

Brian Schultz

From: Brian Schultz on behalf of Records Clerk
Sent: Wednesday, September 23, 2020 4:33 PM
To: 'Jessica Brown'
Cc: Consumer Contact
Subject: RE: Dockets No. 20200051-GU, 20200166-GU

Good Afternoon, Jessica Brown

We will be placing your comments below in consumer correspondence in Docket Nos. 20200051-GU and 20200166-GU and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Brian Schultz

Commission Deputy Clerk II
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850.413.6770

PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: Jessica Brown <jesshand@hotmail.com>
Sent: Wednesday, September 23, 2020 3:32 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Dockets No. 20200051-GU, 20200166-GU

Dear PSC,

I'm tired of companies using COVID as an excuse to raise prices and/or provide less service. Customers are already affected by COVID themselves, without footing the bill for all the companies extra expenses as well. I have only had gas appliances for 2 years so no I am not comfortable with a price increase after only 2 years. I am not happy with a price increase of \$5 a month, that adds quite a lot per year and will really add up over multiple years. No. PLEASE do not raise prices.

From: noreply@peoplesgas.com [mailto:noreply@peoplesgas.com]
Sent: Thursday, September 17, 2020 3:21 PM
To: jesshand@hotmail.com
Subject: Notice of Customer Service Hearings About Peoples Gas System



**Notice of Customer Service Hearings
Florida Public Service Commission
Dockets 20200051-GU, 20200166-GU**

We know you value clean, resilient natural gas and we thank you for choosing Peoples Gas to deliver it to your home. While we have kept costs stable in an effort to avoid customer rate increases for 12 years, we are requesting an increase in base rates to enable us to continue to deliver safe, resilient, clean natural gas throughout Florida.

After deferring our original filing as a result of the coronavirus pandemic, on June 8, 2020, we filed a request (Dockets No. 20200051-GU, 20200166-GU) with the Florida Public Service Commission (PSC) requesting a future increase in base rates that would likely take effect in early 2021.

If approved as filed, the base rate increase will vary by customer rate class. We expect typical residential customers with annual consumption between 100 and 249 therms and billed at the RS-2 rate to see an increase of about \$5 on their total monthly bills.

We last requested a base rate adjustment in 2008. Since then, the company has invested significantly in its system, technologies and operations to ensure safety and reliability, while keeping rates stable. However, in that time, the combination of necessary infrastructure investment, cost of construction, evolving customer expectations, advances in technology, and increased operations requirements now causes us to seek rate relief.

Hearings

Due to the coronavirus pandemic, the PSC has scheduled the following virtual public hearings to provide customers an opportunity to express their views on quality of service and the impact of the requested rate increase:

Thursday, Oct. 1, 2020 at 2 p.m.
Wednesday, Oct. 7, 2020 at 6:30 p.m.
Thursday, Oct. 8, 2020 at 9:30 a.m.

If you would like to testify before the PSC by phone at one of the customer service hearings, you must sign up by contacting the PSC by emailing speakersignup@psc.state.fl.us or calling 1-850-413-7080. You will need to provide your name, address, and the date and time of the hearing you want to attend.

Once you sign up, either by email or phone, you will be provided further instructions on how to participate, including the call-in number.

Please note, the order in which customers testify is based upon the order in which they sign up. Please sign up as soon as possible, but at least two business days prior to the service hearing you plan to

attend. This will allow PSC staff the time necessary to compile the list of customers wanting to testify. If you have questions about the sign-up process, please call 1-850-413-7080.

On Oct. 27-29, 2020, the PSC will conduct a virtual technical hearing to allow Peoples Gas and other parties to the proceeding to present testimony and relevant evidence regarding the rate request.

To watch either the customer service hearings or the technical hearing live, visit floridapsc.com and look for the “Watch Live Broadcast” icon on the left side of the webpage. If you do not have access to the internet, you may call 1-850-413-7999 to listen to the hearings. If you are hearing or speech impaired, you may contact the PSC by using the Florida Relay Service at 1-800-955-8771 (TDD).

Resources

An overview of the rate request is available at floridapsc.com/Publications/RateCaseOverviews and copies of the complete filing are available online at peoplesgas.com/rates and psc.state.fl.us. Please visit peoplesgas.com/rates/residential to view current and proposed rates and service charges.

If you would like to share your comments with the PSC regarding the proposed changes in rates, please choose one of the following options:

Write to the PSC at the following address (please include reference to Dockets No. 20200051-GU, 20200166-GU):

Office of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Complete and mail a preaddressed comment card to the PSC, available for download at peoplesgas.com/files/rates/comment-card.pdf

Email the PSC at clerk@psc.state.fl.us (please include reference to Dockets No. 20200051-GU, 20200166-GU).

To submit comments regarding your utility service, please contact the PSC’s Office of Consumer Assistance and Outreach by calling 1-800-342-3552 or by mail:

Office of Consumer Assistance and Outreach
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Tripp Coston, Economic Supervisor, is the PSC representative for this docket and can be reached by emailing tcoston@psc.state.fl.us or calling 1-850-413-6814.

At any time during this process, you may contact the Office of Public Counsel (OPC). The OPC was established by the Florida Legislature to represent you and the other utility consumers before the PSC.

The Public Counsel is independent from the PSC and can be reached at 1-800-342-0222 or floridaopc.gov.

