

Brian Schultz

From: Brian Schultz on behalf of Records Clerk
Sent: Monday, October 05, 2020 8:48 AM
To: 'GT Goros'
Cc: Consumer Contact
Subject: RE: Comment for Ref: Application for a rate increase by Peoples Gas System DOCKET NO. 20200051-GU

Good Morning, GT Goros

We will be placing your comments below in consumer correspondence in Docket No. 20200051-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: GT Goros <gtgoros@gmail.com>
Sent: Monday, October 05, 2020 8:46 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Comment for Ref: Application for a rate increase by Peoples Gas System DOCKET NO. 20200051-GU

Kindly read my brief comments below into the record of TECO Peoples Gas proposed price increase. This is for consideration by the Commissioner's.

Reference: TECO Gas rate increase docket # 20200051-GU
My client account with TECO gas is: # 221006075370

My name is G.T. Goros. I live at 4717 watercolor Way in Fort Myers, FL 33966. Thank you for providing a client platform to address the subject matter at todays hearing.

I moved into my newly built home in Fort Myers less than 2 years ago. I am a full time resident of FL for over 6 years and a single senior on a fixed income. I am located in a gated community or 329 homes in Fort Myers. Kindly consider the following:

1) Peoples Gas made a strategic decision to supply gas to all homes in our Watermark Community from the inception of this community being built. The capital investment was promulgated by People Gas with their full understanding of anticipated volume use and revenue generation from their capital investment. This project was completely their business decision to invest in our community.

2) A majority of homeowners here only use the natural gas for inside the home cooking and hot water while perhaps 30% have swimming pools and home generators that may also be using natural gas. My usage as well as most others is in the lower brackets. In my instance, I average 4-5 therms a month.

3) The natural gas commodity is proposed at an increase of some 34%. Natural gas prices have decreased significantly during my 2 years in my new home and have in fact decreased some 52% over the past 5 years. Why are we not discussing price reductions?

4) Additionally People Gas is proposing a customer charge increase (overhead) on my bill of 42% from \$11.40 a month to \$16.20 a month. Overhead costs in a majority of corporations has been declining for more than 15 years with continuous integration of automation. As a rudimentary example, Peoples Gas answers their phones with an automated customer service answering system. Their meter reading, billing, scheduling, payroll, sales and administration and ERP (Enterprise Resource Planning) services have all been automated. That saves OH(overhead) cost with rapid capital return on investment (ROI).

Those premise propositions of their price increase are not justifications. If I had ever requested any of my customers over my 42 year career to pay such increases we would have been out of business. Most clients today, as you are, look for price decrease with higher quality, better service, on time delivery and outstanding value. A 34% material price increase and a 42% administrative overhead price increase of such astounding magnitude are contrary to reason and clearly utterly absurd. Particularly consider that costs of natural gas commodities have in fact decreased. Further, with effective company leadership overhead costs should have decreased as well. There is no currently competing company for natural gas in our area. Consumers should not be expected to pay unjustified price increases, particularly so if sound corporation leadership may be lacking.

In closing, may I propose at no charge to Peoples Gas, I volunteer to help them learn how to Get Better a little bit every day to improve their efficiency, quality and service while reducing total cost to their clients. I understand sounds silly, yet so do the proposed price increases Peoples Gas has put on the table. Increases that will have a deleterious impact on me and so many of our fellow FL citizens. Additionally, it appears rather inconsiderate during this time of impacts that corona virus does or may have. Please review all of the proposed price increases with due care, thoughtfulness and charge.

Thank you for listening and for your diligent consideration.

My kind regards,
GT Goros

*4717 Watercolor Way
Fort Myers, FL 33966
gtgoros@gmail.com*