy Efficiency and Rate Structure.

Action taken: Lisa Williams spoke to Mr. Rettie on January 31st. She thanked him for attending Rate Review meeting and sharing his concerns. Lisa shared rate structure proposals for low-income customers, demand rate options for customers and mailed him brochures. Customer stated he appreciated the follow up call and he would review the materials.

Gloria Kyle – 624 East Blount Street, Pensacola

Service Hearing concern: Billing, Energy Efficiency, Affordability and Rate Structure.

Action taken: Ms. Kyle was offered an energy audit to assist her with power bills and to educate her on energy efficiency options for her home. Steve King, Gulf Power Residential Marketing Representative, called Ms. Kyle on January 30th and scheduled an energy audit at her home on February 1st. Steve completed the energy audit and gave her several energy efficiency recommendations for her home (increase attic insulation and ideal winter thermostat settings). Steve also explained the bill and new rate structure to Ms. Kyle. Customer was satisfied with Steve's energy audit.

Rosemary Cook – 3601 Chaffin Drive, Pensacola

Service Hearing concern: Billing, Energy Efficiency, Affordability and Rate Structure.

Action taken: Vida Jerrals, Gulf Power Customer Service Representative, discussed the issues that were concerning Ms. Cook and gave her additional information regarding other billing options that may be beneficial to her. These other options included *FlatBill*[®], budget bill and online energy audits. Customer was satisfied with Vida's explanations.

St Luke Church (Shirley Brown) – 2510 E Street, Pensacola

Service Hearing concern: Affordability, Energy Efficiency and Rate Structure.

Action taken: Lynn Davis discussed the energy bill for St Luke Church with Ms. Brown. After reviewing her bill, a commercial energy audit was recommended. Darby Hart, Gulf Power Commercial Marketing Representative, attempted to make contact with customer on January 31st and February 1st. Darby left messages containing her contact information on both attempts. As of February 20th, Ms. Brown has not yet contacted Darby to schedule an energy audit.

Betty Ellis – 3920 Piedmont Rd, Pensacola

Service Hearing concern: Affordability, Energy Efficiency and Rate Structure.

Action taken: Ms. Ellis was offered an energy audit to assist her with power bills and to educate her on energy efficiency options for her home. Steve King, Gulf Power Residential Marketing Representative, called Ms. Ellis on January 31st and scheduled an energy audit at her home on February 1st. Customer cancelled the audit for the 1st and stated she would call Steve back when she found a better date for the audit. Steve has not heard from Ms. Ellis as of February 20th.

Willie Blackwell – 2511 North Hayne Street, Pensacola

Service Hearing concern: Affordability, Billing and Rate Structure.

Action taken: On January 26th, Lynn Davis, Gulf Power Customer Service Training Analyst, explained bill and proposed rate structure to customer. The customer signed up for bill extender. Customer was satisfied upon leaving the Customer Service room.

First Church of Nazarene (John Brown) – 3475 Pine Forest Road, Pensacola

Service Hearing concern: Affordability, Billing and Rate Structure.

Action taken: Jeff Hatch and Cory Booth discussed high bill issues at all three of the churches John Brown maintains. He agreed that commercial energy audits would be beneficial. John Carrell, Gulf Power Marketing Specialist, contacted Mr. Brown on January 30th to schedule the energy audits. John Carrell completed all three audits on January 31st with both Mr. Brown and the pastor of the church. Both customers were satisfied with the energy audits. John Carrell sent a summary of his findings and recommendations to Mr. Brown on January 31st.

Panama City

January 27, 2017

10:00am

Florida State University – Panama City Campus
Holley Lecture Hall

Ella Sue Polite – 1207 E. 9th Court, Panama City

Service Hearing Concern: Has trouble paying her bill now and increase would only make it worse for people like her.

Action Taken: Customer Service Representative reviewed Ms. Polite's bill with her. Customer is already on budget billing. The Representative explained what her bill would look like if she wasn't on the program. Customer understood the ways she can impact her bill and appreciated our assistance.

Fred Beauchemin – 705 Beachcomber Drive, Lynn Haven

Service Hearing Concern: Opposes rate increase; feels he has done his part to conserve energy.

Action Taken: Mr. Beauchemin stopped in to customer service room to discuss a claim he filed in 2012 that was denied. The representative was able to remind him that the nature of the claim was a meter lug which is considered customer property. He was satisfied and appreciated us reminding him and explaining the details.

John A McDonald – 6415 Big Daddy Drive, Panama City Beach

Service Hearing Concern: Against requested ROE; proud of Gulf Power but found information confusing

Action Taken: Customer Service representative explained the different components of his bill and potential impacts based on our request. Customer was understanding and appreciated the information.

William Swift – 1505 Dunnett Court, Lynn Haven

Service Hearing Concern: Concerned about proposed increase effect on the poor community; he serves on the board of a local CRA aimed at improving a lower-income neighborhood.

Action Taken: Marketing supervisor has spoken with Mr. Swift about opportunities for Gulf Power to assist and support his efforts. Gulf Power coordinated a low-income energy assistance program in the area in 2012 which provided weatherstripping and other energy efficiency-related items free of charge to interested customers.

Maurice Hargrove – 1672 Sunny Hills Blvd, Chipley

Service Hearing Concern: Has filed a complaint with the FPSC regarding billing issues.

Action Taken: Customer Service representative reviewed the customer's account with him. Customer has called Gulf several times and doesn't appear to understand the difference between budget billing and *FlatBill*[®], and the requirements of each. Explained he is currently on our budget billing program and how the program works. Representative provided copies of his bills and activity statements. Customer is interested in *FlatBill*[®] program and will contact us if he decides to enroll.

Pam Dorwarth – 6200 N Lagoon Drive, Apt. A4, Panama City Beach

Service Hearing Concern: Opposes rate increase and mentioned she has numerous outages.

Action Taken: Power delivery team reviewed outages in the area over the past 2 years. In December of 2016, customer experienced an outage of just over an hour due to a car accident in the area as well as another outage of approximately an hour due to a major lightning storm. Engineering reviewed fusing coordination and other reliability device data and line was patrolled back to substation. Nothing found. Engineer talked to customer and customer is satisfied.

Francis Rogaski, Jr. – 8832 Tower Road, Panama City

Service Hearing Concern: Customer mentioned Gulf Power isn't spending money prudently and said there are trees on his street that need to be trimmed.

Action Taken: Forestry representative patrolled the area and located a few spots where trimming around the secondary wires would be helpful. Lines were trimmed and customer was notified.

Charlotte Elsner – 218 Lakeride Drive, Panama City

Service Hearing Concern: Customer mentioned numerous power outages.

Action Taken: Power delivery team reviewed outages in the area. Confirmed that customer has seen some outages due to weather – wind and lightning. Engineering identified a few areas where the wire could be pulled tighter to improve reliability. Customer will be notified once the work is completed. Engineering representative also contacted customer and offered to install voltage recorder. Customer stated that this was not necessary.

Example bill effects for some of the customers listed above:

1. Low use (486 kWh), low demand (2 kW)	
a. average bill current rates, current structure	\$72
b. average bill proposed rates, proposed structure	\$95, a \$23 increase
c. average bill proposed rates, switch to RSD, no change in behavior	\$74, a \$2 increase
2. Average use (1,183 kWh)	
a. average bill current rates/current structure	\$148
b. average bill proposed rates/proposed structure	\$162, a \$14 increase
c. average bill proposed rates/current structure (no APP)	\$162, a \$14 increase
3. High use (1,890 kWh)	
a. average bill current rates/current structure	\$226
b. average bill proposed rates/proposed structure	\$231, a \$5 increase
4. Low use (494 kWh), high demand (7 kW)	
a. average bill current rates, current structure	\$73
b. average bill proposed rates, proposed structure	\$96, a \$23 increase
c. average bill proposed rates, switch to RSD, no change in behavior	\$102, a \$29 increase
5. Net metered, low use (734 kWh), high demand (7 kW)	
a. average bill current rates, current structure	\$100
b. average bill proposed rates, proposed structure	\$120, a \$20 increase
c. average bill proposed rates, switch to RSD, no change in behavior	\$120, a \$20 increase
d. average bill proposed rates, switch to RSDT, zero use on-peak	\$101, a \$1 increase

Notes:

1. If a customer qualifies for and takes advantage of Gulf's proposed Low Income Rider, their monthly bill amount would be \$21 lower than shown above for items 1b, 1c, 2b, 3b, 4b, 4c, 5b, 5c, or 5d.
2. APP = Advanced Pricing Package