

STATE OF FLORIDA

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OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

# Public Service Commission

September 27, 2013

Mr. Bernard Jacob  
Vice President, Customer  
Service and Operations  
Gulf Power Company  
One Energy Place  
Pensacola, Florida 32520-0100

RECEIVED-FPSC  
13 SEP 30 AM 10:35  
COMMISSION  
CLERK

Dear Mr. Jacob:

Thank you for your letter regarding your customer follow up after our recent Customer Service Hearings as part of Gulf Power Company's base rate increase request. I appreciate the additional information and shared it with Rhonda Hicks, the chief of our Bureau of Consumer Assistance. This information is important to have available should one of these Gulf customers contact the bureau in the future.

I greeted Gulf customers at both hearings and appreciated your company's customer assistance procedures. I also appreciated Gulf's willingness to assist when we learned there were potential problems with the Pensacola facility's air conditioning system. Thankfully, the customers were comfortable (with some even cold) for the hearing's duration.

Again, thank you for the additional information, as it will also help us better serve your customers.

Sincerely,

Cynthia L. Muir

cc: Chairman Ronald A. Brisé  
Commissioner Lisa Polak Edgar  
Commissioner Art Graham  
Commissioner Eduardo Balbis  
Commissioner Julie Brown  
Braulio Baez  
Ann Cole