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STATE OF FLORIDA



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

Public Service Commission

June 20, 2016

Mr. G. Kaufmann
950 NW 69th Avenue
Margate, Florida 33063

Dear Mr. Kaufmann:

Thank you for letter to the Florida Public Service Commission (PSC) about Florida Power & Light Company's (FPL) rate petition. To give Commissioners and staff an opportunity to review your concerns, your correspondence is included in the file for Docket No.160021-EI.

PSC customer service hearings in June are scheduled in FPL's service territory for Commissioners to hear directly from customers about the utility's rate request and service. All customer comments during the hearings and all correspondence will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on FPL's proposed rates.

The PSC's evidentiary hearing on FPL's rate case will be in Tallahassee. Witnesses from the utility, intervenors, Commission staff, and the Public Counsel, who represents customers, will present testimony and exhibits and be cross-examined by the Commissioners and other parties. Commissioners will examine FPL'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. The PSC will ensure that final customer rates reflect only those costs that are prudent and necessary for FPL to deliver quality electric service to your home or business. Any proposed rate adjustment is requested to begin in January 2017.

If you have additional questions or need further assistance, please call 1-800-342-3552. If you want updated case information, visit the PSC's website, www.floridapsc.com and click on the Clerk's Office tab, then hit Dockets and type in case number 160021.

Sincerely,

Handwritten signature of Bev DeMello in cursive.

Bev DeMello
Assistant Director

cc: Office of Commission Clerk

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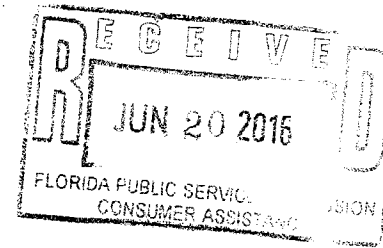
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PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

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June 12, 2016



Florida Power & Light
700 Universe Boulevard
Juno Beach, FL 33408

Gentlemen: RE: FPL Service/Rate Review

Why is your company constantly advertising that you are reducing the cost of your service when in actuality you are doing everything to make more money at the expense of the homeowners?

Now you want to increase the base rates which would affect the majority of the people that use your service. While we understand that people have problems paying their bills you want to charge less for non-payment re-establishment of service from \$17.66 to \$13.00. You also won't charge for late payment in 2017 which will encourage people to delay payment and no charge for return payment (rewarding bad behavior).

In addition you also lowered the amount you pay your On Call program even though you signed a contract with many homeowners for the higher amount.

You want people to discuss your service. If you make a fortune each year your service should be adequate. Florida Power & Light is a monopoly that the government is ignoring and their service can't be compared as there isn't a similar service in Florida.

Yours truly,

A handwritten signature in black ink, appearing to be "G. Kaufmann".

G. Kaufmann
950 N.W. 69th Avenue
Margate, FL 33063

Cc: Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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