

Crystal Card

From: Ellen Plendl
Sent: Thursday, January 23, 2014 8:43 AM
To: Consumer Correspondence
Subject: Docket Correspondence for Docket 130140-EI
Attachments: FW: 2014 Gulf Power rates; jesse-cornell-response.pdf

See attached correspondence and PSC response to be placed in correspondence side of Docket 130140-EI.

Crystal Card

From: Consumer Contact
Sent: Tuesday, January 21, 2014 8:35 AM
To: Ellen Plendl
Subject: FW: 2014 Gulf Power rates

From: Jess [<mailto:jess@cornell-hollow.net>]
Sent: Sunday, January 19, 2014 9:09 AM
To: Office Of Commissioner Graham; Consumer Contact
Subject: 2014 Gulf Power rates

Mr. Art Graham and PSC

What a bunch of crap you guys are putting out about rates people will be paying! The below quote is from you website in regards to Gulf Powers rate increase that you all approved.

"To reduce customer bill impacts, the base rate increase will be tiered over two years, with a \$35 million increase effective in January 2014 and an increase of \$20 million in January 2015. Residential customers using 1,000 kilowatt hours of electricity will see an estimated monthly bill increase of \$4.06 in January 2014 and a \$2.42 monthly adjustment in January 2015."

Here are the facts in my January 2014 bill from Gulf Power compared to December 2013.

December 2013 base charge \$15.00 709kWh used
January 2014 base charge \$19.20 984 kWh used
kWh has nothing to do with base rates as the base rate never changes per kWh.

December 2013 Energy charge 0.06259/kWh used
January 2014 Energy charge 0.06869/kWh used

December 2013 Fuel charge 0.03832/kWh used
January 2014 Fuel charge 0.004201/kWh used

EXAMPLES:

December 2013, 1,000 kWh used
Base rate \$15.00
Energy charge, $1,000 \times 0.06259 = \$62.59$
Fuel charge, $1,000 \times 0.03832 = \$38.32$
Total \$115.91

Janurary 2014

Base rate \$19.20

Energy charge $1,000 \times 0.06869 = \$68.69$

Fuel charge $1,000 \times 0.04201 = \$42.01$

Total \$129.90

That is a total of a 12% increase of electrical costs. That does not include the increase in damn taxes that go along with any increase seen in electrical costs. That base rate increase is 28% alone!

I am so damn tired of the skewed info that businesses, federal government, state governments, county governments, and city governments keep putting out. No one can be honest about anything any more. Governments skew the numbers hoping that the citizens don't catch it, trying to make the citizens feel good that you are really doing the citizens a favor trying to protect them. Bull crap! One of the real deals is increased taxes due to increased rates. Filling the government bank accounts so the politicians can spend more money.

Thanks for another line of your bull!

Jesse Cornell

5704 Falcon DR

Milton, FL 32570

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
RONALD A. BRISÉ
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



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

Public Service Commission

January 23, 2014

Mr. Jesse Cornell
5704 Falcon Drive
Milton, FL 32570

RE: FPSC Inquiry Number 1136499C

Dear Mr. Cornell:

This is in response to your E-mail to Chairman Art Graham, Florida Public Service Commission (Commission), regarding Gulf Power Company (Gulf Power). Given the nature of your concerns, Chairman Graham feels it would be appropriate for specialized staff of the Office of Consumer Assistance and Outreach to respond directly to you.

You expressed a concern regarding Gulf Power's bills and rate changes effective January 2014. Specifically, you referred to the Commission's press release regarding the stipulation and settlement agreement the Commission approved on December 3, 2013, in Gulf Power's rate case. The settlement was signed by the Office of Public Counsel (OPC), who is appointed by the Legislature to represent all customers. The Commission accepted the terms and conditions of the settlement, one of which reduced Gulf Power's overall requested increase of \$90.8 million to \$55 million.

A rate case only addresses two charges on your bill, the base charge and the non-fuel energy charge, which are referred to as base rates. Base rates collect the normal operating expenses of a utility. Those costs are fairly stable and rate cases are only conducted every few years. The \$4.06 increase in the 1,000 kilowatt-hour residential bill shown in the press release regarding the settlement therefore reflects only the change effective January 2014 in the base rates portion of your bill.

Other charges on the electric bill associated with fuel and purchased power or environmental costs are addressed in separate annual proceedings at the Commission as those charges can be more volatile with some years costs increasing and other years decreasing.

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

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

Mr. Jesse Cornell
Page 2
January 23, 2014

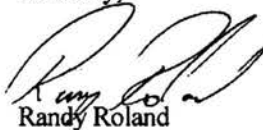
You may review the press release describing these charges and the Commission's decision at the November 2013 hearing by using the following link:

<http://www.floridapsc.com/home/news/index.aspx?id=1098>

Your total bill calculations are correct, as the impact of the changes in base rates and other charges resulted in an increase of approximately \$14 increase on the 1,000 kwh residential bill. Thank you for sharing your views. We will add your comments to the correspondence side of Docket Nos. 130140-EI and 130001-EI, regarding the base rates and fuel cost adjustment, respectively.

If you have any questions or concerns please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

A handwritten signature in black ink, appearing to read "Randy Roland", is written over a horizontal line.

Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep

Crystal Card

From: Betty Leland on behalf of Office Of Commissioner Graham
Sent: Tuesday, January 21, 2014 8:07 AM
To: Commissioner Correspondence
Subject: FW: 2014 Gulf Power rates

Please place the attached e-mail in docket correspondence – consumers and their representatives in Docket No. 130140.

Thanks.

From: Jess [<mailto:jess@cornell-hollow.net>]
Sent: Sunday, January 19, 2014 9:09 AM
To: Office Of Commissioner Graham; Consumer Contact
Subject: 2014 Gulf Power rates

Mr. Art Graham and PSC

What a bunch of crap you guys are putting out about rates people will be paying! The below quote is from you website in regards to Gulf Powers rate increase that you all approved.

"To reduce customer bill impacts, the base rate increase will be tiered over two years, with a \$35 million increase effective in January 2014 and an increase of \$20 million in January 2015. Residential customers using 1,000 kilowatt hours of electricity will see an estimated monthly bill increase of \$4.06 in January 2014 and a \$2.42 monthly adjustment in January 2015."

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Janurary 2014 Fuel charge 0.004201/kWh used

EXAMPLES:

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Total \$115.91

January 2014

Base rate \$19.20

Energy charge $1,000 \times 0.06869 = \$68.69$

Fuel charge $1,000 \times 0.04201 = \$42.01$

Total \$129.90

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I am so damn tired of the skewed info that businesses, federal government, state governments, county governments, and city governments keep putting out. No one can be honest about anything any more. Governments skew the numbers hoping that the citizens don't catch it, trying to make the citizens feel good that you are really doing the citizens a favor trying to protect them. Bull crap! One of the real deals is increased taxes due to increased rates. Filling the government bank accounts so the politicians can spend more money.

Thanks for another line of your bull!

Jesse Cornell

5704 Falcon DR

Milton, FL 32570

Hong Wang

From: Bev DeMello
Sent: Thursday, December 12, 2013 2:57 PM
To: jwbar@bellsouth.net
Cc: Consumer Correspondence
Subject: re: From B. DeMello/PSC

Good afternoon:

Thank you for your correspondence, and I have included it in the docket file. I am also including a link to the Public Service Commission's news release (see below) that was issued on the approved "Stipulation and Settlement Agreement"--concerning Gulf Power Company's (Gulf) rate petition--filed by Gulf and parties to the Agreement on November 22.

<http://www.floridapsc.com/home/news/index.aspx?id=1107>

As I said in my previous e-mail, please feel free to call me if you have additional questions or experience any billing or service problems with Gulf.

Sincerely,

Bev DeMello
Assistant Director
850/413-6107

-----Original Message-----

From: Ruth McHargue
Sent: Wednesday, December 04, 2013 3:23 PM
To: Consumer Correspondence
Cc: Diane Hood; Bev DeMello
Subject: FW: To CLK Docket 130140- Response requested

Customer correspondence

-----Original Message-----

From: Consumer Contact
Sent: Wednesday, December 04, 2013 2:58 PM
To: Ruth McHargue
Subject: To CLK Docket 130140- Response requested

Copy on file, see 1132151C. DHood

-----Original Message-----

From: Webmaster
Sent: Wednesday, December 04, 2013 2:49 PM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Wednesday, December 04, 2013 1:53 PM

To: Webmaster

Cc: jwbar@bellsouth.net

Subject: My contact

Contact from a Web user

Contact Information:

Name: John Barton

Company: N/A

Primary Phone: 850 968 6942

Secondary Phone: N/A

Email: jwbar@bellsouth.net

Response requested? Yes

CC Sent? Yes

Comments:

I see the the Florida Public Shafting Commission approved Gulf Power Co.'s rate increase! When will you idiots get it through your thick heads? Florida will NEVER see real economic growth until utility rates are LOWERED so that businesses that locate in Florida can compete!!! Every one of you, along with the worthless governor who appointed most of you, should be tarred and feathered and run out of the state!!!! Then, the PSC should be disbanded because all you worthless bureaucrats do is dispense political favors for the idiot governor(s)!!!!!!

Crystal Card

From: Ellen Plendl
Sent: Tuesday, December 10, 2013 2:46 PM
To: Consumer Correspondence
Subject: Docket 130140-EI - Gulf Power Company
Attachments: FW: Gulf Power; FW: Consumer Inquiry - Gulf Power Company

Please add the attached customer correspondence and PSC response to the correspondence side of 130140-EI

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Tuesday, December 10, 2013 12:09 PM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: Gulf Power

-----Original Message-----

From: Art Early [mailto:aearly@cox.net]
Sent: Thursday, December 05, 2013 4:41 AM
To: Governor Rick Scott
Subject: Gulf Power

From: Art Early <aearly@cox.net>

County: Okaloosa

Zip Code: 32536

Phone Number:

Message Body: Merry Christmas Governor Scott. I just read that Gulf Power has been granted rate hikes that phase in over the next two years by the Florida Public Service Commission. I read this in the NWFDN(Northwest Florida Daily News). We are heavily encouraged to conserve and save electricity by purchasing more expensive light bulbs and drastically cutting back on power usage. I even sweated more heavily this past year by barely using my AC which as you know is essential in a sub-tropical climate like Florida. I am doing my part as are thousands of others but every time we use less energy we never save anything because the power company is making less money due to our conservation so they get these rate hikes to make up for us doing exactly what they want us to do by using less energy. Why bother with conservation if the public is to be penalized for conserving power. We save a few pennies only to see rate hikes which eat up any savings gained through conservation. This makes

no sense to me. Recently Gulf Power noted in their mail out bills how much they were saving on the cost of electricity due to our conservation. Every time the public uses less of any type of utility by doing the right thing we take it in the teeth with rate hikes because we are using less resources. I find this behavior very contradictory by Gulf Power.

Crystal Card

From: Randy Roland
Sent: Tuesday, December 10, 2013 2:43 PM
To: Ellen Plendl
Subject: FW: Consumer Inquiry - Gulf Power Company

-----Original Message-----

From: Randy Roland
Sent: Tuesday, December 10, 2013 2:28 PM
To: 'aearly@cox.net'
Subject: Consumer Inquiry - Gulf Power Company

Mr. Art Early
aearly@cox.net

Dear Mr. Early:

The Governor's office forwarded a copy of your E-mail to the Florida Public Service Commission (FPSC) regarding Gulf Power Company (Gulf Power). The PSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC. The PSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service.

You expressed concern with Gulf Power's base rate increase. Gulf Power filed its base rate increase petition with the FPSC on July 12, 2013. The Commission held customer service hearings in Gulf's service territory in September to hear from the utility's customers.

On December 3, 2013, the FPSC approved a joint Stipulation and Settlement Agreement (Agreement) for Gulf Power's base rate petition. Signed by the Office of Public Counsel (OPC), representing all customers, and other parties to the case, the Agreement reduces Gulf's requested base rate increase from \$90.8 million to \$55 million and maintains its current Return on Equity (ROE) at 10.25 percent, instead of Gulf's requested 11.5 percent ROE.

To reduce customer bill impacts, the base rate increase will be tiered over two years. Residential customers using 1,000 kilowatt hours of electricity will see an estimated monthly bill increase of \$4.06 in January 2014 and a \$2.42 monthly adjustment in January 2015.

Thank you for sharing your views. We will add your comments to the correspondence side of Docket 130140-EI. If you have any questions you may contact Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Florida Public Service Commission

Crystal Card

From: Ruth McHargue
Sent: Thursday, December 05, 2013 1:18 PM
To: Consumer Correspondence
Cc: Bev DeMello; Diane Hood
Subject: FW: To CLK Docket 130140

Customer correspondence

-----Original Message-----

From: Consumer Contact
Sent: Wednesday, December 04, 2013 2:58 PM
To: Ruth McHargue
Subject: To CLK Docket 130140- Response requested

Copy on file, see 1132151C. DHood

-----Original Message-----

From: Webmaster
Sent: Wednesday, December 04, 2013 2:49 PM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [<mailto:contact@psc.state.fl.us>]
Sent: Wednesday, December 04, 2013 1:53 PM
To: Webmaster
Cc: jwbar@bellsouth.net
Subject: My contact

Contact from a Web user

Contact Information:
Name: John Barton
Company: N/A
Primary Phone: 850 968 6942
Secondary Phone: N/A
Email: jwbar@bellsouth.net

Response requested? Yes
CC Sent? Yes

Comments:

I see the the Florida Public Shafting Commission approved Gulf Power Co.'s rate increase! When will you idiots get it through your thick heads? Florida will NEVER see real economic growth until utility rates are LOWERED so that businesses that locate in Florida can compete!!! Every one of you, along with the worthless governor who appointed most of you, should be tarred

and feathered and run out of the state!!!! Then, the PSC should be disbanded because all you worthless bureaucrats do is dispense political favors for the idiot governor(s)!!!!!!

Crystal Card

From: Ruth McHargue
Sent: Thursday, December 05, 2013 1:10 PM
To: Consumer Correspondence
Cc: Diane Hood; Bev DeMello
Subject: FW: To CLK Docket 130140

Customer correspondence

-----Original Message-----

From: Consumer Contact
Sent: Thursday, December 05, 2013 9:09 AM
To: Ruth McHargue
Subject: To CLK Docket 130140- Response requested

Copy on file, see 1132191C. DHood

-----Original Message-----

From: Webmaster
Sent: Thursday, December 05, 2013 8:51 AM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, December 05, 2013 8:30 AM
To: Webmaster
Cc: johnawhitfield@hotmail.com
Subject: My contact

Contact from a Web user

Contact Information:

Name: Johnny Whitfield
Company:
Primary Phone: 850 587 2517
Secondary Phone: 850 281 9067
Email: johnawhitfield@hotmail.com

Response requested? Yes

CC Sent? Yes

Comments:

Just wanted to thank the PSC for allowing Gulf Power to raise our electric rates. Too bad you aren't elected by the people, so we could vote you out of office. All of you are for the people until you get into office then you turn Judas. There's an old saying....100% of nothing is nothing. This is what we consumers will have eventually because of people like you.

Thank you,

John A. Whitfield
Cantonment FL 32533

Crystal Card

From: Ellen Plendl
Sent: Wednesday, December 04, 2013 4:20 PM
To: Consumer Correspondence
Subject: Docket Correspondence for Docket 130140-EI
Attachments: FW: Public SERVICE Commission, hardly.; Consumer Inquiry - Gulf Power Company

See attached correspondence and PSC response to be placed in correspondence side of Docket 130140-EI.

Crystal Card

From: Consumer Contact
Sent: Wednesday, December 04, 2013 3:36 PM
To: Ellen Plendl
Subject: FW: Public SERVICE Commission, hardly.
Importance: High

-----Original Message-----

From: Moore, Bill J CIV NETC HQ, N00424 [<mailto:bill.j.moore@navy.mil>]
Sent: Wednesday, December 04, 2013 3:34 PM
To: Consumer Contact
Subject: Public SERVICE Commission, hardly.
Importance: High

Eduardo E. Balbis
Lisa Edgar
Ronald A. Brisé
Art Graham
Julie Brown

Are you people getting paid on the side by those crooks at Southern Company, or are you just ignorant?
You know there is a word in the English language called "NO" and you clowns have difficulty using it.

Don't any of you experts think Southern Co & Gulf Power could allow their shareholders feel some of the pain....instead of those of us who have NOT received any kind of a raise in over six years?
Just bend over for the power goons, and happily stick it to Floridians. Tell me the amount of times you have "approved" a rate reduction. Crickets!

Yeah, I'm waiting for your reply.

The Florida Public Service Commission this morning approved new customer rates that will pay for Gulf Power's largest-ever construction program.

The new rates will add \$4.06 per 1,000 kilowatt hours to residential rates starting in January.

In addition, in January 2015, the residential price will increase an additional \$2.42 per 1,000 kilowatt-hours of electricity. Originally, Gulf Power filed a request that would have increased the cost for a residential customer using 1,000 kilowatt-hours of electricity \$10.93 per month by the end of 2015.

But after recent negotiations with major Florida-based consumer advocacy groups, Gulf Power asked the PSC to approve adjusted rates that will add a total of \$6.48 to residential bills by 2015.

"We're pleased with the PSC's decision because it will help us continue to deliver long-term, reliable service throughout Northwest Florida," said Stan Connally, Gulf Power president & CEO. "Our focus will continue to be on maintaining high reliability and high customer satisfaction. They are the heart of our business."

The settlement approved today also includes new job creation incentives that will reduce the amount businesses pay for electricity by a certain percentage for four years if the business meets certain eligibility requirements.

"Some businesses could apply for incentives for relocating to Northwest Florida or for expanding their existing business in Northwest Florida," said Connally. "This is another important element in the growing portfolio of economic development programs and activities Gulf Power can use to help draw businesses and jobs to the region."

Gulf's infrastructure improvement program, which began last year, includes the construction of a rebuilt substation on DeVilliers St. in Pensacola.

What's more, a new 38-mile line that begins in the Pensacola area and goes to the Florida-Alabama state line is also being added as a result of mandatory federal environmental compliance.

Crystal Card

From: Randy Roland
Sent: Wednesday, December 04, 2013 4:08 PM
To: 'bill.j.moore@navy.mil'
Subject: Consumer Inquiry - Gulf Power Company

Dear Mr. Moore:

This is in response to your E-mail to the Florida Public Service Commission (FPSC) regarding Gulf Power Company (Gulf Power).

Thank you for sharing your views regarding the FPSC's approval of the joint Stipulation and Settlement for Gulf Power's base rate petition. We will add your comments to the correspondence side of Docket 130140-EI. If you have any questions you may contact Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Florida Public Service Commission

Crystal Card

From: Ruth McHargue
Sent: Wednesday, December 04, 2013 3:23 PM
To: Consumer Correspondence
Cc: Diane Hood; Bev DeMello
Subject: FW: To CLK Docket 130140- Response requested

Customer correspondence

-----Original Message-----

From: Consumer Contact
Sent: Wednesday, December 04, 2013 2:58 PM
To: Ruth McHargue
Subject: To CLK Docket 130140- Response requested

Copy on file, see 1132151C. DHood

-----Original Message-----

From: Webmaster
Sent: Wednesday, December 04, 2013 2:49 PM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [<mailto:contact@psc.state.fl.us>]
Sent: Wednesday, December 04, 2013 1:53 PM
To: Webmaster
Cc: jwbar@bellsouth.net
Subject: My contact

Contact from a Web user

Contact Information:

Name: John Barton
Company: N/A
Primary Phone: 850 968 6942
Secondary Phone: N/A
Email: jwbar@bellsouth.net

Response requested? Yes
CC Sent? Yes

Comments:

I see the the Florida Public Shafting Commission approved Gulf Power Co.'s rate increase! When will you idiots get it through your thick heads? Florida will NEVER see real economic growth until utility rates are LOWERED so that businesses that locate in Florida can compete!!! Every one of you, along with the worthless governor who appointed most of you, should be tarred

and feathered and run out of the state!!!! Then, the PSC should be disbanded because all you worthless bureaucrats do is dispense political favors for the idiot governor(s)!!!!!!

Crystal Card

From: Ruth McHargue
Sent: Wednesday, December 04, 2013 11:41 AM
To: Consumer Correspondence
Cc: Diane Hood; Bev DeMello
Subject: FW: To CLK Docket 130140
Attachments: FW: My contact; FW: My contact

Customer correspondence

From: Diane Hood
Sent: Wednesday, December 04, 2013 10:03 AM
To: Ruth McHargue
Subject: To CLK Docket 130140

These have entered as information requests, EI 804, PR-69. DHood

Crystal Card

From: Webmaster
Sent: Monday, November 25, 2013 8:45 AM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [<mailto:contact@psc.state.fl.us>]
Sent: Monday, November 25, 2013 1:32 AM
To: Webmaster
Cc: JayleenFretwell@cox.net
Subject: My contact

Contact from a Web user

Contact Information:
Name: Jayleen Fretwell
Company:
Primary Phone: 8509442839
Secondary Phone:
Email: JayleenFretwell@cox.net

Response requested? No
CC Sent? Yes

Comments:

Please consider not allowing Gulf Power to increase rates to pay for upcoming network structures. They could cut down on cost and use natural gas to generate electricity and save those cost to upgrade. We've been getting increases from them for a long time now. We were told when Ivan came through that it destroyed the infrastructure. We were also told that increases then would repair these issues. For those on a pension the extra money will greatly affect us. Again please consider not allowing these rate increases.

Crystal Card

From: Webmaster
Sent: Monday, November 25, 2013 8:45 AM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [<mailto:contact@psc.state.fl.us>]
Sent: Saturday, November 23, 2013 6:38 AM
To: Webmaster
Subject: My contact

Contact from a Web user

Contact Information:

Name: Lyn Limpert
Company: na
Primary Phone:
Secondary Phone:
Email:

Response requested? No
CC Sent? No

Comments:

There are many retired people in Florida. If Gulf Power is allowed to increase their rates by \$10/month that has taken away the entire cost of living increase for people on SSI. If you allow them to increase their rates then make them give seniors a price break. You are also forcing small businesses to raise their prices to cover costs. The economy is not doing well and this will not help it. Please vote against this rate increase. Gilf Power is a monopoly and we have no choice but to use it.

Shawna Senko

From: Ellen Plendl
Sent: Tuesday, December 03, 2013 4:34 PM
To: Consumer Correspondence
Subject: Docket Correspondence for Docket 130140-EI
Attachments: RE: Gulf power-PSC; Consumer Inquiry - Gulf Power Company

See attached correspondence and PSC response to be placed in correspondence side of Docket 130140-EI.

Shawna Senko

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Tuesday, December 03, 2013 3:47 PM
To: W.E. Bassett
Cc: Sunburst
Subject: RE: Gulf power-PSC

Dear Mr. Bassett:

Thank you for contacting Governor Rick Scott's Office and sharing your views. Governor Scott asked that I respond on his behalf.

To assist you with your concerns, I forwarded a copy of your letter to the Public Service Commission for their review. If you want to contact the PSC directly please call 1-800-342-3552 or contact them by using the information provided below.

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
(850) 413-6100

Thank you again for taking the time to contact Governor Scott.

Sincerely,

Kelly Pacchioli
Office of Citizen Services
Executive Office of the Governor

-----Original Message-----

From: W.E. Bassett [mailto:bbbass123@aol.com]
Sent: Tuesday, December 03, 2013 11:07 AM
To: Governor Rick Scott
Subject: Gulf power-PSC

From: W.E. Bassett <bbbass123@aol.com>

County: Escambia

Zip Code: 32526

Phone Number:

Message Body: I think you should investigate the relationship between the PSC and Gulf Power and its Lobbyist. Again North Fl is being sold out regarding all these rate increase's. Why has Gul Power not rolled back the rate increase approved for recovery of hurricane cost ? That was over 10 years ago and its still being collected. They received a rate increase recently to acquire land for a nuclear plant and shortly after chanded their mind. Why wasn't the increase retracted ? Where is the watchdog group to force Gulp Power to do with the rate increase's what they pledged to do with it. The increase's should go into an account to be released by the State only after absolute verification that the

funds were used as requested. Most of the increase's end up in executive salaries and benefits that far exceed the norm here in this area. In fact, most of the large salaries of employees at Gulf do not go for work performed in their area, most go to enrich Southern Company's venture's!

elsewhere. Why are we being forced to pay for all this ? We are next to the poorest count in the State, but yet, the second most highest taxed and paying one of the highest electric rate's in the country ! The land purchase paid for by the large rate increase was nothing but a "ShaM" as it rewarded old favor's to friends, poliitician"s and well connected lobbyist. of friends owning worthless land. I went and examined this land. What a joke ! You should call them on the carpet and investigate where all these rate inceases actually went . THIS YOU OWE TO NORTH FLORIDA ! These next rate increase's should be held as a construction loan and released only after verifacation in stage's. Thank you.....

Shawna Senko

From: Randy Roland
Sent: Tuesday, December 03, 2013 4:24 PM
To: 'bbbass123@aol.com'
Subject: Consumer Inquiry - Gulf Power Company

Mr. W.E. Bassett
bbbass123@aol.com

Dear Mr. Bassett:

The Governor's office forwarded a copy of your E-mail to the Florida Public Service Commission (PSC) regarding Gulf Power Company (Gulf Power). The PSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC. The PSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service.

On December 3, 2013, the FPSC approved a joint Stipulation and Settlement Agreement (Agreement) for Gulf Power's base rate petition. On September 3, 2013, and September 4, 2013, the FPSC held service hearings to take customer testimony in Pensacola and Panama City Beach, respectively. In addition, the Agreement was signed by the Office of Public Counsel which provided legal representation in the rate proceedings for Gulf Power customers. You may contact the Office of Public Counsel by using the following information:

Office of Public Counsel
111 West Madison Street, Room 812
Tallahassee, Florida 32399-1400

Toll-Free Telephone: 1-800-342-0222
Fax: 850-487-6419

Thank you for sharing your views. We will add your comments to the correspondence side of Docket 130140-EI. If you have any questions you may contact Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Florida Public Service Commission

Shawna Senko

From: Randy Roland
Sent: Monday, December 02, 2013 4:11 PM
To: Consumer Correspondence
Subject: Docket 130140E - Consumer Correspondence
Attachments: To CLK Docket 130140

Please add the attached consumer correspondence to Docket 130140E.

Shawna Senko

From: Consumer Contact
Sent: Monday, December 02, 2013 2:36 PM
To: Randy Roland
Subject: To CLK Docket 130140

Copy on file, see 1131826C. DHood

From: Dawn Corrigan [<mailto:dawncorrigan@gmail.com>]
Sent: Monday, December 02, 2013 2:28 PM
To: Consumer Contact
Subject: Gulf Power Proposed Rate Increases for 2014 and 2015

To the Florida Public Service Commission:

I'm writing to express my concern about the rate increases Gulf Power has proposed for 2014 and 2015. I believe these rate increases will have the effect of making housing unaffordable for a greater percentage of our residents, particularly in the county where I work, Escambia County.

In its "2013 Rental Market Study: Affordable Rental Housing Needs," published on April 7 of this year, Florida Housing Finance Corporation reported a 29% increase, statewide, in low income families who pay more than 40% of their income toward rent between 2005 and 2011. Increased utility costs will only further destabilize these families, and our communities.

I work with low-income households in Escambia County, and I can attest that crippling utility costs, and large debts to utility companies, often prevent these households from living independently, relocating out of high-poverty census tracts, or achieving self-sufficiency. At times, such costs and debts can even be a barrier to overcoming homelessness.

This is not a time when our community can afford to take on more of this burden. If Gulf Power's profitability were in jeopardy, I can imagine a different conversation. But it is not.

I would also like to express concern about the proposed settlement agreement about the rate hike--or at least, about the way it is being reported by my local media. In the "Notice to Customers" that Gulf Power sent me back in July, they indicated their 2014 Proposed Rate for residential service was \$127.82 for 1,000 kilowatt hours, with an additional, unspecified, increase proposed for 2015. However, on November 22, the *Pensacola News Journal* reported that "If approved by the PSC early next year, the residential rate for 1,000 kilowatt hours will increase from its current \$127.94 to \$132."

The problem with this reportage, of course, is that Gulf Power's current residential rate is not \$127.94 for 1,000 kilowatt hours, it's \$118.88. The media seems to be suggesting that, back in July, Gulf Power proposed to raise my 1k-kilowatt cost from \$118.88 to \$127.82 in 2014. But now, instead, after the intervention of "consumer groups," they are all set to raise it from \$118.88 to \$132 in 2014.

I'm sure there's a piece missing from my understanding of this puzzle. But without that additional knowledge, it appears as though these "consumer groups" actually allowed Gulf Power to negotiate *up* to a higher increase than the rather steep one originally proposed. Surely not, right?--But if so, then these "consumer groups" are certainly not representing *my* best interests, nor those of my community.

Thank you for your time.

Regards,
Dawn Corrigan
Gulf Breeze, Florida

Shawna Senko

From: Bev DeMello
Sent: Wednesday, November 27, 2013 11:13 AM
To: 'jwbar@bellsouth.net'
Cc: Consumer Correspondence
Subject: FW: To CLK Docket 130140

Good morning:

At the Commission Conference on December 3, the Florida Public Service Commission will take up a "Stipulation and Settlement Agreement"--concerning Gulf Power Company's (Gulf) rate petition--filed by Gulf and parties to the Agreement on November 22.

Please call me at 850/413-6107 if you have any questions.

Thank you,

Bev DeMello
Office of Consumer Assistance and Outreach Florida Public Service Commission

-----Original Message-----

From: Ruth McHargue
Sent: Monday, November 25, 2013 10:58 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130140

Customer correspondence

-----Original Message-----

From: Consumer Contact
Sent: Monday, November 25, 2013 10:06 AM
To: Ruth McHargue
Subject: To CLK Docket 130140- Response requested

Copy on file, see 1131326C. DHood

-----Original Message-----

From: Webmaster
Sent: Monday, November 25, 2013 8:45 AM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, November 24, 2013 8:03 AM
To: Webmaster

Cc: jwbar@bellsouth.net

Subject: My contact

Contact from a Web user

Contact Information:

Name: John Barton

Company: N//A

Primary Phone: 850 968 6942

Secondary Phone:

Email: jwbar@bellsouth.net

Response requested? Yes

CC Sent? Yes

Comments:

I read in the Pensacola News Journal today, that Gulf Power Company is requesting YET ANOTHER rate increase! GPC needs to do what rate payers must do; LIVE WITHIN THEIR MEANS! If The Florida Public Service Commission truly desires to serve the consumers, and promote economic growth in Florida, it will do what Texas has done: PROMOTE COMPETITION AND ELIMINATE MONOPOLIES!!!!!!!!!!!!!!!!!!!!!!

Crystal Card

From: Ruth McHargue
Sent: Monday, November 25, 2013 10:58 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130140

Customer correspondence

-----Original Message-----

From: Consumer Contact
Sent: Monday, November 25, 2013 10:06 AM
To: Ruth McHargue
Subject: To CLK Docket 130140- Response requested

Copy on file, see 1131326C. DHood

-----Original Message-----

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To: Webmaster
Cc: jwbar@bellsouth.net
Subject: My contact

Contact from a Web user

Contact Information:

Name: John Barton
Company: N//A
Primary Phone: 850 968 6942
Secondary Phone:
Email: jwbar@bellsouth.net

Response requested? Yes
CC Sent? Yes

Comments:

I read in the Pensacola News Journal today, that Gulf Power Company is requesting YET ANOTHER rate increase! GPC needs to do what rate payers must do; LIVE WITHIN THEIR MEANS! If The Florida Public Service Commission truly desires to serve the consumers, and promote economic growth in Florida, it will do what Texas has done: PROMOTE COMPETITION AND ELIMINATE MONOPOLIES!!!!!!!!!!!!!!!!!!!!!!

COMMISSIONERS:
RONALD A. BRISÉ, CHAIRMAN
LISA POLAK EDGAR
ART GRAHAM
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



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

Public Service Commission

November 22, 2013

Mr. Archie Harris
26 Rockwood Road
Pensacola, FL 32514

RE: FPSC Inquiry Number 1131133C

Dear Mr. Harris:

This is a follow up to your November 21, 2013 telephone conversation with Mr. Rey Castillo at the Florida Public Service Commission (FPSC) regarding Gulf Power Company (Gulf Power). We appreciate the opportunity to assist you.

You expressed a concern about fuel adjustment charges. Fuel adjustment charges allow the utility to recover the actual expenses associated with securing and processing fuel necessary to run the power plants used to generate electricity. Fuel rates mirror rising and falling fuel costs as reflected in the international marketplace. The revenue generated by the fuel adjustment charge does not add to the profit of the utility companies, but goes to pay fuel suppliers and transporters. The cost of fuel is shown as a separate cents per kilowatt-hour charge, and fuel costs are not contained in any other charge on your bill.

Each year, utilities file their projected fuel expenses for the upcoming calendar year. The FPSC, along with the Office of Public Counsel and other consumer representatives closely examine the fuel costs requested by the utilities. Public hearings are held annually to set the fuel factors for the next year. Since rates are set on projected costs, at the end of the year, the costs are "trued-up" or compared to the audited actual expenses incurred by the utility. If the utility recovered more than its actual costs, the amount of over-recovery is used to reduce the next year's costs. If the utility under-recovered (costs were higher than expected) that deficit is likewise rolled into the next year. The fuel cost adjustment is recognized by virtually all state commissions, by the Federal Energy Regulatory Commission, and is also used by most municipal electric utilities and rural electric cooperatives.

On November 4, 2013, the FPSC set the 2014 fuel adjustment charges for the customers of Florida investor-owned electric utilities. The fuel adjustment charges were

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

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

RECEIVED-FPSC
13 NOV 22 PM 1:07
COMMISSION
CLERK

Mr. Archie Harris
Page 2
November 22, 2013

decided at a hearing where the FPSC considered each utility's projected costs of fuel and the purchased power for 2014 as well as 'trued up' costs for 2013.

As a result of the November 4, 2013 hearing, a Gulf Power residential customer using 1000 kWh will see their bill increase from \$118.88 to \$127.94. The fuel portion of the bill will increase by \$9.06.

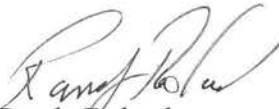
You also expressed a concern about Gulf Power's petition for rate increase. I have enclosed the FPSC's special report for your review. The Commissioners are expected to vote on the petition at the March 11, 2014 Commission Conference. You may view the Commission Conference by using the following link:

<http://www.floridapsc.com/agendas/audiovideo/index.asp>

We will add your comments to the correspondence side of Docket Nos. 130001-EI and 130140-EI regarding the fuel cost adjustment and petition for rate increase, respectively.

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,



Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep

Enclosure

Randy Roland

From: Rey Castillo
Sent: Thursday, November 21, 2013 3:13 PM
To: Randy Roland
Subject: Electric Utility Protest

RE: 1131133C

Randy,

I received a call from this individual regarding a protest against Gulf Power. He wants a response in writing from one of the commissioners.

Customer stated that he is a retired engineer. Customer stated how upset he is with Gulf Power continuing to request rate increases. Customer stated that as a citizen of Florida he cannot understand how the FPSC can entertain their requests for a rate increase. Customer stated that Gulf Power is already charging the highest rates to their customers among the energy providers in the southeast. Customer stated that he understands that the request for rate increase is to improve their facilities but to take more money from their customers when they are already amply paid is preposterous. Customer stated that he requests that his protest is forwarded to the appropriate commissioner and requests a response in writing regarding this protest.

Consumer Information:

Archie Harris
26 Rockwood Road
Pensacola, FL 32514

Tel. # 850.475.0090

Rey Castillo
Regulatory Specialist
Consumer Assistance and Outreach
Office Telephone #36119



RECEIVED-FPSC

13 OCT 28 AM 9:54

COMMISSION
CLERK

October 17, 2013

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

**RE: Gulf Power Proposed Rate Hike
Docket # 130140-EI**

This letter is to protest the proposed rate hike by Gulf Power. I am opposed to another rate increase. We just endured a rate increase in 2012, and not just a rate increase, they increased our "Base Charge" from \$10.84 to \$15.00. So we got hit with a double whammy and in the poorest of economic times.

As public servants, I believe the Commission has an obligation to draw a line and not allow this! Where does it stop? The majority of Americans are in the low to middle income brackets and cannot afford an increase of this magnitude... we're barely paying the bills and putting food on the table as it is.


If this increase happens, for the most of us, it will have to come out of our food budgets, which are already taking hits from rising prices in food, car gas, etc. We have to pay our bills, so the bills get paid, but the thing affected most is the quality of food we're able to buy for our families, which leads to medical problems/bills and, there's certainly no money for that; but the electric bill gets paid. So, sure, we'll have to pay whatever you decide, but there'll have to be sacrifices made in other areas... especially when it comes to the health of our families!

In the decision-making process, I believe the Commission needs to consider the salaries of the Gulf Power employees, from the lowest to the highest paid. I also feel the history of how they've spent their profits so far as re-investing into the infrastructure should be looked at by the Commission. If only the "base charge" they'd received from every customer over the last 20-30 years, had been put back into infrastructure, there wouldn't be any problem there. Of course, they're now getting \$15.00 per customer! What will be done with that?

If the Commission can't hold Gulf Power to fair and reasonable prices for the average citizen, then the average citizen needs to have other options besides Gulf Power. In other words, allow competition from other energy providers, so that we're not forced to purchase power from only one company... it's called 'free enterprise' as opposed to 'monopoly.'

I'm not very hopeful that the best decision for "we the people" will happen. You see, I sent an email to the Commission when Gulf Power first upped the "base charge" on us, and I received a form letter back in response... needless to say, I wasn't impressed!

I dare you, the Commission, to actually make the best decision for all of us. We'd all be grateful.


Wanda Horne
2627 E. 16th St.
Panama City, FL 32405

COMMISSIONERS:
RONALD A. BRISÉ, CHAIRMAN
LISA POLAK EDGAR
ART GRAHAM
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
BEV DEMELLO
ASSISTANT DIRECTOR
(850) 413-6482

Public Service Commission

October 2, 2013

Ms. Arlene Rein
3033 Meadow Street
Lynn Haven, Florida 32444

RE: Docket No. 130140-EI

Dear Ms. Rein:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

The PSC encourages customer participation and recently held customer service hearings in Gulf's service territory. All customer comments during the hearings and customer correspondence, including yours, will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on Gulf's proposed rates.

Gulf's rate case hearing before the PSC will be in Tallahassee. Witnesses from the utility, the Commission staff, and the Office of Public Counsel will present testimony, introduce exhibits, and be cross-examined before the Commissioners. Commissioners will review Gulf's need for a rate increase, its existing and proposed rate structure, and its ability to provide safe and reliable service.

After the rate case hearing dates are scheduled, you can find them on the Commission Calendar at: <http://www.floridapsc.com/agendas/pdf/calendar.pdf>, and you can view the hearing at the following link: <http://www.floridapsc.com/agendas/audiovideo/index.aspx>.

PSC hearings and events are archived and available for three months following their conclusion and can be viewed at: <http://www.floridapsc.com/agendas/audiovideo/archives/>.

Commissioners are charged with making sure that Florida's utility companies, including Gulf, fulfill their service obligation. In its petition to the PSC, Gulf said its rate adjustment is needed, in part, because, "Gulf has continued to invest heavily, particularly in transmission assets...and the associated increase in rate base has outpaced relatively flat sales and customer growth." The PSC will ensure that final customer rates reflect only those costs that are prudent and necessary for Gulf to deliver quality electric service to your home or business.

RECEIVED-FPSC
13 OCT -3 AM 9:56
COMMISSION
CLERK

Page 2

Thank you again for your correspondence, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552. If you want updated case information, visit the PSC's website, www.floridapsc.com; look for the Clerk's Office tab, then hit Dockets, and type in the Gulf case number 130140-EI.

Sincerely,

A handwritten signature in cursive script that reads "Bev DeMello".

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

September 30, 2013

Florida Public Service Commission
Attn: Ann Cole
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

RECEIVED -FPSC
13 OCT -2 AM 9:34
COMMISSION
CLERK

RE: Docket No. 130140-EI

GULF POWER Increase

Dear Ms. Cole:

In early September, 2013, a petition (copy attached) was sent to you from residents in the Pensacola area who are against an increase from Gulf Power. Since that time, many of us have received phone calls from Gulf Power employees explaining our outages/surges. Here are the explanations many of us received:

1. An underground trunk line had a loose wire.
2. Protractors and heat lightning are the problem.
3. Trees branches and limbs brushing against power lines. (Our equipment is underground)
4. Squirrels running along power line. (Underground equipment)
5. Construction in the area. (No construction within a several mile radius)

REALLY!!!! It was a nice Public Relations effort, but do they really think we are that gullible? Now we are angry. They want us, the consumer, to pay for "strengthening existing infrastructure and adding new transmission lines and to help them with new federal environmental regulations".

What happened to all the money we have paid for service over the years? Surely, they thought far enough ahead to plan for these issues. Maybe it's time for Gulf Power executives sell off a corporate jet or two and give up their large bonuses or cut salaries. After all, we have been dealing with their inferior service for years, while still paying a premium rate. In light of our countries economic situation, Gulf Power's timing is very poor.

I trust you will forward my letter to Gulf Power. They can also expect another, larger petition.

Sincerely,



Jennifer Butler (On behalf of the of the petition group)

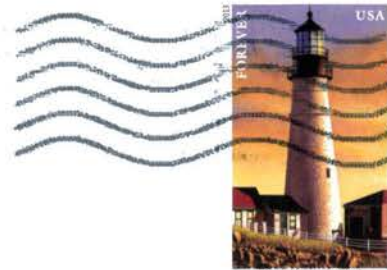
1427 Champions Green Drive
Gulf Breeze, FL 32563
(850)910-0535

[illegible]

J. Butler
1427 Champions Green Drive
Gulf Breeze, FL 32563

PENSACOLA FL 325

30 SEP 2013 PM 2 L



DISTRIBUTION CENTER

13 OCT -2 AM 7: 21

Florida Public Service Commission
Attn: Ann Cole
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

32399085099



State of Florida



Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: *Sept. 27, 2013*
TO: Office of Commission Clerk
FROM: Bureau of Consumer Assistance, Division of Safety, Reliability & Consumer Assistance
RE: Customer Correspondence

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket *130140*.

RECEIVED-FPSC
13 SEP 27 PM 4:51
COMMISSION
CLERK

Persons who wish to present testimony are urged to appear at the beginning of the hearings. If no witnesses are present to testify at that time, the hearings may be adjourned early.

The rate case hearings are scheduled to be held in Tallahassee on Dec. 9 – 13, 2013.

For your information, we are providing contact information for the Florida Public Service Commission's Consumer Affairs Department.

Consumer Affairs Department
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
1-800-342-3552

The FPSC will also accept faxes and emails.
Fax number: 1-800-511-0809
Email address: contact@psc.state.fl.us

Current and proposed Rates

Rate Class	kW	kWh	Present Rate	2014 Proposed Rate
RS		1,000	\$118.88	\$127.82
GS		1,500	\$181.69	\$191.17
GSD	25	11,000	\$1,007.54	\$1,055.63
GSD	50	11,000	\$1,160.10	\$1,231.02
LP	500	288,000	\$23,713.83	\$25,421.48
LP	658	288,000	\$25,336.00	\$27,403.40
LP	1,315	288,000	\$32,081.32	\$35,644.69
LPT	5,000 Max	600,000 On	\$203,297.09	\$219,852.27
	5,000 On	1,800,000 Off		

Above prices include gross receipts tax.

* Decrease the CEO's annually income that should make up the difference the company's looking for.

Service Fees

Name	Present Charge	Proposed Charge
Connection of Initial Service – Residential	\$27.00	\$27.00
Connection of Initial Service – Non-Residential	\$27.00	\$50.00
Connection of Existing Service – Residential	\$27.00	\$27.00
Connection of Existing Service – Non-Residential	\$27.00	\$50.00
Restoration of Service (After Violation of Rules)	\$35.00	\$60.00
Restoration of Service After Hours (After Violation of Rules)	\$55.00	\$80.00
Restoration of Service at Pole (After Violation of Rules)	\$95.00	\$100.00
Premise Visit	\$20.00	\$30.00
Connection of Temporary Service	\$110.00	\$110.00
Investigation of Unauthorized Use	\$75.00	\$75.00
Returned Item Charge < \$50	\$25.00	\$25.00
Returned Item Charge >\$50 and < \$300	\$30.00	\$30.00
Returned Item Charge >\$300	\$40.00	\$40.00

* I am against any increases!
If any thing with all the money this Company
Gulf Power makes you should be giving back
to the community.

A Rein
Lynn Haven FL.



NOTICE TO CUSTOMERS

On July 12, 2013, Gulf Power Company filed with the Florida Public Service Commission (FPSC) a request for approval to increase the Company's annual retail revenues. Currently, Gulf Power's total residential price (base rate plus all clause rates) is lower than it was in 2009. Gulf Power's proposed base rate request, if approved, would increase the total bill in April 2014 for a residential customer buying 1,000 kilowatt-hours by \$8.94 per month or 7.5 percent — from \$118.88 to \$127.82. The company is requesting an additional increase in 2015 for transmission investments caused by mandatory federal environmental compliance requirements.

This filing has been assigned Docket No. 130140-EI by the FPSC. The Office of Public Counsel (OPC) has intervened in this Docket. The duty of the OPC is to provide legal representation for the people of the state in proceedings before the commission. OPC representatives may be contacted prior to the hearing at 111 West Madison St., Room 812, Tallahassee FL 32399-1400, or by phone at 1-800-342-0222.

Gulf Power is investing in customers and communities through the largest power grid construction program in its history. Major investments have been made to maintain our electric system, to strengthen our existing infrastructure and to add new transmission lines.

Part of the new transmission line construction is to help the company comply with new federal environmental regulations that will change the way we operate our plants and will require plants to be shut down at regular intervals. The new lines and equipment will be used to ensure voltage stability and reliable power flow.

From 2012 through 2015, we are investing \$750 million dollars on maintenance, improvements and key transmission projects. These improvements are necessary to continue to provide reliable service to customers.

The present rates will remain in effect until new rates become operative under Florida Law. Copies of the rate case filing, including proposed rate schedules, are available for inspection at your local Gulf Power office.

Company personnel are available at all Gulf Power offices to answer questions concerning this request. They may be contacted at the address or telephone number on your electricity bill, at GulfPower.com or through a local directory.

A copy of the Minimum Filing Requirements (MFRs) and a summary or synopsis of our rate request can be found at www.gulfpower.com/filing. Additionally, these documents are available for review during normal business hours at the following public libraries:

City of Fort Walton Beach Public Library
185 Miracle Strip Pkwy. SW
Fort Walton Beach, FL 32548

West Florida Regional Library
200 W Gregory St.
Pensacola, FL 32502

Northwest Florida Regional Library
898 W 11th St.
Panama City, FL 32401

The Florida Public Service Commission will hold two public customer service hearings. The purpose of the hearings is to allow members of the public to give testimony regarding the proposed rates and the quality of service provided by Gulf Power Company.

The hearings are scheduled as follows:

Tuesday, Sept. 3 at 4 p.m. CST
Pensacola State College, Hagler Auditorium
1000 College Blvd., Pensacola, FL 32504
(Note: Hagler Auditorium is at the corner of Underwood Avenue and Ninth Avenue.)

Wednesday, Sept. 4 at 10 a.m. CST
Edgewater Beach Conference Center
11212 Front Beach Rd.
Panama City Beach, FL 32407



Arlene L Rein
3033 Meadow St
Lynn Haven, FL 32444

PENSACOLA FL 325

19 SEP 2013 PM 2 L



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13 SEP 23 AM 7:11

Consumer Affairs Department
FL Public Service commission
2540 Shumard Oak Blvd.
Tallahassee FL 32399-0850

32399085099



Shawna Senko

From: Cristina Slaton
Sent: Thursday, September 26, 2013 10:28 AM
To: Commissioner Correspondence
Subject: 130140-EI Correspondence
Attachments: SKMBT_36313092609241.pdf

Please place the attached letter from Gulf Power as Docket Correspondence in Docket No. 130140-EI.

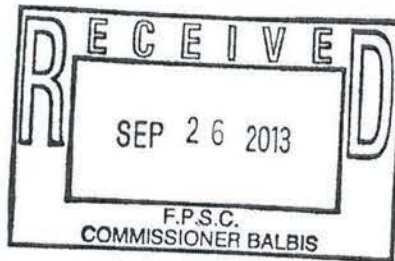
Thank you,

Cristina Slaton
Executive Assistant to Commissioner Balbis
PH: (850) 413-6004
JX: (850) 413-6005
cslaton@psc.state.fl.us

Bernard Jacob
Vice President
Customer Service and
Operations

One Energy Place
Pensacola, Florida 32520-0100
Tel 850 444.6382

September 23, 2013



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

Re: Follow-up to Service Hearings; Docket No. 130140-EI

Dear Ms. Muir:

The recent Service Hearings held in Pensacola and Panama City gave us the opportunity to hear firsthand from our customers about the service we provide in northwest Florida. Our customers spoke and we listened. Most of them spoke about issues impacting their lives – very few were related to the level or reliability of service we provide. However, we understand their challenges and we want to help. In preparation for these hearings, Gulf Power established a customer service team to assist customers before, during and after the hearings. Customers who met with our onsite team were able to resolve their concerns immediately. We continued to follow-up on these issues after the Service Hearings to resolve any outstanding concerns. Please find attached a summary log of the customers we assisted. The summary identifies these customers and their concerns. It also addresses the immediate action we took to resolve their questions and provides an outline of the actions taken.

In addition, we are contacting each of our customers who spoke at the Service Hearings to offer additional assistance, along with company contact information. We will also offer comprehensive information about energy efficiency, billing programs and offer personalized assistance such as organizations in their area that can provide bill payment assistance.

P. Bernard Jacob
September 23, 2013
Page 2

Our customers are at the center of everything we do. We heard our customers and value their comments. Our commitment and customer focus is reflected in the comments provided by several of our customers at the Service Hearings and in our annual customer satisfaction rankings. Gulf Power has proudly provided safe and reliable service since 1926 and we look forward to continuing to serve northwest Florida in the coming years.

Respectfully,



PBJ/lj
Enclosure

cc: Florida Public Service Commission
Mr. Ronald A. Brise', Chairman
Ms. Lisa Polak Edgar
Mr. Art Graham
Mr. Eduardo E. Balbis
Ms. Julie Imanuel Brown
Mr. Braulio L. Baez, Executive Director
Ms. Ann Cole, Commission Clerk
Office of Public Counsel
Mr. JR Kelley
FEA
Lt Col Gregory J. Fike
FIPUG
Mr. Jon Moyle
Gardner Law Firm / WalMart
Mr. Robert Scheffel Wright
Gulf Power Company
Mr. Robert L. McGee
Beggs and Lane
Mr. Jeffrey A. Stone

Florida Public Service Commission
Gulf Power Service Hearings
Customer Service Contacts/Follow-up

The following information is a summary of Gulf Power's customer service contacts and follow-up actions from the September Service Hearings.

Pensacola:

September 3, 2013

4:00pm

Pensacola State College

Hagler Auditorium

Chester Holland – 5950 Frank Reeder Road, Pensacola
Service Hearing concern: Pole replacement; tree trim

Action taken: The pole Mr. Holland is concerned about is a joint-use pole owned by AT&T. A Gulf Power representative had previously explained the nature of the joint-use agreement and that the pole is not a Gulf Power pole. After the hearings, a Gulf Power representative contacted AT&T about the pole and asked them to contact Mr. Holland. A tree trim request had been issued on August 28 via the Gulf Power Customer Care Center per a phone call from Mr. Holland. A Gulf Power tree trimming crew visited the customer's site on September 4 and trimmed the location to Mr. Holland's satisfaction.

Shirley McCraw – 1595 Bush Street, Pensacola
Service Hearing concern: Energy efficiency, affordability

Action taken: A Gulf Power marketing representative spoke with Mrs. McCraw at the hearings, reviewed her bills and set up an appointment to perform an energy audit of her home. The audit was performed on Sept 10. The Gulf Power representative and the customer reviewed her already low energy use and identified a few more potential savings areas as well as Gulf Power programs that can help her manage her use. The customer appeared to be satisfied at the conclusion of the meeting.

Panama City:

September 4, 2013

10:00am

Edgewater Beach Resort

Joe Thomas – 181 Boca Lagoon Drive, Panama City Beach

Service Hearing concern: High use and bills, power quality

Action taken: Gulf Power representatives spoke with Mr. Thomas at the hearings and set up appointments for further investigation of his concerns. An energy audit was conducted with the customer at his home. The marketing representative left a detailed written report of the recommendations to improve the energy efficiency of the home. The customer was pleased with the thoroughness and the specific recommendations of the audit. Gulf Power's power delivery personnel reviewed operational data of the distribution and transmission serving the customer's home and determined the system is operating as it should. Gulf Power is continuing to perform outage mitigation work on the feeders in the Panama City area and this feeder will be reviewed within the next few weeks in a more detailed manner. This analysis was explained to the customer and he is satisfied with the information.

Bernard Jacob
Vice President
Customer Service and
Operations

One Energy Place
Pensacola, Florida 32520-0100
Tel 850.444.6382

PRE-APPENDED
SEP 26, 2013 - 10:45 AM
DOCUMENT NO. 04020-13



September 23, 2013

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

Re: Follow-up to Service Hearings; Docket No. 130140-EI

Dear Ms. Muir:

The recent Service Hearings held in Pensacola and Panama City gave us the opportunity to hear firsthand from our customers about the service we provide in northwest Florida. Our customers spoke and we listened. Most of them spoke about issues impacting their lives – very few were related to the level or reliability of service we provide. However, we understand their challenges and we want to help. In preparation for these hearings, Gulf Power established a customer service team to assist customers before, during and after the hearings. Customers who met with our onsite team were able to resolve their concerns immediately. We continued to follow-up on these issues after the Service Hearings to resolve any outstanding concerns. Please find attached a summary log of the customers we assisted. The summary identifies these customers and their concerns. It also addresses the immediate action we took to resolve their questions and provides an outline of the actions taken.

In addition, we are contacting each of our customers who spoke at the Service Hearings to offer additional assistance, along with company contact information. We will also offer comprehensive information about energy efficiency, billing programs and offer personalized assistance such as organizations in their area that can provide bill payment assistance.

RECEIVED-FPSC
13 SEP 26 AM 9:41
COMMISSION
CLERK

P. Bernard Jacob
September 23, 2013
Page 2

Our customers are at the center of everything we do. We heard our customers and value their comments. Our commitment and customer focus is reflected in the comments provided by several of our customers at the Service Hearings and in our annual customer satisfaction rankings. Gulf Power has proudly provided safe and reliable service since 1926 and we look forward to continuing to serve northwest Florida in the coming years.

Respectfully,

A handwritten signature in cursive script, appearing to read "Bernard Jacob".

PBJ/lj
Enclosure

cc: Florida Public Service Commission
Mr. Ronald A. Brise', Chairman
Ms. Lisa Polak Edgar
Mr. Art Graham
Mr. Eduardo E. Balbis
Ms. Julie Imanuel Brown
Mr. Braulio L. Baez, Executive Director
Ms. Ann Cole, Commission Clerk
Office of Public Counsel
Mr. JR Kelley
FEA
Lt Col Gregory J. Fike
FIPUG
Mr. Jon Moyle
Gardner Law Firm / WalMart
Mr. Robert Scheffel Wright
Gulf Power Company
Mr. Robert L. McGee
Beggs and Lane
Mr. Jeffrey A. Stone

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

The following information is a summary of Gulf Power's customer service contacts and follow-up actions from the September Service Hearings.

Pensacola:

September 3, 2013

4:00pm

Pensacola State College

Hagler Auditorium

Chester Holland – 5950 Frank Reeder Road, Pensacola

Service Hearing concern: Pole replacement; tree trim

Action taken: The pole Mr. Holland is concerned about is a joint-use pole owned by AT&T. A Gulf Power representative had previously explained the nature of the joint-use agreement and that the pole is not a Gulf Power pole. After the hearings, a Gulf Power representative contacted AT&T about the pole and asked them to contact Mr. Holland. A tree trim request had been issued on August 28 via the Gulf Power Customer Care Center per a phone call from Mr. Holland. A Gulf Power tree trimming crew visited the customer's site on September 4 and trimmed the location to Mr. Holland's satisfaction.

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Service Hearing concern: Energy efficiency, affordability

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One Energy Place
Pensacola FL 32520

DISTRIBUTION CENTER

13 SEP 26 AM 7:07



Ms. Ann Cole, Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

HABNSMP 32399



Shawna Senko

From: Bev DeMello
Sent: Wednesday, September 18, 2013 10:42 AM
To: 'dejl75@mail.com'
Cc: Consumer Correspondence
Subject: FW: To CLK Docket 130140

RE: Docket No. 130140-EI

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

The PSC encourages customer participation and recently held customer service hearings in Gulf's service territory. All customer comments during the hearings and customer correspondence, including yours, will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on Gulf's proposed rates.

Gulf's rate case hearing before the PSC will be in Tallahassee. Witnesses from the utility, the Commission staff, and the Office of Public Counsel will present testimony, introduce exhibits, and be cross-examined before the Commissioners. Commissioners will review Gulf's need for a rate increase, its existing and proposed rate structure, and its ability to provide safe and reliable service.

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<http://www.floridapsc.com/agendas/pdf/calendar.pdf>, and you can view the hearing at the following link:
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Commissioners are charged with making sure that Florida's utility companies, including Gulf, fulfill their service obligation. In its petition to the PSC, Gulf said its rate adjustment is needed, in part, because, "Gulf has continued to invest heavily, particularly in transmission assets...and the associated increase in rate base has outpaced relatively flat sales and customer growth." The PSC will ensure that final customer rates reflect only those costs that are prudent and necessary for Gulf to deliver quality electric service to your home or business.

Thank you again for your correspondence, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552. If you want updated case information, visit the PSC's website, www.floridapsc.com; look for the Clerk's Office tab, then hit Dockets, and type in the Gulf case number 130140-EI.

Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd

cc: Commission Clerk

-----Original Message-----

From: Ruth McHargue

Sent: Monday, September 09, 2013 11:24 AM

To: Consumer Correspondence

Cc: Bev DeMello; Diane Hood

Subject: FW: To CLK Docket 130140

Customer correspondence

-----Original Message-----

From: Consumer Contact

Sent: Monday, September 09, 2013 11:09 AM

To: Ruth McHargue

Subject: To CLK Docket 130140

Copy on file, see 1122613C. DH

-----Original Message-----

From: Webmaster

Sent: Monday, September 09, 2013 10:19 AM

To: Consumer Contact

Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Sunday, September 08, 2013 6:41 PM

To: Webmaster

Cc: dejl75@mail.comg

Subject: My contact

Contact from a Web user

Contact Information:

Name: Janet Roach

Company:

Primary Phone: 3343336207

Secondary Phone:

Email: dejl75@mail.comg

Response requested? No

CC Sent? Yes

Comments:

I wish to comment on Gulf powers request for their 7.5% rate hike for 2014 and another increase of 1.5% in 2015. My husband and myself are on a fixed income. We cannot afford to pay for Gulf power to up keep their equipment. When you own a business that is part of the business cost. I think you should not approve their request.

Petition for rate increase by
Gulf Power Company

DOCKET NO. 130140-EI

RECEIVED-FPSC
13 SEP 19 AM 9:29
COMMISSION
CLERK

Name Mrs. Myrtle H. King
Address 1403 N. "V" Street
Pensacola, Fl. 32505

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

Sir: It is my prayer that you fully consider the Consumers and not allow Gulf Power the raise they are seeking. There are many, and I mean many who are on fixed incomes, meaning there is never a pay raise on our money. Yet, these utilities keep going up making it very difficult to pay. I realize everything is going up now a days, but, we can control our spending on things we don't necessary need. Gulf Power is trying to build a new plant in Pensacola, which they never mentioned at the hearing and this is the main reason they want to raise the rate. They want the Consumers to pay for the new plant. Please say NO!!!

Fold and tape -- see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

MYRTLE H. KING
1403 N. V. ST.
PENSACOLA, FL 32505

PENSACOLA FL 325

17 SEP 2013 PM 11

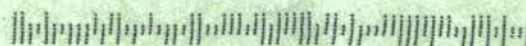
DISTRIBUTION CENTER

13 SEP 19 AM 7:15

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



32399085098



Fold Here



Tape

Fold Here

Shawna Senko

From: Bev DeMello
Sent: Wednesday, September 18, 2013 10:38 AM
To: 'brendaandhelen11@yahoo.com'
Cc: Consumer Correspondence
Subject: FW: To CLK Docket 130140

RE: Docket No. 130140-EI

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

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Thank you again for your correspondence, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552. If you want updated case information, visit the PSC's website, www.floridapsc.com; look for the Clerk's Office tab, then hit Dockets, and type in the Gulf case number 130140-EI.

Sincerely,

Bev DeMello
Assistant Director

BSD/bsd
cc: Commission Clerk

From: Ruth McHargue
Sent: Friday, September 13, 2013 9:20 AM
To: Consumer Correspondence
Cc: Diane Hood; Bev DeMello
Subject: FW: To CLK Docket 130140

Customer correspondence

From: Consumer Contact
Sent: Friday, September 13, 2013 8:27 AM
To: Ruth McHargue
Subject: To CLK Docket 130140

Copy on file, see 1123296C. DH

From: Helen Wilcox [<mailto:brendaandhelen11@yahoo.com>]
Sent: Thursday, September 12, 2013 5:00 PM
To: Consumer Contact
Subject: Proposed rate hike by Gulf Power

Hello:

I am a retired widow and on a very stick budget. I already have a budget plan with Gulf Power and cannot afford to have my rates increased.

Thank you for your consideration.

Helen Wilcox

Shawna Senko

From: Bev DeMello
Sent: Wednesday, September 18, 2013 10:44 AM
To: 'malachi32455@yahoo.com'
Cc: Consumer Correspondence
Subject: FW: To CLK Docket 130140

RE: Docket No. 130140-EI

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

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Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd

cc: Commission Clerk

-----Original Message-----

From: Ruth McHargue

Sent: Thursday, September 05, 2013 4:04 PM

To: Consumer Correspondence

Cc: Bev DeMello; Diane Hood

Subject: FW: To CLK Docket 130140

Customer correspondence

-----Original Message-----

From: Consumer Contact

Sent: Thursday, September 05, 2013 3:40 PM

To: Ruth McHargue

Subject: To CLK Docket 130140- Response requested

Copy on file, see 1122360C. DH

-----Original Message-----

From: Webmaster

Sent: Thursday, September 05, 2013 3:33 PM

To: Consumer Contact

Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Thursday, September 05, 2013 3:03 PM

To: Webmaster

Cc: malachi32455@yahoo.com

Subject: My contact

Contact from a Web user

Contact Information:

Name: John Harrison

Company: N/A

Primary Phone: 850-836-5400

Secondary Phone:

Email: malachi32455@yahoo.com

Response requested? Yes

CC Sent? Yes

Comments:

I disagree with Gulf power asking for a rate increase,if the Fed. Gov. passed new regulations's.then they should provide a grant to assist thepower co.to meet their new guide line's. I know that they hire Lobbist to SWAY& politian"sto

influence your decision, but you were put there to SERVE the people, and when you stand before God, who will be your lobbyist to sway him? Do what is right and just for the people of FL.

Shawna Senko

From: Bev DeMello
Sent: Wednesday, September 18, 2013 10:34 AM
To: 'Jo Mantz'
Cc: Consumer Correspondence
Subject: RE: Docket #130140-EI

RE: Docket No. 130140-EI

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

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Thank you again for your correspondence, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552. If you want updated case information, visit the PSC's website, www.floridapsc.com; look for the Clerk's Office tab, then hit Dockets, and type in the Gulf case number 130140-EI.

Sincerely,

Bev DeMello
Assistant Director

BSD/bsd
cc: Commission Clerk

From: Jo Mantz [mailto:jmantz@baycountyfl.gov]
Sent: Wednesday, September 04, 2013 10:49 AM
To: Consumer Contact
Subject: Docket #130140-EI

There is a meeting at the Edgewater Beach Conference Center today, 9/4/13, at 10 a.m.. For those of us who work and cannot just take off, this time of the day is prohibitive to those of us who would like to attend. I have no problem with Gulf Power having an increase **IF** that increase was used for what it should be used for. I live in a community where if we have a strong wind blow through our power goes out. Some of the old people who live around me and have lived in the area 50+ years have made the statement "if a squirrel farts too near the power lines, the power goes off." I almost believe it. We have been through a number of storms and the best Gulf Power EVER did was put a band-aide on it. These increases will NOT help the working people of Northwest Florida who have no alternative but to use Gulf Power. The majority will be used for administrative pay increases and bonuses and the remainder MIGHT be used to make a couple of minor improvements. In the 30+ years I've lived in Panama City, Florida, I have been through and worked through hurricanes and tropical storms. I worked at the county Emergency Operations Center. There have been companies come in from other states to help Gulf Power through the disasters the storms have left behind and they have been baffled and amazed at how old the lines are and the materials that are still in use on these poles and lines and wonder how it is still working. Over 30 years Gulf Power is going to try to tell me that improvements couldn't have already been made? There are still glass insulators and old lines that have been there for over 50 years!

I sincerely hope that the Florida Public Service Commission takes a serious and careful look at Gulf Power and the requests for increases that they are making. It doesn't appear to the average consumer that much has been done over the last 50 years and it isn't expected any serious improvements will be done for the next 50.

Jo Mantz

Please Note: Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

Shawna Senko

From: Bev DeMello
Sent: Wednesday, September 18, 2013 10:33 AM
To: Dirgis3@aol.com
Cc: Consumer Correspondence
Subject: FW: Gulf Power Rationale for Raising Rates

RE: Docket No. 130140-EI

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

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Sincerely,

Bev DeMello
Assistant Director

BSD/bsd
cc: Commission Clerk

From: Dirgis3@aol.com [mailto:Dirgis3@aol.com]
Sent: Monday, September 02, 2013 12:14 PM
To: Consumer Contact
Cc: dirgis3@aol.com
Subject: Gulf Power Rationale for Raising Rates

As one of the reasons to raise the cost of electricity to consumers and noted on the Notice to Customers I received recently:

4th paragraph Cost of new equipment and labor to comply with federal regulations: new transmission line construction.

This should be a **temporary** rise in any Gulf Power fees not to exceed, say, 2 years to comply with new Federal regulations.

Sigrid Benson
1514 Mariner's Circle
Gulf Breeze, FL 32563-2988

Shawna Senko

From: Bev DeMello
Sent: Wednesday, September 18, 2013 10:32 AM
To: 'Joseph Campagna'
Cc: Consumer Correspondence
Subject: RE: 130140

RE: Docket No. 130140-EI

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

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Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd

cc: Commission Clerk

From: Joseph Campagna [<mailto:fostercamp@hotmail.com>]
Sent: Sunday, September 01, 2013 4:23 PM
To: Consumer Contact
Subject: Residential customer Response to power price increase

To FPSC,

Please don't increase electric rates again , In fact rates should decrease by 2% by using cheaper natural gas contracts and letting new Gulf power customers pay for the new transmission lines to their homes and business locations. This is all new business revenue for the company and a plus not negative. As the single electric (read monopoly) provider comes a special responsibility to keep cost as low as possible to the consumers, especially in this economy.

As a retired citizen living on S.S. in 100, sf. home using approx 100, KW h is costing over two hundred dollars this month to keep my temperature at 77 to 78 degrees.

Yes, I have made all the necessary efficiency improvements and budget cutbacks as suggested by Gulf power. Have you ???

*I'm happy that,
Gulf power is one of Florida biggest land owners with impressive reserves and resources
Please review your policies and include research and development for technologies to cut waste and deliver the best possible service at the lowest possible cost .*

The dollars you saved this year with the " smart meters" should alone saves us plenty.

Thanking you in advance

Regards Foster Camp

the another day at
a United Way walk
day; they introduced
compaines d.fferent teams,
when Gulf Power was
announced, very gave
them a huge Boo.....Boo!

www.communitybankdestin.com

RECEIVED-FPSC

13 SEP 18 AM 9:19

COMMISSION
CLERK

NOTICE TO CUSTOMERS

On July 12, 2013, Gulf Power Company filed with the Florida Public Service Commission (FPSC) a request for approval to increase the Company's annual retail revenues. Currently, Gulf Power's total residential price (base rate plus all clause rates) is lower than it was in 2009. Gulf Power's proposed base rate request, if approved, would increase the total bill in April 2014 for a residential customer buying 1,000 kilowatt-hours by \$8.94 per month or 7.5 percent — from \$118.88 to \$127.82. The company is requesting an additional increase in 2015 for transmission investments caused by mandatory federal environmental compliance requirements.

This filing has been assigned Docket No. 130140-EI by the FPSC. The Office of Public Counsel (OPC) has intervened in this Docket. The duty of the OPC is to provide legal representation for the people of the state in proceedings before the commission. OPC representatives may be contacted prior to the hearing at 111 West Madison St., Room 812, Tallahassee FL 32399-1400, or by phone at 1-800-342-0222.

Gulf Power is investing in customers and communities through the largest power grid construction program in its history. Major investments have been made to maintain our electric system, to strengthen our existing infrastructure and to add new transmission lines.

Part of the new transmission line construction is to help the company comply with new federal environmental regulations that will change the way we operate our plants and will require plants to be shut down at regular intervals. The new lines and equipment will be used to ensure voltage stability and reliable power flow.

From 2012 through 2015, we are investing \$750 million dollars on maintenance, improvements and key transmission projects. These improvements are necessary to continue to provide reliable service to customers.

The present rates will remain in effect until new rates become operative under Florida Law. Copies of the rate case filing, including proposed rate schedules, are available for inspection at your local Gulf Power office.

Company personnel are available at all Gulf Power offices to answer questions concerning this request. They may be contacted at the address or telephone number on your electricity bill, at GulfPower.com or through a local directory.

A copy of the Minimum Filing Requirements (MFRs) and a summary or synopsis of our rate request can be found at www.gulfpower.com/filing. Additionally, these documents are available for review during normal business hours at the following public libraries:

City of Fort Walton Beach Public Library
185 Miracle Strip Pkwy. SW
Fort Walton Beach, FL 32548

West Florida Regional Library
200 W Gregory St.
Pensacola, FL 32502

Northwest Florida Regional Library
898 W 11th St.
Panama City, FL 32401

The Florida Public Service Commission will hold two public customer service hearings. The purpose of the hearings is to allow members of the public to give testimony regarding the proposed rates and the quality of service provided by Gulf Power Company.

The hearings are scheduled as follows:
Tuesday, Sept. 3 at 4 p.m. CST
Pensacola State College, Hagler Auditorium
1000 College Blvd., Pensacola, FL 32504
(Note: Hagler Auditorium is at the corner of Underwood Avenue and Ninth Avenue.)

Wednesday, Sept. 4 at 10 a.m. CST
Edgewater Beach Conference Center
11212 Front Beach Rd.
Panama City Beach, FL 32407

Persons who wish to present testimony are urged to appear at the beginning of the hearings. If no witnesses are present to testify at that time, the hearings may be adjourned early.

The rate case hearings are scheduled to be held in Tallahassee on Dec. 9 – 13, 2013.

For your information, we are providing contact information for the Florida Public Service Commission's Consumer Affairs Department.

Consumer Affairs Department
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
1-800-342-3552

The FPSC will also accept faxes and emails.
Fax number: 1-800-511-0809
Email address: contact@psc.state.fl.us

Current and proposed Rates

Rate Class	kW	kWh	Present Rate	2014 Proposed Rate
RS		1,000	\$118.88	\$127.82
GS		1,500	\$181.69	\$191.17
GSD	25	11,000	\$1,007.54	\$1,055.63
GSD	50	11,000	\$1,160.10	\$1,231.02
LP	500	288,000	\$23,713.83	\$25,421.48
LP	658	288,000	\$25,336.00	\$27,403.40
LP	1,315	288,000	\$32,081.32	\$35,644.69
LPT	5,000 Max	600,000 On	\$203,297.09	\$219,852.27
	5,000 On	1,800,000 Off		

Above prices include gross receipts tax.

Service Fees

Name	Present Charge	Proposed Charge
Connection of Initial Service – Residential	\$27.00	\$27.00
Connection of Initial Service – Non-Residential	\$27.00	\$50.00
Connection of Existing Service – Residential	\$27.00	\$27.00
Connection of Existing Service – Non-Residential	\$27.00	\$50.00
Restoration of Service (After Violation of Rules)	\$35.00	\$60.00
Restoration of Service After Hours (After Violation of Rules)	\$55.00	\$80.00
Restoration of Service at Pole (After Violation of Rules)	\$95.00	\$100.00
Premise Visit	\$20.00	\$30.00
Connection of Temporary Service	\$110.00	\$110.00
Investigation of Unauthorized Use	\$75.00	\$75.00
Returned Item Charge < \$50	\$25.00	\$25.00
Returned Item Charge >\$50 and < \$300	\$30.00	\$30.00
Returned Item Charge >\$300	\$40.00	\$40.00

Mr. John Davenport
1619 Fenwick Ave
Ft Walton Beh, FL 32547



U.S. POSTAGE

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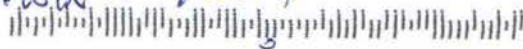
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13 SEP 18 AM 7:09

FL Public Service Commission
2540 Shumard Oak Blvd
Tallahassee FL 32399-0850

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Paul Power - NO /



13 SEP 17 AM 9:42

SEP 09 2013

COMMISSION
CLERKOFFICE OF
PUBLIC COUNSEL

I write today in opposition to the proposed Gulf Power rate increase.

After all, the "base rate" that is charged to every customer was increased not too long ago. It went from \$10/month to \$15/month. One would think this increase would have provided quite a windfall. Did this not go to exactly the same things mentioned as justification for this newly proposed rate increase?

If not, why? The present rates are already a challenge for far too many... even after they have done all they can to reduce consumption... and there is no choice - no price competition. Ever increasing rates are simply not sustainable - and they surely do damage to quality of life issues. Another point - when business rates are increased - this is just passed down to the customers - the same ones already struggling to pay their bills. So, I write in opposition to ALL rate increases - business + residential.

(Sorry, I do not presently have access to e-mail. Hope this letter will do.) Thank you,
Andy Crapanzano

5064-661-4705

OFFICE OF THE PUBLIC COUNSEL

c/o THE FLORIDA LEGISLATURE
111 WEST MADISON STREET
ROOM 812
TALLAHASSEE, FLORIDA 32399-1400

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13 SEP 17 AM 7:08

Ann Cole
Commission Clerk
2540 Shumard Oaks Boulevard
Florida Public Service Commission
Tallahassee, FL 32399-0850



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SEP 16 2013

Petition for rate increase by
Gulf Power Company

DOCKET NO. 130140-EI

RECEIVED-FPSC
13 SEP 17 AM 9:42
COMMISSION
CLERK

Name Sammy Day
Address P.O. Box 1444
Lynn Haven FL, 32444

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I think Gulf Power has gotten out of control on their rate increase my Power Bill keeps going up while my income goes down. And the CEO's get Richer. I think the Federal Gov. needs to step in and take control of the Power Company's like they did the insurance Co. I would appreciate your consideration.

Thank
Sammy Day

Fold and tape - - see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

Sammy Day
P.O. Box 1444
Lynn Have Fl. 32444

PENSACOLA FL 325

12 SEP 2013 PM 3:11

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13 SEP 17 AM 7:07

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399-0850



Petition for rate increase by
Gulf Power Company

DOCKET NO. 130140-EI

RECEIVED-FPSC
13 SEP 17 AM 9:42
COMMISSION
CLERK

Name Ella Sue Felite

Address 1207 East 9th Ct.

Panama City, Florida 32401

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I am an 77 year old lady dont have income
to cover my bills, I am disable cant hardly
work, but I have to do what extra work I
can to make. I stay in pain have to keep
taking pills to keep moving. With everything
going up and up, I cant afford any additional
pay out. I pray you will listen and consider.
(Thanks)

Fold and tape - - see back for address

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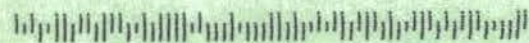
Ms Ella Sue Polite
1207 E 9th Ct
Panama City FL 32401-4234

FLORIDA
12 SEP 2013 PM 2 L



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

32399085093



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Tape

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Shawna Senko

From: Ruth McHargue
Sent: Friday, September 13, 2013 9:20 AM
To: Consumer Correspondence
Cc: Diane Hood; Bev DeMello
Subject: FW: To CLK Docket 130140

Customer correspondence

From: Consumer Contact
Sent: Friday, September 13, 2013 8:27 AM
To: Ruth McHargue
Subject: To CLK Docket 130140

Copy on file, see 1123296C. DH

From: Helen Wilcox [<mailto:brendaandhelen11@yahoo.com>]
Sent: Thursday, September 12, 2013 5:00 PM
To: Consumer Contact
Subject: Proposed rate hike by Gulf Power

Hello:

I am a retired widow and on a very stick budget. I already have a budget plan with Gulf Power and cannot afford to have my rates increased.

Thank you for your consideration.

Helen Wilcox

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740 W. Jordan St.
Pensacola, Fla.
32501

PENSACOLA FL 325

10 SEP 2013 PM 2 L

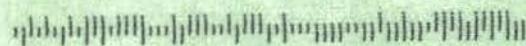
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13 SEP 12 AM 6:42



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

32399085099



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Tape

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Shawna Senko

From: Dorothy Menasco
Sent: Thursday, September 12, 2013 4:41 PM
To: Crystal Card; Shawna Senko
Subject: FW: Federal Executive Agencies' 1st Set of interrogatories

To be placed in parties correspondence. Thank you!

From: Filings@psc.state.fl.us
Sent: Thursday, September 12, 2013 4:37 PM
To: 'PAYTON, EBONY M CTR USAF AFCEC AFCEC/CN'
Cc: THOMPSON, CHRISTOPHER C Maj USAF AFLOA AFCEC/ULT
Subject: RE: Federal Executive Agencies' 1st Set of interrogatories

Ms. Payton:

We received the e-filing cover page below, however there was no attachment included. Please resubmit information, with attachment(s), to be considered filed. Thank you for your assistance.

*Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
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 public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

From: PAYTON, EBONY M CTR USAF AFCEC AFCEC/CN [mailto:ebony.payton.ctr@us.af.mil]
Sent: Thursday, September 12, 2013 12:00 PM
To: Filings@psc.state.fl.us
Cc: THOMPSON, CHRISTOPHER C Maj USAF AFLOA AFCEC/ULT
Subject: Federal Executive Agencies' 1st Set of interrogatories

Federal Executive Agencies' respectfully submits notification of the original and one correct copy of the Federal Executive Agencies' 1st Set of Interrogatories (NOs. 1-20) to Gulf Power Company has been served by electronic and U.S. mail to Jeffrey A. Stone, Beggs & Lane, and that a true copy thereof has been furnished to the following:

Office of Public Counsel
J.R. Kelly
Joseph McGlothlin

Moyle Law Firm
Jon C. Moyle
Karen A. Putnal

Melson Law

Richard. D. Melson

Southern Co.

Robert L. McGee, Jr.

Beggs & Lane

Jeffrey A. Stone

Russell A. Badders

Steven Griffin

Respectfully,

Ebony Payton, Paralegal

Federal Executive Agencies

AFCEC/CN Contractor

139 Barnes Drive, Suite 1

Tyndall AFB, FL 32403-5319

(850) 283-6236

DSN 523-6236

Ebony.Payton.ctr@us.af.mil

Petition for rate increase by **Gulf Power Company**

DOCKET NO. 130140-EI

Name Katie Lindsey
Address 1500 west Godfrey St.
13 Sanchez St.
Pensacola, Florida 32501

COMMISSION
CLERK

13 SEP 12 AM 9:54

RECEIVED-TPSC

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I disapprove of the rate increase. The monthly electric bill, because 1. We just had a base rate increase in 2012. 2. There will be many households who can't afford another rate increase.

Thanks

Fold and tape - - see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

Nettie Lindsey
1500 West Godfrey St.
13 Sanchez Ct.
Pensacola, Florida 32501

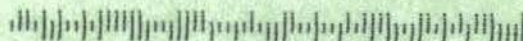
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Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

32399085099



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NO POSTAGE REQUIRED IF MAILED IN THE UNITED STATES

Tape

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From: Dorothy Menasco
Sent: Thursday, September 12, 2013 4:41 PM
To: Crystal Card; Shawna Senko
Subject: FW: Federal Executive Agencies' 1st Set of interrogatories

To be placed in parties correspondence. Thank you!

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Cc: THOMPSON, CHRISTOPHER C Maj USAF AFLOA AFCEC/ULT
Subject: RE: Federal Executive Agencies' 1st Set of interrogatories

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2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
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Sent: Thursday, September 12, 2013 12:00 PM
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Cc: THOMPSON, CHRISTOPHER C Maj USAF AFLOA AFCEC/ULT
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Southern Co.

Robert L. McGee, Jr.

Beggs & Lane

Jeffrey A. Stone

Russell A. Badders

Steven Griffin

Respectfully,

Ebony Payton, Paralegal

Federal Executive Agencies

AFCEC/CN Contractor

139 Barnes Drive, Suite 1

Tyndall AFB, FL 32403-5319

(850) 283-6236

DSN 523-6236

Ebony.Payton.ctr@us.af.mil

Petition for rate increase by
Gulf Power Company

DOCKET NO. 130140-EI

Name Willie H. Stallworth
Address 2070 North Spring St.
Pensacola, FL 32501

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.
Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I have already voiced my opinion of my interest in Gulf Power's request for a rate increase. I called OPC and I sent an email to the Public Commissioners in Tallahassee, FL. I do oppose any kind of interest rate and increase for Gulf Power CO. I am retired and on a fixed income. I know our utilities have to be paid, however, if they keep getting increases, I will be unable to pay the bill. As I said, I keep my thermostat up high so my unit does not come on.

Thank you

Fold and tape -- see back for address

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Willa W. Steelworth
2070 North Spring St.
Panama, FL 32351

STAMP

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

RECEIVED-FPSC
13 SEP 12 AM 8:34
COMMISSION
CLERK

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B

Ms Jennifer Butler
1427 Champions Green I
Gulf Breeze, FL 32563-3



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Freedom
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Liberty
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Freedom
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PRE-APPENDED
SEP 11, 2013 - 10:38 AM
DOCUMENT NO. 04020-13

Florida Public Service Commission
Attn: Ann Cole
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

August 20, 2013

Florida Public Service Commission
Attn: Ann Cole
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

RE: Docket No. 130140-EI
Gulf Power Company Increase

Dear Ms. Cole

We strongly oppose another increase for GULF POWER COMPANY. We have experienced far too many power outages/surges over the past several years for no apparent reason (no inclement weather or accidents). Documentation has been proved to our local representatives to no avail. We are concerned with the affect these outages/surges have on our appliances, HVAC units and electronics, not to mention the nuisance of frequently re-setting clocks throughout the house.

Many of us have lived in other areas of the State or other States and have not experienced such deplorable service. We are requesting that GULF POWER COMPANY incur the cost of providing adequate/quality service before they request another increase to consumers.

NAME	ADDRESS	Other Areas Lived W/Quality Service
Jack & Donna Scott	Champions Green Apts.	Gulf Breeze, FL
M/M/Tracy	Champions Green Dr.	
Robert Johnson	1400	
J. Holcomb	1402	
Sue Winchester	1463 C & Dr.	

August 20, 2013

Florida Public Service Commission
Attn: Ann Cole
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

RE: Docket No. 130140-EI
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NAME	ADDRESS	Other Areas Lived W/Quality Service
------	---------	-------------------------------------

Susan Kennedy	4709 Soule Place Gulf Breeze	Tampa
Yvonne Stomp	1358 Redwood Ln, Gulf Breeze	GA/MI
Cindy Williams	439 Fairpoint Dr. G.B. FL	
Michelle Davis	3248 Bernick Dr. Milton	
Mary Bush	1419 Champions Green	Mobile, AL
Shirley	1419 Champions Green Dr	Gulf Breeze, FL 32563

August 20, 2013

Florida Public Service Commission
Attn: Ann Cole
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

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NAME	ADDRESS	Other Areas Lived W/Quality Service
------	---------	-------------------------------------

Laura G. Mehle	1407 Champions Green Dr. Gulf Breeze, FL 32563	
Angela Dietrich	1411 Champions Green Dr. Gulf Breeze FL 32563	
F. Douglas MEHLER	1407 Champions Green Dr. Gulf Breeze, FL 32563	
Kathleen G. Palmer	1408 Champions Green	
M. Palmer	4408 Madura	

August 20, 2013

Florida Public Service Commission
Attn: Ann Cole
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

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Gulf Power Company Increase

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NAME	ADDRESS	Other Areas Lived W/Quality Service
------	---------	-------------------------------------

Andi Blackwelder	Gulf Breeze, FL 1423 Champion Green Dr	Hickory NC
------------------	-------------------------------------------	------------

Carol Melden	2940 Muldoon Rd Pen. FL.	N/A.
--------------	--------------------------	------

Jim Slouken	3174 Edinburgh Gate Dr.	Mt. Airy, FL
-------------	-------------------------	--------------

Dee Dee Pugh	437 Fairpoint Dr.	G.B., FL.
--------------	-------------------	-----------

Nancy J. Price	5760 Tamarack Drive, Pose	FL
----------------	---------------------------	----

from N/A	3184 MARCUS Lane	Pensacola FL
----------	------------------	--------------

Stephanie Mathis	3205 Olive Rd	Pensacola, FL
------------------	---------------	---------------

August 20, 2013

Florida Public Service Commission
Attn: Ann Cole
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

RE: Docket No. 130140-EI
Gulf Power Company Increase

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NAME	ADDRESS	Other Areas Lived W/Quality Service
Jennifer/John Bulter	1427 Champions Green Dr. Gulf Breeze, FL 32563	Tampa, FL - Franklin NC Land O' Lakes, FL - Mont Clair, VA
Maria Corrao	1432 Champions Green Dr. Gulf Breeze, FL 32563	
OTR R. Smith	1420 Champions Green Dr.	
L. Encida Smith	1420 CHAMPIONS DR.	
Lori Newcomer	5438 Southlake Drive Pace	- Tampa, FL
Matt [Signature]		

Hong Wang

From: Bev DeMello
Sent: Thursday, September 05, 2013 4:04 PM
To: Consumer Correspondence
Subject: FW: docket 130140

For the file.

-----Original Message-----

From: Bev DeMello
Sent: Thursday, September 05, 2013 3:57 PM
To: 'keegans56@yahoo.com'
Subject: FW: docket 130140

RE: Docket No. 130140-EI

Dear Ms. Keegans:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

The PSC encourages customer participation and recently held customer service hearings in Gulf's service territory. All customer comments during the hearings and customer correspondence, including yours, will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on Gulf's proposed rates.

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Commissioners are charged with making sure that Florida's utility companies, including Gulf, fulfill their service obligation. In its petition to the PSC, Gulf said its rate adjustment is needed, in part, because, "Gulf has continued to invest heavily, particularly in transmission assets...and the associated increase in rate base has outpaced relatively flat sales and customer growth." The PSC will ensure that final customer rates reflect only those costs that are prudent and necessary for Gulf to deliver quality electric service to your home or business.

Thank you again for your correspondence, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552. If you want updated case information, visit the PSC's

website, www.floridapsc.com; look for the Clerk's Office tab, then hit Dockets, and type in the Gulf case number 130140-El.

Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

-----Original Message-----

From: Ruth McHargue
Sent: Thursday, September 05, 2013 2:19 PM
To: Bev DeMello
Subject: FW: docket 130140

-----Original Message-----

From: Ruth McHargue
Sent: Thursday, September 05, 2013 2:18 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: docket 130140

Customer correspondence

-----Original Message-----

From: Consumer Contact
Sent: Thursday, September 05, 2013 8:52 AM
To: Ruth McHargue
Subject: Please review and advise

-----Original Message-----

From: Benjamin Legaspi
Sent: Thursday, September 05, 2013 8:44 AM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Wednesday, September 04, 2013 6:26 PM

To: Webmaster

Cc: keegans56@yahoo.com

Subject: My contact

Contact from a Web user

Contact Information:

Name: Joy Keegans

Company:

Primary Phone: 8506384479

Secondary Phone: 8506384479

Email: keegans56@yahoo.com

Response requested? Yes

CC Sent? Yes

Comments:

just two evenings ago I heard a soundbyte on WMBB Channel 13, Panama City saying to stayed tuned for info regarding two PSC hearings regarding Gulf Power's requested 11% rate hike - I've been trying to stay on top of this since 6-2011, having been a consumer of theirs for 40 years. Somehow, I missed the announcement on 13's news, and just now, heard them say that PSC was disappointed w/turnout on the 2nd's meeting - is that to say it is over? I certainly hope it resonates loud and clear that this Giant does not need any more money. And, is that natural gas power plant from March 19, 2012, servicing NW Florida yet?, (incidentally my birthday, born in 56, turned 56!) And, if so, where is it? I have much more to say regarding Gulf Power, and if you respond, I will do so in a written, pen and ink, paper, U.S. mail format, and be glad to do so. Thank you. JK

Shawna Senko

From: Ruth McHargue
Sent: Monday, September 09, 2013 11:24 AM
To: Consumer Correspondence
Cc: Bev DeMello; Diane Hood
Subject: FW: To CLK Docket 130140

Customer correspondence

-----Original Message-----

From: Consumer Contact
Sent: Monday, September 09, 2013 11:09 AM
To: Ruth McHargue
Subject: To CLK Docket 130140

Copy on file, see 1122613C. DH

-----Original Message-----

From: Webmaster
Sent: Monday, September 09, 2013 10:19 AM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, September 08, 2013 6:41 PM
To: Webmaster
Cc: dejl75@mail.comg
Subject: My contact

Contact from a Web user

Contact Information:

Name: Janet Roach
Company:
Primary Phone: 3343336207
Secondary Phone:
Email: dejl75@mail.comg

Response requested? No
CC Sent? Yes

Comments:

I wish to comment on Gulf powers request for their 7.5% rate hike for 2014 and another increase of 1.5% in 2015. My husband and myself are on a fixed income. We cannot afford to pay for Gulf power to up keep their equipment. When you own a business that is part of the business cost. I think you should not approve their request.

Petition for rate increase by
Gulf Power Company

DOCKET NO. 130140-EI

Name JAMES R. WILLIAMS
Address 4304 MISTY LANE
LYNN HAVEN, FL 32444

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
I OPPOSE ANY RATE INCREASE IN THE FUTURE
UNTIL THE ECONOMY AND DIRECTION OF EMPLOYMENT
IMPROVES FOR THE ENTIRE STATE.

Fold and tape - - see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.



05-SEP-2013 PM 11

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

[Illegible musical notation]

Fold Here

Shawna Senko

From: Pamela Paultre
Sent: Thursday, September 05, 2013 4:56 PM
To: Commissioner Correspondence
Subject: Docket no. 130140
Attachments: 09-05 Pride.pdf

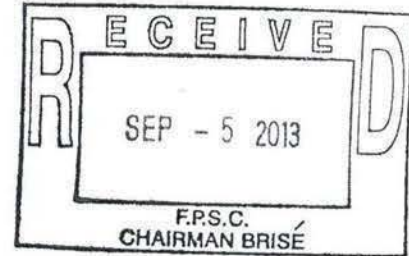
Good afternoon,

Please place the forwarded or enclosed correspondence in Docket Correspondence of Consumers and their representatives for the aforementioned docket.

Thank you,

Pamela Paultre
Assistant to Chairman Ronald Brisé
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399
(850) 413-6036

*Sonja C. Pride
515 N.E. First Street
High Springs, FL 32643
spride1@windstream.net*



September 1, 2013

Ronald A. Brise', Chairman
Florida Public Service Commission
2540 Shumard Oak
Tallahassee, GFL 32399-0850

Dear Sir:

It was with much disappointment this morning that I read in the Gainesville Sun that Duke Energy is applying for a 7% rate increase which will amount to about \$8.24 per household.

It was not enough that the company took money from us with the aim being to build a new nuclear plant in Levy County, but when they abandoned the plan they said the money would not be refunded..... they were able to take from the customer money for future use, then decide to keep it. And now they want us to pay 7% more. I noted in the Orlando Sentinel that Duke is rated the lowest in the southeastern United States for customer satisfaction. Perhaps they should look at company salaries.

I am 75 years old, a widow, I live in my own home and on limited income. Food is more expensive so I buy less meat and eat less. I turn off lights to conserve energy and try to keep my power bill low. I'm doing all I can to exist with what I have and I now ask you to either deny completely the increase requested by Duke Energy (preferably) or greatly reduce it to 4% or less. I understand the high cost of energy, but I better understand my ability to pay.

Thank you for your attention to my letter and your consideration.

Sincerely,

Sonja C. Pride
Sonja C. Pride

Tampa Bay Times

Duke Energy, Tampa Electric at bottom of J.D. Power survey



Robert Trigaux, Times Business Columnist

Friday, August 30, 2013 3:46pm

Three big electric utilities serve Floridians from Miami to Tampa Bay to Orlando and Tallahassee. Similar service territories. Yet their customer satisfaction ratings could not be further apart.

What gives?

Duke Energy Florida suffers the worst residential customer satisfaction of any big electric utility in the southeastern United States.

Tampa Electric is barely better.

Together, the two utilities that provide the bulk of electric power to the greater Tampa Bay area sit at the bottom of the barrel in the Southeast in J.D. Power's annual survey of residential customer satisfaction.

Aren't we lucky?

But drive south over the Skyway bridge into Manatee County. Welcome to the service territory of Florida Power & Light, where customer satisfaction ranks tops in Florida and second in the entire Southeast among big power providers.

"Those companies at the top excel in customer satisfaction, while those at the bottom have things they need to focus on in order to get better," says John Hazen, a J.D. Power senior director, who tracks the ups and downs of utilities.

Hazen's a polite guy. Let me be blunt.

Granted, few folks love their electric utility. In heat-smacked Florida, monthly utility bills feel too high no matter what.

Yet most FPL customers feel they are getting fair value and good reliability and service in the electricity they purchase. Hence the high satisfaction ratings, J.D. Power experts explain.

On the flip side, the survey shows most Floridians served by Duke Energy and Tampa Electric don't see nearly as good value in their higher-priced electricity and the lesser service that goes with it.

This would not grate my cheese so much if these ratings did not persist year after year. If the two area utilities really want to improve, and they insist they do, then why are they perennially ranked so poorly?

And why isn't the state regulator — the Florida Public Service Commission — holding their feet to the fire to be better? (Let's pause, so readers can laugh at the PSC's infamously weak oversight.)

Shawna Senko

From: Ruth McHargue
Sent: Thursday, September 05, 2013 4:04 PM
To: Consumer Correspondence
Cc: Bev DeMello; Diane Hood
Subject: FW: To CLK Docket 130140

Customer correspondence

-----Original Message-----

From: Consumer Contact
Sent: Thursday, September 05, 2013 3:40 PM
To: Ruth McHargue
Subject: To CLK Docket 130140- Response requested

Copy on file, see 1122360C. DH

-----Original Message-----

From: Webmaster
Sent: Thursday, September 05, 2013 3:33 PM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, September 05, 2013 3:03 PM
To: Webmaster
Cc: malachi32455@yahoo.com
Subject: My contact

Contact from a Web user

Contact Information:

Name: John Harrison
Company: N/A
Primary Phone: 850-836-5400
Secondary Phone:
Email: malachi32455@yahoo.com

Response requested? Yes
CC Sent? Yes

Comments:

I disagree with Gulf power asking for a rate increase,if the Fed. Gov. passed new regulations's.then they should provide a grant to assist thepower co.to meet their new guide line's. I know that they hire Lobbist to SWAY& politian"sto influence your decision,but you were put their to SERVE the people,and when you stand before god,who will be your lobbist to sway him?do what is right and just for the people of Fl.

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Customer correspondence

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To: Ruth McHargue
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Copy on file, see 1122360C. DH

-----Original Message-----

From: Webmaster
Sent: Thursday, September 05, 2013 3:33 PM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, September 05, 2013 3:03 PM
To: Webmaster
Cc: malachi32455@yahoo.com
Subject: My contact

Contact from a Web user

Contact Information:
Name: John Harrison
Company: N/A
Primary Phone: 850-836-5400
Secondary Phone:
Email: malachi32455@yahoo.com

Response requested? Yes
CC Sent? Yes

Comments:

I disagree with Gulf power asking for a rate increase,if the Fed. Gov. passed new regulations's.then they should provide a grant to assist thepower co.to meet their new guide line's. I know that they hire Lobbist to SWAY& politician"sto influence your decision,but you were put their to SERVE the people,and when you stand before god,who will be your lobbist to sway him?do what is right and just for the people of Fl.

Shawna Senko

From: Bev DeMello
Sent: Thursday, September 05, 2013 4:03 PM
To: 'Dirgis3@aol.com'
Cc: Consumer Correspondence
Subject: FW: Gulf Power Rationale for Raising Rates

RE: Docket No. 130140-EI

Dear Mr. Benson:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

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Thank you again for your correspondence, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552. If you want updated case information, visit the PSC's website, www.floridapsc.com; look for the Clerk's Office tab, then hit Dockets, and type in the Gulf case number 130140-EI.

Sincerely,

Bev DeMello

Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

From: Dirgis3@aol.com [mailto:Dirgis3@aol.com]
Sent: Monday, September 02, 2013 12:14 PM
To: Consumer Contact
Cc: dirgis3@aol.com
Subject: Gulf Power Rationale for Raising Rates

As one of the reasons to raise the cost of electricity to consumers and noted on the Notice to Customers I received recently:

4th paragraph Cost of new equipment and labor to comply with federal regulations; new transmission line construction.

This should be a **temporary** rise in any Gulf Power fees not to exceed, say, 2 years to comply with new Federal regulations.

Sigrid Benson
1514 Mariner's Circle
Gulf Breeze, FL 32563-2988

Shawna Senko

From: Bev DeMello
Sent: Thursday, September 05, 2013 4:01 PM
To: 'jngcampers@bellsouth.net'
Cc: Consumer Correspondence
Subject: FW: Gulf Power's request for a rate increase

RE: Docket No. 130140-EI

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Sincerely,

Bev DeMello
Assistant Director

BSD/bsd
cc: Commission Clerk

From: John/Gale [mailto:jngcampers@bellsouth.net]
Sent: Wednesday, September 04, 2013 11:04 AM
To: Consumer Contact
Subject: Gulf Power's request for a rate increase

To Whom It May Concern:

I find it very coincidental that Gulf Power is asking for an increase, again, one that could increase our residential power bill by \$9.00 per 1,000 kw. per month.....This is a substantial increase as they received an increase on the **base** rate just a short time ago.....This increase is NOT just a couple of dollars now, but about \$9.00 or more increase.....This is a bit much.....(especially since seniors are on fixed incomes and there are still many without jobs today.....**Bad timing I would say**.....All for expanding and updating their services!!!! That was what they said a short time ago when they wanted an increase in the base and they received it..Now its on the rate per wattage. Should we continue to allow these increases so often???...NO!

Can this increase have anything to do with passing on to the consumers the increase in medical care for its employees since Obamacare is affecting many companies???

Furthermore,

Gulf Power has us over a barrel as they have no competition.....We have to rely on our duly -elected public service commission members to represent us, the consumer...Please help us and reject such a huge increase.

Thank you for listening,

Gale McGirr, senior citizen, Milton, FL
jngcampers@bellsouth.net

ps. We, already, are seeing rising fuel prices, food & clothing prices.....and now this. This is the wrong time for Gulf Power to request such a increase.

Shawna Senko

From: Bev DeMello
Sent: Thursday, September 05, 2013 4:00 PM
To: 'jmantz@baycountyfl.gov'
Cc: Consumer Correspondence
Subject: FW: Docket #130140-EI

RE: Docket No. 130140-EI

Dear Jo Mantz:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

The PSC encourages customer participation and, as you know, recently held customer service hearings in Gulf's service territory. All customer comments during the hearings and customer correspondence, including yours, will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on Gulf's proposed rates.

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Sincerely,

Bev DeMello

BSD/bsd
cc: Commission Clerk

From: Jo Mantz [mailto:jmantz@baycountyfl.gov]
Sent: Wednesday, September 04, 2013 10:49 AM
To: Consumer Contact
Subject: Docket #130140-EI

There is a meeting at the Edgewater Beach Conference Center today, 9/4/13, at 10 a.m.. For those of us who work and cannot just take off, this time of the day is prohibitive to those of us who would like to attend. I have no problem with Gulf Power having an increase **IF** that increase was used for what it should be used for. I live in a community where if we have a strong wind blow through our power goes out. Some of the old people who live around me and have lived in the area 50+ years have made the statement "if a squirrel farts too near the power lines, the power goes off." I almost believe it. We have been through a number of storms and the best Gulf Power EVER did was put a band-aide on it. These increases will NOT help the working people of Northwest Florida who have no alternative but to use Gulf Power. The majority will be used for administrative pay increases and bonuses and the remainder MIGHT be used to make a couple of minor improvements. In the 30+ years I've lived in Panama City, Florida, I have been through and worked through hurricanes and tropical storms. I worked at the county Emergency Operations Center. There have been companies come in from other states to help Gulf Power through the disasters the storms have left behind and they have been baffled and amazed at how old the lines are and the materials that are still in use on these poles and lines and wonder how it is still working. Over 30 years Gulf Power is going to try to tell me that improvements couldn't have already been made? There are still glass insulators and old lines that have been there for over 50 years!

I sincerely hope that the Florida Public Service Commission takes a serious and careful look at Gulf Power and the requests for increases that they are making. It doesn't appear to the average consumer that much has been done over the last 50 years and it isn't expected any serious improvements will be done for the next 50.

Jo Mantz

Please Note: Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

Shawna Senko

From: Bev DeMello
Sent: Thursday, September 05, 2013 3:58 PM
To: 'fostercamp@hotmail.com'
Cc: Consumer Correspondence
Subject: FW: Residential customer Response to power price increase/Gulf

RE: Docket No. 130140-EI

Dear Mr. Camp:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

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Sincerely,

Bev DeMello

Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

From: Joseph Campagna [<mailto:fostercamp@hotmail.com>]
Sent: Sunday, September 01, 2013 4:23 PM
To: Consumer Contact
Subject: Residential customer Response to power price increase

To FPSC,

Please don't increase electric rates again , In fact rates should decrease by 2% by using cheaper natural gas contracts and letting new Gulf power customers pay for the new transmission lines to their homes and business locations. This is all new business revenue for the company and a plus not negative. As the single electric (read monopoly) provider comes a special responsibility to keep cost as low as possible to the consumers, especially in this economy.

As a retired citizen living on S.S. in 100, sf. home using approx 100, KW h is costing over two hundred dollars this month to keep my temperature at 77 to 78 degrees.

Yes, I have made all the necessary efficiency improvements and budget cutbacks as suggested by Gulf power. Have you ???

*I'm happy that,
Gulf power is one of Florida biggest land owners with impressive reserves and resources
Please review your policies and include research and development for technologies to cut waste and deliver the best possible service at the lowest possible cost .*

The dollars you saved this year with the " smart meters" should alone saves us plenty.

Thanking you in advance

Regards Foster Camp

Shawna Senko

From: Ruth McHargue
Sent: Thursday, September 05, 2013 2:18 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: docket 130140

Customer correspondence

-----Original Message-----

From: Consumer Contact
Sent: Thursday, September 05, 2013 8:52 AM
To: Ruth McHargue
Subject: Please review and advise

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From: Benjamin Legaspi
Sent: Thursday, September 05, 2013 8:44 AM
To: Consumer Contact
Subject: FW: My contact

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From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, September 04, 2013 6:26 PM
To: Webmaster
Cc: keegans56@yahoo.com
Subject: My contact

Contact from a Web user

Contact Information:

Name: Joy Keegans
Company:
Primary Phone: 8506384479
Secondary Phone: 8506384479
Email: keegans56@yahoo.com

Response requested? Yes
CC Sent? Yes

Comments:

just two evenings ago I heard a soundbyte on WMBB Channel 13, Panama City saying to stayed tuned for info regarding two PSC hearings regarding Gulf Power's requested 11% rate hike - I've been trying to stay on top of this since 6-2011, having been a consumer of theirs for 40 years. Somehow, I missed the announcement on 13's news, and just now, heard them say that PSC was disappointed w/turnout on the 2nd's meeting - is that to say it is over? I certainly hope it resonates loud and clear that this Giant does not need any more money. And, is that natural gas power plant from March 19, 2012, servicing NW Florida yet?, (incidentally my birthday, born in 56, turned 56!) And, if so, where is it? I

have much more to say regarding Gulf Power, and if you respond, I will do so in a written, pen and ink, paper, U.S. mail format, and be glad to do so. Thank you. JK

Shawna Senko

From: Ruth McHargue
Sent: Thursday, September 05, 2013 2:05 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130140
Attachments: Residential customer Response to power price increase; Gulf Power Rationale for Raising Rates; Docket #130140-El; Gulf Power's request for a rate increase

Customer correspondence

From: Diane Hood
Sent: Thursday, September 05, 2013 9:43 AM
To: Ruth McHargue
Subject: To CLK Docket 130140

These have been added as info request to docket 130140, EI804, PR-69. DH

Shawna Senko

From: Bev DeMello
Sent: Thursday, September 05, 2013 1:50 PM
To: 'marilynrector@aol.com'
Cc: Consumer Correspondence
Subject: re: To CLK Docket 130140

RE: Docket No. 130140-EI

Dear Ms. Rector:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

The PSC encourages customer participation and recently held customer service hearings in Gulf's service territory. All customer comments during the hearings and customer correspondence, including yours, will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on Gulf's proposed rates.

Gulf's rate case hearing before the PSC will be in Tallahassee. Witnesses from the utility, the Commission staff, and the Office of Public Counsel will present testimony, introduce exhibits, and be cross-examined before the Commissioners. Commissioners will review Gulf's need for a rate increase, its existing and proposed rate structure, and its ability to provide safe and reliable service.

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Commissioners are charged with making sure that Florida's utility companies, including Gulf, fulfill their service obligation. In its petition to the PSC, Gulf said its rate adjustment is needed, in part, because, "Gulf has continued to invest heavily, particularly in transmission assets...and the associated increase in rate base has outpaced relatively flat sales and customer growth." The PSC will ensure that final customer rates reflect only those costs that are prudent and necessary for Gulf to deliver quality electric service to your home or business.

Thank you again for your correspondence, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552. If you want updated case information, visit the PSC's website, www.floridapsc.com; look for the Clerk's Office tab, then hit Dockets, and type in the Gulf case number 130140-EI.

Sincerely,

Bev DeMello

Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

From: Ruth McHargue
Sent: Wednesday, September 04, 2013 4:31 PM
To: Consumer Correspondence
Cc: Bev DeMello; Diane Hood
Subject: FW: To CLK Docket 130140

Customer correspondence

From: Consumer Contact
Sent: Wednesday, September 04, 2013 3:59 PM
To: Ruth McHargue
Subject: To CLK Docket 130140

Copy on file, see 1122204C. DH

From: marilynrector@aol.com [mailto:marilynrector@aol.com]
Sent: Wednesday, September 04, 2013 3:31 PM
To: Consumer Contact
Subject: Rate Increase Hearing

As a person living on a set fixed income, I am adamantly opposed to any rate increase request by the Gulf Power Company. The incomes for households, such as mine, are not rising commensurate to rate hikes of any kind. It is my fervent wish and with hopefulness that this rate increase is not approved.

Thank you,
Marilyn Rector
850-725-1853

Shawna Senko

From: Joseph Campagna <fostercamp@hotmail.com>
Sent: Sunday, September 01, 2013 4:23 PM
To: Consumer Contact
Subject: Residential customer Response to power price increase

To FPSC,

Please don't increase electric rates again , In fact rates should decrease by 2% by using cheaper natural gas contracts and letting new Gulf power customers pay for the new transmission lines to their homes and business locations. This is all new business revenue for the company and a plus not negative. As the single electric (read monopoly) provider comes a special responsibility to keep cost as low as possible to the consumers, especially in this economy.

As a retired citizen living on S.S. in 100, sf. home using approx 100, KW h is costing over two hundred dollars this month to keep my temperature at 77 to 78 degrees.

Yes, I have made all the necessary efficiency improvements and budget cutbacks as suggested by Gulf power. Have you ???

*I'm happy that,
Gulf power is one of Florida biggest land owners with impressive reserves and resources
Please review your policies and include research and development for technologies to cut waste and deliver the best possible service at the lowest possible cost .*

The dollars you saved this year with the " smart meters" should alone saves us plenty.

Thanking you in advance

Regards Foster Camp

Shawna Senko

From: Dirgis3@aol.com
Sent: Monday, September 02, 2013 12:14 PM
To: Consumer Contact
Cc: dirgis3@aol.com
Subject: Gulf Power Rationale for Raising Rates

As one of the reasons to raise the cost of electricity to consumers and noted on the Notice to Customers I received recently:

4th paragraph Cost of new equipment and labor to comply with federal regulations: new transmission line construction.

This should be a **temporary** rise in any Gulf Power fees not to exceed, say, 2 years to comply with new Federal regulations.

Sigrid Benson
1514 Mariner's Circle
Gulf Breeze, FL 32563-2988

Shawna Senko

From: Jo Mantz <jmantz@baycountyfl.gov>
Sent: Wednesday, September 04, 2013 10:49 AM
To: Consumer Contact
Subject: Docket #130140-EI

There is a meeting at the Edgewater Beach Conference Center today, 9/4/13, at 10 a.m.. For those of us who work and cannot just take off, this time of the day is prohibitive to those of us who would like to attend. I have no problem with Gulf Power having an increase **IF** that increase was used for what it should be used for. I live in a community where if we have a strong wind blow through our power goes out. Some of the old people who live around me and have lived in the area 50+ years have made the statement "if a squirrel farts too near the power lines, the power goes off." I almost believe it. We have been through a number of storms and the best Gulf Power EVER did was put a band-aide on it. These increases will NOT help the working people of Northwest Florida who have no alternative but to use Gulf Power. The majority will be used for administrative pay increases and bonuses and the remainder MIGHT be used to make a couple of minor improvements. In the 30+ years I've lived in Panama City, Florida, I have been through and worked through hurricanes and tropical storms. I worked at the county Emergency Operations Center. There have been companies come in from other states to help Gulf Power through the disasters the storms have left behind and they have been baffled and amazed at how old the lines are and the materials that are still in use on these poles and lines and wonder how it is still working. Over 30 years Gulf Power is going to try to tell me that improvements couldn't have already been made? There are still glass insulators and old lines that have been there for over 50 years!

I sincerely hope that the Florida Public Service Commission takes a serious and careful look at Gulf Power and the requests for increases that they are making. It doesn't appear to the average consumer that much has been done over the last 50 years and it isn't expected any serious improvements will be done for the next 50.

Jo Mantz

Please Note: Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

Shawna Senko

From: John/Gale <jngcampers@bellsouth.net>
Sent: Wednesday, September 04, 2013 11:04 AM
To: Consumer Contact
Subject: Gulf Power's request for a rate increase

To Whom It May Concern:

I find it very coincidental that Gulf Power is asking for an increase, again, one that could increase our residential power bill by \$9.00 per 1,000 kwt. per month.....This is a substantial increase as they received an increase on the **base** rate just a short time ago.....This increase is NOT just a couple of dollars now, but about \$9.00 or more increase.....This is a bit much.....(especially since seniors are on fixed incomes and there are still many without jobs today.....**Bad timing I would say**.....All for expanding and updating their services!!!! That was what they said a short time ago when they wanted an increase in the base and they received it..Now its on the rate per wattage. Should we continue to allow these increases so often???...NO!

Can this increase have anything to do with passing on to the consumers the increase in medical care for its employees since Obamacare is affecting many companies????

Furthermore,

Gulf Power has us over a barrel as they have no competition.....We have to rely on our duly -elected public service commission members to represent us, the consumer...Please help us and reject such a huge increase.

Thank you for listening,

Gale McGirr, senior citizen, Milton, FL
jngcampers@bellsouth.net

ps. We, already, are seeing rising fuel prices, food & clothing prices.....and now this. This is the wrong time for Gulf Power to request such a increase.

Shawna Senko

From: Ruth McHargue
Sent: Wednesday, September 04, 2013 4:31 PM
To: Consumer Correspondence
Cc: Bev DeMello; Diane Hood
Subject: FW: To CLK Docket 130140

Customer correspondence

From: Consumer Contact
Sent: Wednesday, September 04, 2013 3:59 PM
To: Ruth McHargue
Subject: To CLK Docket 130140

Copy on file, see 1122204C. DH

From: marilynrector@aol.com [<mailto:marilynrector@aol.com>]
Sent: Wednesday, September 04, 2013 3:31 PM
To: Consumer Contact
Subject: Rate Increase Hearing

As a person living on a set fixed income, I am adamantly opposed to any rate increase request by the Gulf Power Company. The incomes for households, such as mine, are not rising commensurate to rate hikes of any kind. It is my fervent wish and with hopefulness that this rate increase is not approved.

Thank you,
Marilyn Rector
850-725-1853

Shawna Senko

From: Bev DeMello
Sent: Friday, August 30, 2013 1:14 PM
To: 'kdwm@hotmail.com'
Cc: Consumer Correspondence
Subject: re: To CLK Docket 130140

RE: Docket No. 130140-EI

Dear Mr. Morton:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

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PSC Service Hearing Locations

Tuesday, September 3, 2013

4:00 p.m. CST

Pensacola State College

Hagler Auditorium

1000 College Boulevard

(Note: Auditorium is at the corner of Underwood Avenue and N. 9th Avenue)

Pensacola, FL 32504

Wednesday, September 4, 2012

10:00 a.m. CST

Edgewater Beach Conference Center

11212 Front Beach Road

Panama City Beach, FL 32407

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Thank you again for your correspondence, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552. If you want updated case information, visit the PSC's website, www.floridapsc.com; look for the Clerk's Office tab, then hit Dockets, and type in the Gulf case number 130140-EI.

Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

From: Ruth McHargue
Sent: Friday, August 30, 2013 9:19 AM
To: Consumer Correspondence
Cc: Bev DeMello; Diane Hood
Subject: FW: To CLK Docket 130140

Customer correspondence

From: Consumer Contact
Sent: Thursday, August 29, 2013 4:01 PM
To: Ruth McHargue
Subject: To CLK Docket 130140

Copy on file, see 1121617C. DH

From: harold morton [<mailto:kdwm@hotmail.com>]
Sent: Thursday, August 29, 2013 3:46 PM
To: Consumer Contact
Subject: Rate Hike Objection

I object to the proposed rate hikes suggested by Gulf Power.

There are a lot of people on fixed incomes who don't get raises but still have to make ends meet.

There are a lot of public servants that either get no raise or one so small it does not keep up with the cost of living.

So how can a lucrative company such as Gulf Power say they have no money and need these rate hikes.

Shawna Senko

They need to live within a budget just like the rest of us and trim the fat.

Thank You

Harold Morton

Shawna Senko

From: Ruth McHargue
Sent: Friday, August 30, 2013 9:19 AM
To: Consumer Correspondence
Cc: Bev DeMello; Diane Hood
Subject: FW: To CLK Docket 130140

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From: Consumer Contact
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Copy on file, see 1121617C. DH

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So how can a lucrative company such as Gulf Power say they have no money and need these rate hikes.
They need to live within a budget just like the rest of us and trim the fat.
Thank You
Harold Morton

Shawna Senko

From: Bev DeMello
Sent: Thursday, August 29, 2013 2:41 PM
To: 'John Hamm'
Cc: Consumer Correspondence; Marshall Willis; Cheryl Bulecza-Banks
Subject: RE: To CLK Docket 130140

Dear Mr. Hamm:

Thank you for your additional observations/information, which will also be included in the docket correspondence available to Commissioners and staff.

Please let me know if I can be of further assistance.

Sincerely,

Bev DeMello

From: John Hamm [mailto:jmhamm@bellsouth.net]
Sent: Thursday, August 29, 2013 2:36 PM
To: Bev DeMello
Cc: Consumer Correspondence
Subject: RE: To CLK Docket 130140

Dear Ms. DeMello,

Thank you for your time and the courtesy of replying to my concern about Gulf Power's rate increase request. I realize that you receive many inquiries.

As a part of my submittal to the review, I would like to re-emphasize to the commission that Gulf Power management should be required to prove that they have held all controllable operating expenses "in check" in light of the flat consumer growth that you mention.

As a senior level executive who has managed similar large budgets, staffs, networks/upgrades and businesses, I would hope that Mr. Connally and his team are required to prove that they have maintained staffing levels during these challenging economic times, held back on bonuses and raises (as other public companies are having to do that in the panhandle area.), renegotiated existing supplier contracts to reflect the new market changes, prove that existing budgeted projects were managed well, on-time and within previous funding approvals, etc.

I am quite confident that Gulf Power management can find the 7.5% internally (as most private businesses and individual families often have to do); however, it is more likely that the easy and least painful path is to seek PSC support as opposed to making changes to adapt their organization and business practices internally.

I am more than willing to discuss my concerns with any member of the PSC personally and even willing to drive to Tallahassee to do so if needed. I am also more than willing to assist in any way possible to review the details of their request "free of charge" to the commission. Again, based on my experience, Gulf Power can find a way to manage through this internally....other businesses do just that.

Again, thank you for your time and consideration.

Shawna Senko

Sincerely,
John Hamm
Pensacola

From: Bev DeMello [mailto:BDeMello@PSC.STATE.FL.US]
Sent: Thursday, August 29, 2013 10:05 AM
To: jmhamm@bellsouth.net
Cc: Consumer Correspondence
Subject: RE: To CLK Docket 130140

RE: Docket No. 130140-EI

Dear Mr. Hamm:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

The PSC encourages customer participation and will hold customer service hearings in Gulf's service territory on September 3 (Pensacola) and September 4 (Panama City Beach). All customer comments during the hearings and customer correspondence, including yours, will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on Gulf's proposed rates.

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Hagler Auditorium
1000 College Boulevard
(Note: Auditorium is at the corner of Underwood Avenue and N. 9th Avenue)
Pensacola, FL 32504

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10:00 a.m. CST
Edgewater Beach Conference Center
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Panama City Beach, FL 32407

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Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

From: Ruth McHargue
Sent: Wednesday, August 28, 2013 5:16 PM
To: Consumer Correspondence
Cc: Bev DeMello; Diane Hood
Subject: FW: To CLK Docket 130140

Customer correspondence

From: Consumer Contact
Sent: Wednesday, August 28, 2013 4:15 PM
To: Ruth McHargue
Subject: To CLK Docket 130140

Copy on file, see 1121388C. DH

From: John Hamm [<mailto:jmhamm@bellsouth.net>]
Sent: Wednesday, August 28, 2013 10:13 AM
To: Consumer Contact
Cc: jerogers@southernco.com
Subject: Gulf Power Rate Increase Request

As a customer of Gulf Power in Pensacola, Florida I just received notice of their 7.5% rate increase request.

The executive leadership of Gulf Power has given no real justification for their requiring this increase. As is well known in the private sector, most "non-public" businesses cannot run to tax payers or the PSC to fix internal operational and network inefficiencies. They must look internally "first" to manage business costs in this current economy.

As an 35 year senior level executive and Board member of several companies, I cannot simply ask my investors/shareholders or my customers for funding without first "PROVING" that I have taken advantage of all internal cost efficiencies. Gulf Power management certainly has not done that here.

Simply put, this rate increase is the easy way out for the Gulf Power management team. Managing a large entity like Gulf Power requires creativity and strategic thinking at the executive level, not excuses or taking the easiest solution all the time. This means taking a hard look internally and making the hard decisions to streamline the organization, reduce internal redundancies, review/re-negotiate existing supplier contracts, minimize staffing levels where possible, etc.

Already, the cost of my personal electric bill from Gulf Power in Florida is twice what my electric bill has been in Georgia (which is provided by Southern Company service also.) Sadly, the home in Florida is 25% of the size of what I have in Georgia! How can that be?

Bottom-line, the Gulf Power executive team make a lot of money and are paid well to make those hard decisions. Mr. Connally and his staff must look internally before placing their managerial and operational cost problems on the general public. That includes long-range planning for network upgrades over time which apparently has not been done by this Gulf Power management team. (Although, I would be shocked if the PSC reviewed previous Gulf Power budgets that funding for network upgrades/repairs had not already been included in those previous funding PSC requests).

I am quite sure that there are other third party executives in Florida who are skilled enough to help the Gulf Power executive team review their business operations and to better manage their internal resources, staffing and suppliers to make up this proposed 7.5% increase....before placing this burden on customers who have no choice in the matter.

John Hamm
Pensacola, Florida

Shawna Senko

From: Bev DeMello
Sent: Thursday, August 29, 2013 10:21 AM
To: Consumer Correspondence
Subject: FW: FPSC , 1 page(s)
Attachments: FAX-2013-08-27 14_43_21.tif

For the Gulf Power Rate Case File. To note, this FAX has no identifying name or address.

Thank you,

Bev DeMello

-----Original Message-----

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]
Sent: Tuesday, August 27, 2013 2:43 PM
To: Consumer Contact
Subject: FPSC , 1 page(s)

New Fax Received!

You have received a 1 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.

Persons who wish to present testimony are urged to appear at the beginning of the hearings. If no witnesses are present to testify at that time, the hearings may be adjourned early.

The rate case hearings are scheduled to be held in Tallahassee on Dec. 9 – 13, 2013.

For your information, we are providing contact information for the Florida Public Service Commission's Consumer Affairs Department.

Consumer Affairs Department
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
1-800-342-3552

The FPSC will also accept faxes and emails.

Fax number: 1-800-511-0809

Email address: contact@psc.state.fl.us

Current and proposed Rates

Rate Class	kW	kWh	Present Rate	2014 Proposed Rate
RS		1,000	\$118.88	\$127.82
GS		1,500	\$181.69	\$191.17
GSD	25	11,000	\$1,007.54	\$1,055.63
GSD	50	11,000	\$1,160.10	\$1,231.02
LP	500	288,000	\$23,713.83	\$25,421.48
LP	658	288,000	\$25,336.00	\$27,403.40
LP	1,315	288,000	\$32,081.32	\$35,644.69
LPT	5,000 Max	600,000 On	\$203,297.09	\$219,852.27
	5,000 On	1,800,000 Off		

Above prices include gross receipts tax.

Service Fees

Name	Present Charge	Proposed Charge
Connection of Initial Service – Residential	\$27.00	\$27.00
Connection of Initial Service – Non-Residential	\$27.00	\$50.00
Connection of Existing Service – Residential	\$27.00	\$27.00
Connection of Existing Service – Non-Residential	\$27.00	\$50.00
Restoration of Service (After Violation of Rules)	\$35.00	\$60.00
Restoration of Service After Hours (After Violation of Rules)	\$55.00	\$80.00
Restoration of Service at Pole (After Violation of Rules)	\$95.00	\$100.00
Premise Visit	\$20.00	\$30.00
Connection of Temporary Service	\$110.00	\$110.00
Investigation of Unauthorized Use	\$75.00	\$75.00
Returned Item Charge < \$50	\$25.00	\$25.00
Returned Item Charge > \$50 and < \$300	\$30.00	\$30.00
Returned Item Charge > \$300	\$40.00	\$40.00

I think the rate increase is ridiculous.
How many Billion dollar
Bull Power / Southern Co?

How much does the CEO / other executives make? Millions every year? I'm sure.

Please do not approve signed / unapproved custom.

Shawna Senko

From: Bev DeMello
Sent: Thursday, August 29, 2013 10:18 AM
To: Consumer Correspondence
Subject: FW: Rate increase from Gulf Power

For your records.

From: Bev DeMello
Sent: Thursday, August 29, 2013 10:06 AM
To: 'Judy Simms'
Subject: RE: Rate increase from Gulf Power

RE: Docket No. 130140-EI

Dear Ms. Simms:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

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Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

From: Judy Simms [<mailto:jmsfaith77@gmail.com>]
Sent: Monday, August 26, 2013 11:53 AM
To: Consumer Contact
Subject: Rate increase from Gulf Power

I received a letter from Gulf Power on their rate increase hearings. I OBJECT TO ANY INCREASE IN RATES.

I am a daily reader of the Pensacola News Journal and aware of Gulf Powers:

1. Ambitious expansion plans.
2. Earnings
3. Salaries paid to employees
4. Outlandish spending during hurricanes
5. Employee practices.

Gulf Power is a for profit business that is focussed on profits not the reality of its customers and their ability to pay their OUTLANDISH fees and they are taking

advantage of the people.

Judy Simms

Shawna Senko

From: Bev DeMello
Sent: Thursday, August 29, 2013 10:09 AM
To: 'phyl8@yahoo.com'
Cc: Consumer Correspondence
Subject: RE: Gulf Power Rate increase

RE: Docket No. 130140-EI

Dear Ms. Frameli

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

The PSC encourages customer participation and will hold customer service hearings in Gulf's service territory on September 3 (Pensacola) and September 4 (Panama City Beach). All customer comments during the hearings and customer correspondence, including yours, will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on Gulf's proposed rates.

PSC Service Hearing Locations

Tuesday, September 3, 2013

4:00 p.m. CST

Pensacola State College

Hagler Auditorium

1000 College Boulevard

(Note: Auditorium is at the corner of Underwood Avenue and N. 9th Avenue) Pensacola, FL 32504

Wednesday, September 4, 2012

10:00 a.m. CST

Edgewater Beach Conference Center

11212 Front Beach Road

Panama City Beach, FL 32407

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Commissioners are charged with making sure that Florida's utility companies, including Gulf, fulfill their service obligation. In its petition to the PSC, Gulf said its rate adjustment is needed, in part, because, "Gulf has continued to

invest heavily, particularly in transmission assets...and the associated increase in rate base has outpaced relatively flat sales and customer growth." The PSC will ensure that final customer rates reflect only those costs that are prudent and necessary for Gulf to deliver quality electric service to your home or business.

Thank you again for your correspondence, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552. If you want updated case information, visit the PSC's website, www.floridapsc.com; look for the Clerk's Office tab, then hit Dockets, and type in the Gulf case number 130140-EI.

Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

-----Original Message-----

From: Phyllis Frameli [<mailto:phyl8@yahoo.com>]
Sent: Tuesday, August 27, 2013 11:08 AM
To: Consumer Contact
Subject: Gulf Power Rate increase

Dear Sirs:

I request that you deny Gulf Power's request for a large increase in residential power rates. With the economy bad and so many resident's of West Florida, the people cannot afford an increase in their power bills.

Thank you

Phyllis Frameli
8013 Cayenne Way
Pensacola, FL 32526

Check out my paintings at the links below:

<http://www.redbubble.com/people/pframeli/collections/90936-greeting-cards>

<http://Frameli.imagekind.com/Frameli>

<http://www.foundmyself.com/frameli>

POINTer #4554

Shawna Senko

From: Bev DeMello
Sent: Thursday, August 29, 2013 10:08 AM
To: 'Willa Stallworth'
Cc: Consumer Correspondence
Subject: RE: Gulf Power Company Proposal

RE: Docket No. 130140-EI

Dear Ms. Stallworth:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

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Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

From: Willa Stallworth [mailto:willa.stallworth@att.net]
Sent: Tuesday, August 27, 2013 12:15 AM
To: Consumer Contact
Subject: Gulf Power Company Proposal

The FPSC Department
August 26, 2013

Sir:

Today I received in mail a letter from Gulf Power Company requesting for approval to increase the company's annual retail revenues. I for one, am not in agreement for the company to get an increase. My bill is high enough every month. I can barely pay it. I call every month to make payment arrangements. I have central heat and air, and normally keep my thermostat up on 80 and 81 doing the summer months just to keep my unit from coming on. Yes, it gets pretty warm in the house, but; I have to do this in order to control Gulf Power cost. Doing the winter months, I use a couple of space heaters to warm two rooms in my house and put on plenty of clothes to stay warm. Sometimes I cut my oven on to warm the kitchen since it's a gas stove. When I go to bed, everything goes off. If I don't do this my bill will be way over \$250.00 a month. I can't afford this.

They don't need an increase because they are making a killing off businesses and residences. And when they cut your service off, there is a extra charge to cut your service back on. We don't have another power company here in Pensacola, and Gulf Power has it all. If you count all of the homes and businesses here and add what each have to pay for power, don't you think Gulf Power makes more than enough money? They sale appliances, etc., which helps their revenue too.

I get calls from people the three days that I work needing help to pay their Gulf Power bills. Please speak on behalf of the consumer and do not allow them to get the rate increase.

Thank you,
Willa Stallworth, Customer

Shawna Senko

From: Bev DeMello
Sent: Thursday, August 29, 2013 10:07 AM
To: 'jwes.loflin@gmail.com'
Cc: Consumer Correspondence
Subject: re: Gulf Power Proposed Rate Increase

RE: Docket No. 130140-EI

Dear Mr. Loflin:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

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Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

-----Original Message-----

From: Wes Loflin [<mailto:jwes.loflin@gmail.com>]
Sent: Monday, August 26, 2013 12:12 PM
To: Consumer Contact
Cc: Susan Shultz
Subject: Gulf Power Proposed Rate Increase

Dear Florida Public Service Commission,
I'm writing to oppose the proposed 7.5% rate increase that Gulf Power has requested.... I find it very interesting that they state in their letter that their rate today is lower than it was in 2009.... 2009 was a year when natural gas prices were coming off some of the highest Natural Gas prices in the history of our country.... My records reflect that natural gas prices averaged over \$8.00 that year and have averaged under \$4.00 in the last year with prices dipping under \$2.00 at one point this year.... I don't have privy to all the information that I would need to truly assess this rate increase, but I do believe that the FPSC should take this matter under very serious consideration considering that the cost of most Raw Materials that Gulf Power uses to generate it's power have had significant decreases....
Thanking you for your time and consideration, Wes Loflin Owner at The Beach and Yacht Club in Perdido Key, Fl.

Sent from my iPad

Shawna Senko

From: Bev DeMello
Sent: Thursday, August 29, 2013 10:05 AM
To: 'jmhamm@bellsouth.net'
Cc: Consumer Correspondence
Subject: RE: To CLK Docket 130140

RE: Docket No. 130140-EI

Dear Mr. Hamm:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

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Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

From: Ruth McHargue
Sent: Wednesday, August 28, 2013 5:16 PM
To: Consumer Correspondence
Cc: Bev DeMello; Diane Hood
Subject: FW: To CLK Docket 130140

Customer correspondence

From: Consumer Contact
Sent: Wednesday, August 28, 2013 4:15 PM
To: Ruth McHargue
Subject: To CLK Docket 130140

Copy on file, see 1121388C. DH

From: John Hamm [<mailto:jmhamm@bellsouth.net>]
Sent: Wednesday, August 28, 2013 10:13 AM
To: Consumer Contact
Cc: jerogers@southernco.com
Subject: Gulf Power Rate Increase Request

As a customer of Gulf Power in Pensacola, Florida I just received notice of their 7.5% rate increase request.

The executive leadership of Gulf Power has given no real justification for their requiring this increase. As is well known in the private sector, most "non-public" businesses cannot run to tax payers or the PSC to fix internal operational and network inefficiencies. They must look internally "first" to manage business costs in this current economy.

Shawna Senko

As an 35 year senior level executive and Board member of several companies, I cannot simply ask my investors/shareholders or my customers for funding without first "PROVING" that I have taken advantage of all internal cost efficiencies. Gulf Power management certainly has not done that here.

Simply put, this rate increase is the easy way out for the Gulf Power management team. Managing a large entity like Gulf Power requires creativity and strategic thinking at the executive level, not excuses or taking the easiest solution all the time. This means taking a hard look internally and making the hard decisions to streamline the organization, reduce internal redundancies, review/re-negotiate existing supplier contracts, minimize staffing levels where possible, etc.

Already, the cost of my personal electric bill from Gulf Power in Florida is twice what my electric bill has been in Georgia (which is provided by Southern Company service also.) Sadly, the home in Florida is 25% of the size of what I have in Georgia! How can that be?

Bottom-line, the Gulf Power executive team make a lot of money and are paid well to make those hard decisions. Mr. Connally and his staff must look internally before placing their managerial and operational cost problems on the general public. That includes long-range planning for network upgrades over time which apparently has not been done by this Gulf Power management team. (Although, I would be shocked if the PSC reviewed previous Gulf Power budgets that funding for network upgrades/repairs had not already been included in those previous funding PSC requests).

I am quite sure that there are other third party executives in Florida who are skilled enough to help the Gulf Power executive team review their business operations and to better manage their internal resources, staffing and suppliers to make up this proposed 7.5% increase....before placing this burden on customers who have no choice in the matter.

John Hamm
Pensacola, Florida

Shawna Senko

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Sent: Wednesday, August 28, 2013 5:16 PM
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Subject: FW: To CLK Docket 130140

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Copy on file, see 1121388C. DH

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John Hamm
Pensacola, Florida

Shawna Senko

From: Ruth McHargue
Sent: Wednesday, August 28, 2013 10:06 AM
To: Consumer Correspondence
Cc: Bev DeMello
Subject: FW: To CLK Docket 130140
Attachments: Rate increase from Gulf Power; Gulf Power Proposed Rate Increase; Gulf Power Company Proposal; Gulf Power Rate increase; FPSC , 1 page(s)

Customer correspondence

From: Diane Hood
Sent: Wednesday, August 28, 2013 8:05 AM
To: Ruth McHargue
Subject: To CLK Docket 130140

These have been added as info request to docket 130140, EI804, PR-69. DH

Shawna Senko

From: Judy Simms <jmsfaith77@gmail.com>
Sent: Monday, August 26, 2013 11:53 AM
To: Consumer Contact
Subject: Rate increase from Gulf Power

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Thanking you for your time and consideration, Wes Loflin Owner at The Beach and Yacht Club in Perdido Key, FL.

Sent from my iPad

Shawna Senko

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Sent: Tuesday, August 27, 2013 12:15 AM
To: Consumer Contact
Subject: Gulf Power Company Proposal

The FPSC Department
August 26, 2013

Sir:

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Thank you,
Willa Stallworth, Customer

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Thank you

Phyllis Frameli

8013 Cayenne Way

Pensacola, Fl 32526

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<http://Frameli.imagekind.com/Frameli>

<http://www.foundmyself.com/frameli>

POINTer #4554

Shawna Senko

From: PSC Fax Server <Fax@psc.state.fl.us>
Sent: Tuesday, August 27, 2013 2:43 PM
To: Consumer Contact
Subject: FPSC , 1 page(s)
Attachments: FAX-2013-08-27 14_43_21.tif

New Fax Received!

You have received a 1 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.

Shawna Senko

From: Bev DeMello
Sent: Monday, August 26, 2013 4:23 PM
To: 'Stephen Dampier'
Cc: Consumer Correspondence
Subject: RE: Opposition to Gulf Power Requested Rate Increase

RE: Docket No. 130140-EI

Dear Mr. Dampier:

Thank you for your recent e-mail and letter to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail and letter on the correspondence side of the docket file.

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Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

From: Stephen Dampier [<mailto:stevedampier@dampierlaw.com>]
Sent: Saturday, August 24, 2013 6:12 PM
To: Consumer Contact
Subject: Opposition to Gulf Power Requested Rate Increase

PLEASE SEE THE ATTACHED LETTER.

M. STEPHEN DAMPIER
THE DAMPIER LAW FIRM, P.C.
55 N. SECTION STREET
P. O. BOX 161 (36533)
FAIRHOPE, AL 36532
(251) 929-0900
(251) 929-0800 FAX
(251) 454-8263 CELL



Shawna Senko

From: Bev DeMello
Sent: Monday, August 26, 2013 4:24 PM
To: 'Michael B. Laven'
Cc: Consumer Correspondence
Subject: RE: Objection to Proposed Gulf Power Company rate increase

RE: Docket No. 130140-EI

Dear Mr. Laven:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

The PSC encourages customer participation and will hold customer service hearings in Gulf's service territory on September 3 (Pensacola) and September 4 (Panama City Beach). All customer comments during the hearings and customer correspondence, including yours, will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on Gulf's proposed rates.

PSC Service Hearing Locations

Tuesday, September 3, 2013
4:00 p.m. CST
Pensacola State College
Hagler Auditorium
1000 College Boulevard
(Note: Auditorium is at the corner of Underwood Avenue and N. 9th Avenue)
Pensacola, FL 32504

Wednesday, September 4, 2012
10:00 a.m. CST
Edgewater Beach Conference Center
11212 Front Beach Road
Panama City Beach, FL 32407

Gulf's rate case hearing before the PSC will be in Tallahassee. Witnesses from the utility, the Commission staff, and the Office of Public Counsel will present testimony, introduce exhibits, and be cross-examined before the Commissioners. Commissioners will review Gulf's need for a rate increase, its existing and proposed rate structure, and its ability to provide safe and reliable service.

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Commissioners are charged with making sure that Florida's utility companies, including Gulf, fulfill their service obligation. In its petition to the PSC, Gulf said its rate adjustment is needed, in part, because, "Gulf has continued to invest heavily, particularly in transmission assets...and the associated increase in rate base has outpaced relatively flat sales and customer growth." The PSC will ensure that final customer rates reflect only those costs that are prudent and necessary for Gulf to deliver quality electric service to your home or business.

Thank you again for your correspondence, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552. If you want updated case information, visit the PSC's website, www.floridapsc.com; look for the Clerk's Office tab, then hit Dockets, and type in the Gulf case number 130140-EI.

Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

From: Michael B. Laven [mailto:mlaven@bellsouth.net]
Sent: Sunday, August 25, 2013 9:04 AM
To: Consumer Contact
Subject: Objection to Proposed Gulf Power Company rate increase

Dear Florida Public Service Commission:

I read where Gulf Power Company has requested an "increase to Company's annual retail revenues" and I must state my objection. What they are asking for is nothing more than a cost of doing business and should be considered in their annual Operating & Maintenance and Capital Improvement budgets. To allow this company to increase rates (increase retail revenues) to pay for scheduled improvements gives no incentive to plan for these expenses nor penalty for lack of planning.

It is difficult to find a comparison to this way of running a business since there are very few, if any, options available to the consumer. The closest I can come to a comparison would be if I were to go to my local pharmacy to refill a prescription for a life saving medication. My cost for the medication is \$30.00. The pharmacy tells me that the federal government requires them to put the medication in a child-safety bottle, and they would have to charge me \$1.00 for this bottle. Now my prescription costs \$31.00. But they also say that the federal government requires them to place safety labels on the bottle and that would cost me an additional \$0.50. My prescription now costs \$31.50. But the pharmacy says it is OK because the increase is only 5%. Do you really think that would work?

It is time to make all utility companies accountable to the rate payers and not the shareholders by denying this request. If you don't stand up to Gulf Power, what chance do I and the millions like me have?

Thank you
Michael Laven
375 Gamarra Road
Pensacola, FL 32503

Shawna Senko

From: Bev DeMello
Sent: Monday, August 26, 2013 4:25 PM
To: 'Theresa'
Cc: Consumer Correspondence
Subject: RE: Gulf Power request to increase revenues

RE: Docket No. 130140-EI

Dear Mr. Young:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

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Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

From: Theresa [mailto:mtpockets2051@bellsouth.net]
Sent: Sunday, August 25, 2013 5:36 PM
To: Consumer Contact
Subject: Gulf Power request to increase revenues

To whom it may concern,

My name is John Elliott Young. I and my wife are customers of Gulf Power. I recently received a letter from Gulf Power stating that the reason for their rate increase request actually boils down to increasing revenues to satisfy some nebulous federal demand in the name of environmental regulation. While in some circles this may be a laudable goal, I find it terribly heinous that at the same time they send out what must surely amount to tons of flyers in their mailings. Some of these mail inserts proclaim that we are using too much energy when compared to our neighbors. How can they assume that there are similar homes and situations to compare us to? It is essentially wasted energy and product. In this letter they allude to the fact that the federal regulation would require them to shut generating plants down on a rotating basis. If they are required to string up miles of metal and plastic and expend other forms of energy in this pursuit, it strikes me as a diminishing return where the environment is concerned. In my estimation there are only two possible truths here. One, the idiots inside the castle really are making them do this, or Two, it is a smoke screen to continue spending as usual and raise rates to puff up their purses. Either way, I suggest they cut out the shenanigans and tighten their belts before yanking on mine. Therefore, I respectfully request that the Florida Public Services Commission deny Gulf Power's request to raise revenues and intervene on their behalf with the federal government to stop this hair brained generating facility shut down regime. Thank you for your time and consideration in this matter.

John Elliott Young
Navarre, FL

Shawna Senko

From: Bev DeMello
Sent: Monday, August 26, 2013 4:21 PM
To: 'Shawn Rudloff'
Cc: Consumer Correspondence
Subject: RE: request for Gulf Power to increase their revenues

RE: Docket No. 130140-EI

Dear Shawn Rudloff:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

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Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

From: Shawn Rudloff [mailto:rudloffs@bay.k12.fl.us]
Sent: Sunday, August 25, 2013 7:49 AM
To: Consumer Contact
Subject: request for Gulf Power to increase their revenues

I'm a teacher, single, home owner. I drive a 1995 pathfinder. After everything is paid for the month, I may have 40 dollars of disposable income. I know this 40 should go into savings, however occasionally I like to see a movie, eat out, replace clothing or shoes, purchase something for my classroom, go on a date. My point is this: My salary is not increasing, along with millions of others. How dare these corporations or municipalities increase their revenue at our cost. Their NET profit was over 120 million in 2012. If everyone across this fine nation is receiving pay increases, then perhaps a slight increase could be validated, however it appears that a trend of "increasing fees" is sweeping the nation and NO one is getting payed more. I hope someone in the FPSC notices this potentially economic disaster. thank you for your time. shawn rudloff

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from disclosure. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by replying to the message and deleting it from your computer. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public-records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

Shawna Senko

From: Bev DeMello
Sent: Monday, August 26, 2013 4:21 PM
To: 'Jackie Abshire'
Cc: Consumer Correspondence
Subject: RE: Gulf Power Company - Docket No. 130140-EI

RE: Docket No. 130140-EI

Dear Ms. Abshire:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

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Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

From: Jackie Abshire [mailto:jacklenn@bellsouth.net]
Sent: Sunday, August 25, 2013 1:15 PM
To: Consumer Contact
Subject: Gulf Power Company - Docket No. 130140-EI

To The Commission:

With my last electric bill, I received Gulf Power Company's Notice to Customers regarding its request, Docket No. 130140-EI, filed with the Florida Service Commission seeking approval to increase the company's annual retail revenues. With the poor condition of our economy and so many people unemployed and unable to find employment and/or struggling just to pay their monthly electric bill for the past several years, it is unfair that Gulf Power Company would request to increase their rates at this time. Going from \$118.88 to \$127.82, according to Gulf Power's example in its Notice, may not seem like a lot to people who have a job or who have plenty of money, but to people with no jobs or people living paycheck to paycheck, this would cause a financial hardship and may even be detrimental to the point of having to move into homes containing multiple families. It is not like Gulf Power Company customers have an opportunity to shop around and go with another utility company who may offer lower rates. If we had that opportunity, perhaps Gulf Power Company would be more competitive with their rates and would not be trying to increase their rates in such a depressed economy. The average American working person can only bear the increases of so many items before hopelessness sets in and he or she just gives up; thus, becoming a burden on other taxpayers barely treading above financial hardship. With the high prices and continuous increases in gas, groceries, medicines, basic hygiene products, utilities, car insurance, house insurances, medical insurance, Obamacare, and so forth, we simply cannot afford another increase in anything, power bill or any other item, at this time. If Gulf Power Company wants to spend \$750 million dollars on maintenance, improvements, and key transmission projects, then it should prepare a budget based on the revenues it receives for its customers. Americans budget and

American purchase or improve what they can based on what they make and what they have left after all bills are paid. If you do not have the money, you do not get what you want. If Gulf Power Company does not have \$750 million to do what it "wants" to do, then Gulf Power Company should not be doing those things at this time. Gulf Power Company should not be placing the burdens of such wants on its customers, average hardworking American citizens, who are well on their way to financial ruin. Further, Gulf Power Company came around installed "Smart Meters" that we did not want installed on our homes. They did it anyway. We did not have a say. Well, it would logically seem that Gulf Power Company could now budget the funds it was once paying out in salaries to meter readers to make any wanted maintenance or upgrades. Sometimes we cannot have everything we want when we want it. A yearly budget based on the funds Gulf Power Company has would help them accomplish one project at a time as the funds permit, just like its customers live. I normally leave my thermostat on 79 or 80 degrees. In no instance has my thermostat ever gone below 78 degrees, and my bill has been over \$200 this year a couple of times. If I had the money, I would have installed the solar energy panels long ago like my neighbor did. He has money and could afford to pay thousands and thousands of dollars to have the solar energy panels installed, and his power bill is under \$50 even in the heat of summer. Unfortunately, for many of us, we do not have thousands and thousands of extra dollars lying around in order to get our power bills down to \$50 per month. Unfortunately, many of us were just born into average hardworking families and live paycheck to paycheck because of the excessive greed of many companies and other elite people in our society. Unfortunately, it does not appear to be getting any better. It appears that soon there will be no middle class families left in this country. There will be the rich and the poor. I hope I am wrong, but it certainly appears that that is the road this country is headed down.

Because of the financial hardship, undue burden and stress, and the lack of necessity of such improvements and transmission projects, I respectfully ask that The Commission deny Gulf Power Company's request for a rate increase on electricity provided to customers who have no other option but to get its power from Gulf Power. Thank you and have a blessed day!

Jackie S. Abshire

Shawna Senko

From: Randy Roland
Sent: Monday, August 26, 2013 9:49 AM
To: Consumer Correspondence
Subject: To CLK Docket 130140
Attachments: Gulf Power Increase; Opposition to Gulf Power Requested Rate Increase; request for Gulf Power to increase their revenues; Objection to Proposed Gulf Power Company rate increase; Gulf Power Company - Docket No. 130140-EI; Gulf Power request to increase revenues; Comment on Gulf Power Request for Rate Increase - Docket No. 130140-EI

Please add the attached customer correspondence to Docket 130140.

Shawna Senko

From: Mark Clabaugh <mclabaugh@smartfacilitysoftware.com>
Sent: Thursday, August 22, 2013 7:54 PM
To: Consumer Contact
Cc: cbare@cityofpensacola.com
Subject: Gulf Power Increase

In opening, Thank you for the opportunity to voice my concern regarding this increase.

While I can understand increased costs, however, Gulf Power does not do anything in my opinion to control unnecessary expenses because they know they can always go back for additional moneys. I think that they should tighten their belt as I have to as a citizen.

I can understand increases as they are associated with environmental concerns, rising fuel costs (of which there is a surcharge) and uncontrollable expenses.

My position is that at this time, our sputtering economy is barely moving forward. My income is not rising and has not risen in 5 years. Therefore, I strongly feel that this is not the right time for an increase and Gulf Power can find funding through cuts in discretionary spending.

*Mark Clabaugh
560 Tanglewood Drive
Pensacola, FL 32503
Smart Facility Software
PH: 850 232 6561*

Shawna Senko

From: Stephen Dampier <stevedampier@dampierlaw.com>
Sent: Saturday, August 24, 2013 6:12 PM
To: Consumer Contact
Subject: Opposition to Gulf Power Requested Rate Increase
Attachments: SCAN0137.PDF

PLEASE SEE THE ATTACHED LETTER.

M. STEPHEN DAMPIER
THE DAMPIER LAW FIRM, P.C.
55 N. SECTION STREET
P. O. BOX 161 (36533)
FAIRHOPE, AL 36532
(251) 929-0900
(251) 929-0800 FAX
(251) 454-8263 CELL



Shawna Senko

From: Shawn Rudloff <rudlosc@bay.k12.fl.us>
Sent: Sunday, August 25, 2013 7:49 AM
To: Consumer Contact
Subject: request for Gulf Power to increase their revenues

I'm a teacher, single, home owner. I drive a 1995 pathfinder. After everything is paid for the month, I may have 40 dollars of disposable income. I know this 40 should go into savings, however occasionally I like to see a movie, eat out, replace clothing or shoes, purchase something for my classroom, go on a date. My point is this: My salary is not increasing, along with millions of others. How dare these corporations or municipalities increase their revenue at our cost. Their NET profit was over 120 million in 2012. If everyone across this fine nation is receiving pay increases, then perhaps a slight increase could be validated, however it appears that a trend of "increasing fees" is sweeping the nation and NO one is getting payed more. I hope someone in the FPSC notices this potentially economic disaster. thank you for your time. shawn rudloff

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Shawna Senko

From: Michael B. Laven <mlaven@bellsouth.net>
Sent: Sunday, August 25, 2013 9:04 AM
To: Consumer Contact
Subject: Objection to Proposed Gulf Power Company rate increase

Dear Florida Public Service Commission:

I read where Gulf Power Company has requested an "increase to Company's annual retail revenues" and I must state my objection. What they are asking for is nothing more than a cost of doing business and should be considered in their annual Operating & Maintenance and Capital Improvement budgets. To allow this company to increase rates (increase retail revenues) to pay for scheduled improvements gives no incentive to plan for these expenses nor penalty for lack of planning.

It is difficult to find a comparison to this way of running a business since there are very few, if any, options available to the consumer. The closest I can come to a comparison would be if I were to go to my local pharmacy to refill a prescription for a life saving medication. My cost for the medication is \$30.00. The pharmacy tells me that the federal government requires them to put the medication in a child-safety bottle, and they would have to charge me \$1.00 for this bottle. Now my prescription costs \$31.00. But they also say that the federal government requires them to place safety labels on the bottle and that would cost me an additional \$0.50. My prescription now costs \$31.50. But the pharmacy says it is OK because the increase is only 5%. Do you really think that would work?

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Thank you
Michael Laven
375 Gamarra Road
Pensacola, FL 32503

From: Jackie Abshire <jacklenn@bellsouth.net>
Sent: Sunday, August 25, 2013 1:15 PM
To: Consumer Contact
Subject: Gulf Power Company - Docket No. 130140-EI

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Sent: Sunday, August 25, 2013 5:36 PM
To: Consumer Contact
Subject: Gulf Power request to increase revenues

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John Elliott Young
Navarre, Fl

Shawna Senko

From: region63@juno.com
Sent: Sunday, August 25, 2013 10:22 PM
To: Consumer Contact
Cc: region63@juno.com
Subject: Comment on Gulf Power Request for Rate Increase - Docket No. 130140-EI
Attachments: Comment on Gulf Power request for rate increases.doc

Ann A. & Thomas O. Klomps
614 Poinsettia Court
Panama City Beach, Florida 32413 – 2618
850 – 230 – 5003

Region63@juno.com

August 25, 2013

Comment on Gulf Power request for rate increases

Every family, whether a home owner or renter, has expenses each month that are expected to be paid to those providers. These expenses can be for electric usage; home, renters, vehicle insurance; taxes, etc., to name a few. We have to find the means, usually by responsible planning, to pay for these expenses. An option we do not have is going to our employers and telling them that we were not responsible financially, so as of, they are going to pay us this much more.

Gulf Power has not shown fiscal responsibility and planned for updating of equipment as it has aged and growth within its area of operation. It is not responsible or fair that Gulf Power management did not plan ahead and now wants to put their hands into their captive customer's pockets to bail themselves and the company out with this unreasonable rate increase. Where do they figure we are to "find" the money for this outrageous rate increase? If they are allowed anything, it should not exceed 1%.

Respectively,

Ann & Tom Klomps

Shawna Senko

One Weird Trick

Could add \$1,000s to Your Social Security Checks! See if you Qualify...

newsmax.com

Crystal Card

From: Bev DeMello
Sent: Friday, August 23, 2013 9:51 AM
To: 'lucassmom.hopper@gmail.com'
Cc: Consumer Correspondence
Subject: re: Gulf Power

RE: Docket No. 130140-EI

Dear Ms. Hopper:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

The PSC encourages customer participation and will hold customer service hearings in Gulf's service territory on September 3 (Pensacola) and September 4 (Panama City Beach). All customer comments during the hearings and customer correspondence, including yours, will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on Gulf's proposed rates.

PSC Service Hearing Locations

Tuesday, September 3, 2013

4:00 p.m. CST

Pensacola State College

Hagler Auditorium

1000 College Boulevard

(Note: Auditorium is at the corner of Underwood Avenue and N. 9th Avenue)

Pensacola, FL 32504

Wednesday, September 4, 2012

10:00 a.m. CST

Edgewater Beach Conference Center

11212 Front Beach Road

Panama City Beach, FL 32407

Gulf's rate case hearing before the PSC will be in Tallahassee. Witnesses from the utility, the Commission staff, and the Office of Public Counsel will present testimony, introduce exhibits, and be cross-examined before the Commissioners. Commissioners will review Gulf's need for a rate increase, its existing and proposed rate structure, and its ability to provide safe and reliable service.

After the rate case hearing dates are scheduled, you can find them on the Commission Calendar at: <http://www.floridapsc.com/agendas/pdf/calendar.pdf>, and you can view the hearing at the following link: <http://www.floridapsc.com/agendas/audiovideo/index.aspx>.

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Commissioners are charged with making sure that Florida's utility companies, including Gulf, fulfill their service obligation. In its petition to the PSC, Gulf said its rate adjustment is needed, in part, because, "Gulf has continued to invest heavily, particularly in transmission assets...and the associated increase in rate base has outpaced relatively flat sales and customer growth." The PSC will ensure that final customer rates reflect only those costs that are prudent and necessary for Gulf to deliver quality electric service to your home or business.

Thank you again for your correspondence, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552. If you want updated case information, visit the PSC's website, www.floridapsc.com; look for the Clerk's Office tab, then hit Dockets, and type in the Gulf case number 130140-EI.

Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

From: Margie C. Hopper [<mailto:lucassmom.hopper@gmail.com>]
Sent: Wednesday, August 21, 2013 3:39 PM
To: Consumer Contact
Subject:

I have been informed that the matter of increasing the monetary rate for electric usage is on the table. As the owner of a condo located in Panama City Beach, Florida I strongly disagree with this increase in rates. Every month when I received my statement I find the charge much higher than what I would anticipate compared to the usage of the condo. Therefore be add my name to the opposition of this increase. Sincerely, Margie C. Hopper, Unit #14 Sunshine Shores

COMMISSIONERS:
RONALD A. BRISÉ, CHAIRMAN
LISA POLAK EDGAR
ART GRAHAM
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



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

Public Service Commission

August 20, 2013

Edward Levitsky
Mary Levitsky
3159 Cayuga Trail
Milton, FL 32583

RE: Docket No. 130140-EI

Dear Mr. and Mrs. Levitsky:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

The PSC encourages customer participation and will hold customer service hearings in Gulf's service territory on September 3 (Pensacola) and September 4 (Panama City Beach). All customer comments during the hearings and customer correspondence, including yours, will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on Gulf's proposed rates.

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4:00 p.m. CST
Pensacola State College
Hagler Auditorium
1000 College Boulevard
(Note: Auditorium is at the corner of Underwood Avenue and N. 9th Avenue)
Pensacola, FL 32504

Wednesday, September 4, 2012
10:00 a.m. CST
Edgewater Beach Conference Center
11212 Front Beach Road
Panama City Beach, FL 32407

RECEIVED-FPSC
13 AUG 20 AM 10:51
COMMISSION
CLERK

Gulf's rate case hearing before the PSC will be in Tallahassee. Witnesses from the utility, the Commission staff, and the Office of Public Counsel will present testimony, introduce exhibits, and be cross-examined before the Commissioners. Commissioners will review Gulf's need for a rate increase, its existing and proposed rate structure, and its ability to provide safe and reliable service.

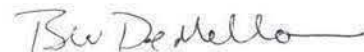
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Thank you again for your correspondence, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552. If you want updated case information, visit the PSC's website, www.floridapsc.com; look for the Clerk's Office tab, then hit Dockets, and type in the Gulf case number 130140-EI.

Sincerely,



Bev DeMello
Assistant Director, CAO
850-413-6107

BSD/bsd

cc: Commission Clerk

COMMISSIONERS:
RONALD A. BRISÉ, CHAIRMAN
LISA POLAK EDGAR
ART GRAHAM
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



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

Public Service Commission

August 22, 2013

Tony Strickland
5056 Bent Tree Road
Milton, FL 32583

RE: Docket No. 130140-EI

Dear Mr. Strickland:

Thank you for your recent correspondence to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your letter on the correspondence side of the docket file.

The PSC encourages customer participation and will hold customer service hearings in Gulf's service territory on September 3 (Pensacola) and September 4 (Panama City Beach). All customer comments during the hearings and customer correspondence, including yours, will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on Gulf's proposed rates.

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4:00 p.m. CST
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Hagler Auditorium
1000 College Boulevard
(Note: Auditorium is at the corner of Underwood Avenue and N. 9th Avenue)
Pensacola, FL 32504

Wednesday, September 4, 2012
10:00 a.m. CST
Edgewater Beach Conference Center
11212 Front Beach Road
Panama City Beach, FL 32407

RECEIVED-FPSC
13 AUG 22 PM 3:27
COMMISSION
CLERK

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Thank you again for your correspondence, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552. If you want updated case information, visit the PSC's website, www.floridapsc.com; look for the Clerk's Office tab, then hit Dockets, and type in the Gulf case number 130140-EI.

Sincerely,

Bev DeMello
Assistant Director, CAO
850-413-6107

BSD/bsd
cc: Commission Clerk

Florida Public Service Commission.

We the people of the state of Florida, would like to address the issue of the increase of the power company rates in this state. Every year it seem like the power company (Gulf power) is wanting to raise the rate of the kw/kwh. We the people is getting very tired of this crap.

The Florida public service commission. need to be more for the people instead of the companies. I don't believe that the people here should have to foot the bill for the maintenance. \$750 million dollar is alot of money to be placed upon the people to have to pay.

Some people can't afford this, because they can hardly pay the bills they have now. We are getting very tired of this being force down our throat.

I believe the people of Florida should have the right to vote on this as part of their constitutional rights as a free state and the government needs to stay the hell out of it.

Thank you
Tony Dickerson.

7/3 02 2013



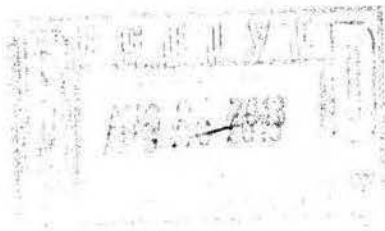
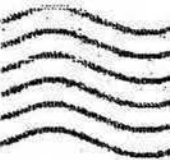
Tony Strickland
5056 Bent Tree Rd
Milton, FL 32583

PENSACOLA FL 325

19 AUG 2013 PM 11

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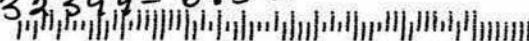
13 AUG 21 AM 7:09



Consumer Affairs Dept
Florida public serv. comm.
2540 Shumard Oak Blvd.
Tallahassee, FL

32399701940

32399-0850



Crystal Card

From: Ruth McHargue
Sent: Friday, August 23, 2013 9:19 AM
To: Consumer Correspondence
Cc: Bev DeMello
Subject: FW: To CLK Docket 130140
Attachments: Untitled

Customer correspondence

From: Diane Hood
Sent: Thursday, August 22, 2013 4:49 PM
To: Ruth McHargue
Subject: To CLK Docket 130140

These have been added as info request to docket 130140, EI804, PR-69. DH

Crystal Card

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Sent: Wednesday, August 21, 2013 3:39 PM
To: Consumer Contact

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State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: Aug. 21, 2013
TO: Office of Commission Clerk
FROM: Bureau of Consumer Assistance, Division of Safety, Reliability & Consumer Assistance
RE: Customer Correspondence

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 130140.

RECEIVED-FPSC
13 AUG 21 AM 11:41
COMMISSION
CLERK

DEAR Sirs,

Thank you For your notice,
What A(Shock). OBAMA CARE has
ALREADY CLEANED OUR PLOW.

You're Buying Land in ALABAMA,
for millions. Your Equipment NEVER
is OLD. You're making money HAND OVER
FIRST & NOW you want to TAKE the
ONLY THING I GOT TO LIVE ON & TAKE
IT I'm Sorry FIRST EXAMINE your
BLUE COLLAR & VACANT LAND when you
have CLEANED it UP you will NOT
NEED A RATE INCREASE & you may BE
ABLE to GIVE us a BREAK on our BILLS
I'm Sorry I can't AGREE on the INCREASE
THAT 90. + DOLLARS PLUS OVER MILLIONS
OF HOUSEHOLDS BUSINESS = BULL - - -
GET it TOGETHER you must BE Trying to
BUY more LAND & - - - - -

I AM NOT FOR your INCREASE

Will D. Kuch
William D. KUCH



RECEIVED-FPSC
18 AUG 21 AM 11:41
COMMISSION
CLERK

OK

MR. WILLIAM D. KUCH
4235 Bartonwood Cir.
Pensacola, FL 32514

PENSACOLA FL 325

17 AUG 2013 PM 2 L



DISTRIBUTION CENTER

13 AUG 19 AM 6:54

CONSUMER AFFAIRS DEPT
FLA PUBLIC SERVICE COM.
2540 SHOMARD OAK BLVD.
TALLAHASSEE FL. 32399-0850

AUG 19 2013

32399085099



Florida Public Service Commission.

RECEIVED - FPSC

19 AUG 21 AM 11:16Z

COMMISSION

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Thank you
Tony Dickland.

AUG 21 2013



PENSACOLA FL 325

19 AUG 2013 PM 11



DISTRIBUTION CENTER

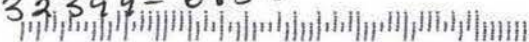
13 AUG 21 AM 7:09



32399701940

Consumer Affairs Dept
Florida Public Service Comm.
2540 Shumard Oak Blvd.
Tallahassee, FL

32399-0850



From: Bev DeMello
Sent: Tuesday, August 20, 2013 5:19 PM
To: 'rgdmh620@cox.net'
Cc: Consumer Correspondence
Subject: FW: Rate increase for Gulf Power

Dear Ms. Huffman:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

The PSC encourages customer participation and will hold customer service hearings in Gulf's service territory on September 3 (Pensacola) and September 4 (Panama City Beach). All customer comments during the hearings and customer correspondence, including yours, will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on Gulf's proposed rates.

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Pensacola, FL 32504

Wednesday, September 4, 2012

10:00 a.m. CST

Edgewater Beach Conference Center

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Panama City Beach, FL 32407

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Thank you again for your correspondence, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552. If you want updated case information, visit the PSC's website, www.floridapsc.com; look for the Clerk's Office tab, then hit Dockets, and type in the Gulf case number 130140-EI.

Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

From: Russell/Dinah Huffman [<mailto:rgdmh620@cox.net>]
Sent: Tuesday, August 20, 2013 3:19 PM
To: Consumer Contact
Subject: Rate increase for Gulf Power

Gulf Power sent me a "notice to customers" letter letting us know of the huge rate increases. The hearings are scheduled in Pensacola and Panama City at times when the working people are hard at work to pay for their power bills. This rate increase is ridiculous. Please think of the working people before you let this company gouge us again. If they would have done maintenance, improvements, and key transmission projects with the huge increases they have already received, then they would not need another one.

Thank you
Dinah Huffman

Crystal Card

From: Bev DeMello
Sent: Tuesday, August 20, 2013 5:18 PM
To: 'joanconnell@mainstayfg.com'
Cc: Consumer Correspondence
Subject: re: Comments RE: Gulf Power requested rate increases

Dear Ms. Connell:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

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sales and customer growth." The PSC will ensure that final customer rates reflect only those costs that are prudent and necessary for Gulf to deliver quality electric service to your home or business.

Thank you again for your correspondence, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552. If you want updated case information, visit the PSC's website, www.floridapsc.com; look for the Clerk's Office tab, then hit Dockets, and type in the Gulf case number 130140-EI.

Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

From: Joan Connell [<mailto:joanconnell@mainstayfg.com>]
Sent: Tuesday, August 20, 2013 11:21 AM
To: Consumer Contact
Cc: 'Annalee Leonard'
Subject: Comments RE: Gulf Power requested rate increases

Regarding the proposed rate increases sought by Gulf Power, I am submitting the following comments:

1. For the increases on Service Connection fees, there is no increase for residential service connections, but an almost 100% increase for non-residential connections. Per usual, the rates unfairly affect business owners. Something is not right here....
2. Also, I cannot believe that the rate increase for non residential connections is higher percentage wise than all of the fee rates that are being proposed for services after violation of rules. Seems to me those violators should have to pay a much higher penalty fee if they have not followed the rules (whether residential or non...)
3. Finally, there are no changes to the returned items charges????? Again, why penalize the non-residential business owners with higher fees and not increase the fees/penalty for returned items????

Please take these comments in consideration when you deliberate the request for increase by Gulf Power

Thank you

Regards,
Joan Connell, PhD, CSA, CLTC, LTCP, RN
Medicare & Long Term Care Planning Specialist
Mainstay Financial Group
2810 E. Cervantes Street
Pensacola, FL 32503
850-437-3127 (office)

251-607-7070 (office)

<http://www.mainstaypensacola.com>



Crystal Card

From: Ruth McHargue
Sent: Tuesday, August 20, 2013 5:05 PM
To: Consumer Correspondence
Cc: Bev DeMello; Diane Hood
Subject: FW: To CLK Docket 130140
Attachments: Gulf Power Rate Increase Hearing; Comments RE: Gulf Power requested rate increases;
Rate increase for Gulf Power

Customer correspondence

From: Diane Hood
Sent: Tuesday, August 20, 2013 4:19 PM
To: Ruth McHargue
Subject: To CLK Docket 130140

These have been added as info request to docket 130140, EI804, PR-69. DH

Crystal Card

From: nick libro <nicklibro@msn.com>
Sent: Tuesday, August 20, 2013 11:18 AM
To: Consumer Contact
Cc: nicklibro@msn.com
Subject: Gulf Power Rate Increase Hearing

Hello,

I am a Gulf Power customer and am opposed to the rate increase. This 7.5% increase in residential rates doesn't make any sense in light of the effort by Gulf Power to encourage customers to reduce their electric usage. Gulf Power has provided incentives to purchase and use pool pumps, water heaters, HVAC systems, smart thermostats, etc. all in an effort to reduce costs. Now, when these devices are utilized and consumers see a significant reduction cost, Gulf Power applies to increase the rates.

Prior to moving here, I lived in a city that lowered the property tax rate but increases the value of the taxable property. Seems like Gulf Power is employing a similar logic. Consumers lower their consumption but the cost increases. Any noticable gain is quickly erased.

Thank you,
Nick Libro
1024 Adrian Way
Milton FL 32583

Crystal Card

From: Joan Connell <joanconnell@mainstayfg.com>
Sent: Tuesday, August 20, 2013 11:21 AM
To: Consumer Contact
Cc: 'Annalee Leonard'
Subject: Comments RE: Gulf Power requested rate increases

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1. For the increases on Service Connection fees, there is no increase for residential service connections, but an almost 100% increase for non-residential connections. Per usual, the rates unfairly affect business owners. Something is not right here....
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Thank you

Regards,

Joan Connell, PhD, CSA, CLTC, LTCP, RN
Medicare & Long Term Care Planning Specialist
Mainstay Financial Group
2810 E. Cervantes Street
Pensacola, FL 32503
850-437-3127 (office)
251-607-7070 (office)
<http://www.mainstaypensacola.com>



Crystal Card

From: Russell/Dinah Huffman <rgdmh620@cox.net>
Sent: Tuesday, August 20, 2013 3:19 PM
To: Consumer Contact
Subject: Rate increase for Gulf Power

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Thank you
Dinah Huffman

Crystal Card

From: Bev DeMello
Sent: Tuesday, August 20, 2013 10:19 AM
To: 'lynchj333@gmail.com'
Cc: Consumer Correspondence
Subject: FW: Proposed Gulf Power rate increases

Dear Mr. Lynch:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

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4:00 p.m. CST

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(Note: Auditorium is at the corner of Underwood Avenue and N. 9th Avenue)

Pensacola, FL 32504

Wednesday, September 4, 2012

10:00 a.m. CST

Edgewater Beach Conference Center

11212 Front Beach Road

Panama City Beach, FL 32407

Gulf's rate case hearing before the PSC will be in Tallahassee. Witnesses from the utility, the Commission staff, and the Office of Public Counsel will present testimony, introduce exhibits, and be cross-examined before the Commissioners. Commissioners will review Gulf's need for a rate increase, its existing and proposed rate structure, and its ability to provide safe and reliable service.

After the rate case hearing dates are scheduled, you can find them on the Commission Calendar at: <http://www.floridapsc.com/agendas/pdf/calendar.pdf>, and you can view the hearing at the following link: <http://www.floridapsc.com/agendas/audiovideo/index.aspx>.

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has continued to invest heavily, particularly in transmission assets...and the associated increase in rate base has outpaced relatively flat sales and customer growth.” The PSC will ensure that final customer rates reflect only those costs that are prudent and necessary for Gulf to deliver quality electric service to your home or business.

Thank you again for your correspondence, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552. If you want updated case information, visit the PSC's website, www.floridapsc.com; look for the *Clerk's Office* tab, then hit *Dockets*, and type in the Gulf case number 130140-EI.

Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd

cc: Commission Clerk

From: Josh Lynch [mailto:lynchj333@gmail.com]

Sent: Saturday, August 17, 2013 8:22 PM

To: Consumer Contact

Subject: Proposed Gulf Power rate increases

To whom it may concern:

While I certainly appreciate being able to receive electricity to my home and the convenience s that it provides, I feel that the rates that are already associated with this utility are currently too expensive as they are. I try to be conservative with my power consumption and even with this self awareness my power bill is currently the most expensive bill I have and is second only to my mortgage payment. I completely understand the fact that these rates have not incresed in a few years, however, this shouldn't be something that increases every few years. The efficiency with which power is being produced is increasing every few years and in association with the new regulations that are imposed by regulatory agencies such as the EPA, these factors should just about even out. While I also understand that Gulf Power plans to do some much needed repairs to their systems, this may not be the most prudent time to do so due to the current economic conditions we find ourselves in. The financial situations of most families can not afford any kind of increases in out going expenses, including my own. Most of us find ourselves just barely scraping by to live our current lifestyles. I think the current rates should be sufficient to allow Gulf Power to make their necessary compliances and if this is not so they maybe they should consider some paycuts to their corporate officers or investigate some other way to make the funds available for the necessary changes. Simply passing the buck to the consumer at this point should almost be considered cruel. I hope this reaches someone who will take the time read it and consider the point of view of common people like myself that is just trying to make it paycheck to paycheck and is simply glad to have a job. Thank you and God Bless.

Sincerely,
William Lynch

From: Bev DeMello
Sent: Tuesday, August 20, 2013 5:16 PM
To: 'nicklibro@msn.com'
Cc: Consumer Correspondence
Subject: FW: Gulf Power Rate Increase Hearing

Dear Mr. Libro:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

The PSC encourages customer participation and will hold customer service hearings in Gulf's service territory on September 3 (Pensacola) and September 4 (Panama City Beach). All customer comments during the hearings and customer correspondence, including yours, will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on Gulf's proposed rates.

PSC Service Hearing Locations

Tuesday, September 3, 2013

4:00 p.m. CST

Pensacola State College

Hagler Auditorium

1000 College Boulevard

(Note: Auditorium is at the corner of Underwood Avenue and N. 9th Avenue)

Pensacola, FL 32504

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Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

From: nick libro [mailto:nicklibro@msn.com]
Sent: Tuesday, August 20, 2013 11:18 AM
To: Consumer Contact
Cc: nicklibro@msn.com
Subject: Gulf Power Rate Increase Hearing

Hello,

I am a Gulf Power customer and am opposed to the rate increase. This 7.5% increase in residential rates doesn't make any sense in light of the effort by Gulf Power to encourage customers to reduce their electric usage. Gulf Power has provided incentives to purchase and use pool pumps, water heaters, HVAC systems, smart thermostats, etc. all in an effort to reduce costs. Now, when these devices are utilized and consumers see a significant reduction cost, Gulf Power applies to increase the rates.

Prior to moving here, I lived in a city that lowered the property tax rate but increases the value of the taxable property. Seems like Gulf Power is employing a similar logic. Consumers lower their consumption but the cost increases. Any noticable gain is quickly erased.

Thank you,
Nick Libro
1024 Adrian Way
Milton FL 32583

Crystal Card

From: Bev DeMello
Sent: Tuesday, August 20, 2013 10:21 AM
To: 'gakesm@yahoo.com'
Cc: Consumer Correspondence
Subject: Gulf Power

Dear Mr. Smith:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

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Hagler Auditorium

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Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

-----Original Message-----

From: Webmaster
Sent: Monday, August 19, 2013 8:42 AM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, August 17, 2013 6:24 PM
To: Webmaster
Cc: gakesm@yahoo.com
Subject: My contact

Contact from a Web user

Contact Information:
Name: Gary Smith
Company: Residential customer
Primary Phone:
Secondary Phone:
Email: gakesm@yahoo.com

Response requested? Yes
CC Sent? Yes

Comments:

I received a notice in mail regarding Gulf Power requesting a 7.5% rate increase. I am totally against any electric rate increase. If Gulf Power needs money let them freeze or decrease their employee salaries, or lay off employees like every other company in today's economy. Cost of living keeps going up, not workers pay to compensate for the increase of

cost of living. Instead of Florida Service Commission deciding on a Gulf Power rate increase, send letters to Gulf Power customers and let us vote yah/nah on a rate increase.

Crystal Card

From: Bev DeMello
Sent: Tuesday, August 20, 2013 10:17 AM
To: 'mmcleod68@yahoo.com'
Cc: Consumer Correspondence
Subject: re: Gulf Power proposed rate increase

Dear Mr. McLeod:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

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Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

From: Mason McLeod [<mailto:mmcleod68@yahoo.com>]
Sent: Friday, August 16, 2013 5:02 PM
To: Consumer Contact
Subject: Gulf Power proposed rate increase

I find it hard to believe every service provider in the state, county, and city needs a rate increase. It is a sad day when they don't ask for a 2 or 3 percent increase, but 8,9, and even 10%. I hope that PSC looks very close at the request for a rate increase, Gulf power is a for profit company and has some of the highest rates in the Southeast already.

Please keep in mind that the elderly population on S.S. has had only one raise in the past 4 years and it was less than 2%. The retired population in Florida is quite large and a lot of them depend solely on S.S. I cannot believe all of the service providers are seeking the large rate increases without a comparable "cost of living increase". I read all the reasons they wanted a rate increase and I very seriously doubt the validity of the reasons given. I think most are bogus, but have no way to prove it. I would like to see a before and after budget related to the increase rate to see where the money will actually be used.

Please do not Vote for this Rate increase.

Mason McLeod
6350 Frank Reeder Rd
Pensacola, Fl. 32526
(850)944-2383

Crystal Card

From: Bev DeMello
Sent: Tuesday, August 20, 2013 10:18 AM
To: 'housemouce1@hotmail.com'
Cc: Consumer Correspondence
Subject: re: Opposition to FPSC Docket No. 130140-EI

Dear Mr. Ribbing:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

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Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

From: William Ribbing [mailto:housemouce1@hotmail.com]
Sent: Saturday, August 17, 2013 1:34 AM
To: Consumer Contact
Subject: Opposition to FPSC Docket No. 130140-EI

Florida Public Services Commission,

Having read and fully understand Gulf Power Company's request for another increase in their rates, I must object during this tight economy with so many people out of work and unable to meet the high Electric Service Rates already imposed on the People of Florida.

The hearing scheduled for December 9-13, 2013 to be held in Tallahassee does not allow the elderly and poor people of Florida much of an opportunity to file objections or grievances if they cannot be there in person, therefore it would be in the interest of the FPSC Consumer Affairs Department to publish a request for comments from consumers and provide a toll free hotline for their responses. The two public customer service hearings in Pensacola and Panama City have not been publicized enough to inform consumers of their opportunity to attend the hearings.

There is no mention of the fact that Gulf Power Company already has the highest

rates in the US and include a fuel surcharge on their current bills equal to the charge for service. Gulf Power must not be allowed to increase their existing exorbitant rates. They have been allowed to charge customers a fee just for being a customer. Their Salaries are outrageous and their service can be funded with their existing rates.

As a monopoly they have been given preferential treatment by the FPSC and I feel that it is not in the best interest of the people of Florida to be burdened with another rate increase. On the contrary, it would serve the public for the FPSC to reduce the current Gulf Power Company rates to their 1990 level in order to provide a reprieve for Electric consumers.

Their proposed rate increases are ridiculously high since current rates of \$118.88 per 1000 kWh is higher than anything people have been forced to pay since the 1990's. It seems outrageous that they currently have nine different rate classes in order to maximize their profits, and thirteen Service fees added to the existing rate schedule, is taking profit making to the level of total greed. They even charge to send a representative to any premises and propose raising that fee from \$20 to \$30. It's high time the Public Service Commission reverse consumer charges and provide the public with service controls that favor the consumer for a change.

I have not brought up the illegal billing activities of the NWP Services Corporation since that has been addressed in a separate communication.

I will make every attempt to attend the hearing in Pensacola, however if I am unable to attend, I request that my objection herein be submitted to the Commission.

Sincerely,
William W. Ribbing
3205 East Olive Road #106
Pensacola, FL 32514

Crystal Card

From: Ruth McHargue
Sent: Monday, August 19, 2013 5:07 PM
To: Consumer Correspondence
Cc: Bev DeMello; Diane Hood
Subject: FW: To CLK Docket 13040
Attachments: FAX-2013-08-17 14_52_22.tif

130140

Customer correspondence

-----Original Message-----

From: Consumer Contact
Sent: Monday, August 19, 2013 11:27 AM
To: Ruth McHargue
Subject: To CLK Docket 13040

Copy on file, see 1120049C. DHood

-----Original Message-----

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]
Sent: Saturday, August 17, 2013 2:52 PM
To: Consumer Contact
Subject: FPSC , 1 page(s)

New Fax Received!

You have received a 1 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.

AUGUST 17, 2013

FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD.
TALLAHASSEE, FL 32399-0850

TO WHOM IT MAY CONCERN:

THIS letter is written in OPPOSITION to the GRANTING OF A RATE INCREASE TO GULF POWER. Their Request is excessive AND their overall service leaves a lot to be desired. We experience TRIPS AND MOMENTARY LOSS OF power which everyone knows harms our appliances, AND other motors. The claim otherwise would be a LIE.

We AS WELL AS others are on fixed incomes AND CANNOT afford electric rates rise while GULF Powers INVESTORS bear NO financial losses but dividend INCREASES.

WHY NOT WAIT UNTIL GULF POWER makes the improvements AND monitor IF in deed the service improves. then AND only then should ANY increase be considered.

We strongly urge you to deny ANY RATE increase at this time.

Sincerely,
Edward M. Levitsky
Mary M. Levitsky
Acct. # 53929-79024
3159 CAYUGA TR.
MILTON, FL 32583

Crystal Card

From: Ruth McHargue
Sent: Monday, August 19, 2013 5:18 PM
To: Consumer Correspondence
Cc: Bev DeMello; Diane Hood
Subject: FW: To CLK Docket 130140
Attachments: Gulf Power proposed rate increase; Opposition to FPSC Docket No. 130140-EI;
Proposed Gulf Power rate increases; FW: My contact

Customer correspondence

From: Diane Hood
Sent: Monday, August 19, 2013 3:23 PM
To: Ruth McHargue
Subject: To CLK Docket 130140

These have been added as info request to docket 130140, EI804, PR-69. DH

Crystal Card

From: Mason McLeod <mmcleod68@yahoo.com>
Sent: Friday, August 16, 2013 5:02 PM
To: Consumer Contact
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Sincerely,
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Sent: Saturday, August 17, 2013 6:24 PM
To: Webmaster
Cc: gakesm@yahoo.com
Subject: My contact

Contact from a Web user

Contact Information:
Name: Gary Smith
Company: Residential customer
Primary Phone:
Secondary Phone:
Email: gakesm@yahoo.com

Response requested? Yes
CC Sent? Yes

Comments:

I received a notice in mail regarding Gulf Power requesting a 7.5% rate increase. I am totally against any electric rate increase. If Gulf Power needs money let them freeze or decrease their employee salaries, or lay off employees like every other company in today's economy. Cost of living keeps going up, not workers pay to compensate for the increase of cost of living. Instead of Florida Service Commission deciding on a Gulf Power rate increase, send letters to Gulf Power customers and let us vote yah/nah on a rate increase.

COMMISSIONERS:
RONALD A. BRISÉ, CHAIRMAN
LISA POLAK EDGAR
ART GRAHAM
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



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

Public Service Commission

August 20, 2013

Edward Levitsky
Mary Levitsky
3159 Cayuga Trail
Milton, FL 32583

RE: Docket No. 130140-EI

Dear Mr. and Mrs. Levitsky:

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10:00 a.m. CST
Edgewater Beach Conference Center
11212 Front Beach Road
Panama City Beach, FL 32407

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COMMISSION
CLERK

Gulf's rate case hearing before the PSC will be in Tallahassee. Witnesses from the utility, the Commission staff, and the Office of Public Counsel will present testimony, introduce exhibits, and be cross-examined before the Commissioners. Commissioners will review Gulf's need for a rate increase, its existing and proposed rate structure, and its ability to provide safe and reliable service.

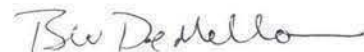
After the rate case hearing dates are scheduled, you can find them on the Commission Calendar at: <http://www.floridapsc.com/agendas/pdf/calendar.pdf>, and you can view the hearing at the following link: <http://www.floridapsc.com/agendas/audiovideo/index.aspx>.

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Commissioners are charged with making sure that Florida's utility companies, including Gulf, fulfill their service obligation. In its petition to the PSC, Gulf said its rate adjustment is needed, in part, because, "Gulf has continued to invest heavily, particularly in transmission assets...and the associated increase in rate base has outpaced relatively flat sales and customer growth." The PSC will ensure that final customer rates reflect only those costs that are prudent and necessary for Gulf to deliver quality electric service to your home or business.

Thank you again for your correspondence, and if you have additional questions or need further assistance, please call our toll-free number, 1-800-342-3552. If you want updated case information, visit the PSC's website, www.floridapsc.com; look for the Clerk's Office tab, then hit Dockets, and type in the Gulf case number 130140-EI.

Sincerely,



Bev DeMello
Assistant Director, CAO
850-413-6107

BSD/bsd

cc: Commission Clerk



John Davenport
1519 Fenwick Ave.
Ft Walton Bch., FL 32547

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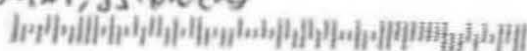
FL Public Service Comm.

2540 Shumard Blvd
Oak

Tallahassee, FL 32399-0850

% Board of Commissioners

32399085099



No to new rate increased

BUSINESS



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Page 5

Gulf Power asks for rate hike

Company plans power grid construction program

By RANDAL YAKE

522-5108 | @ryakey
ryakey@pcnh.com

PANAMA CITY — Get ready for a boost in your electricity rates.

Gulf Power Co. has asked the Florida Public Service Commission to approve a two-step price increase in customer rates to help pay for the largest power grid construction program in the history of the company.

Gulf Power President and CEO Stan Connally issued a statement Friday saying the infrastructure work includes a 70-year-old transmission line from Panama City to Holmes County that is in need of repair.

"There are no easy answers,

“There are no easy answers, but we’ve worked hard to control costs and our residential rates are currently lower than they were in 2009.”

Gulf Power President and CEO Stan Connally

but we’ve worked hard to control costs and our residential rates are currently lower than they were in 2009,” Connally said.

Also, an existing transmission line between Highland City and Holmes Creek substations in the Panama City area are in need of upgrading, company officials said.

The company said the new lines and equipment also are needed to

comply with new mandatory federal environmental regulations.

The first increase would take effect April 2014, and would raise the total bill for a residential customer buying 1,000-kilowatt hours by \$8.94 per month or 7.5 percent — from the current price of \$118.88 to \$127.82, company officials reported.

The second step of the increase — related to the new environmental

requirements — would not occur until 2015 and would raise the monthly bill an additional \$1.99, according to the company.

Connally cited aged, obsolete equipment and facilities that are at or beyond life cycle that must be upgraded and replaced.

A new 38-mile transmission line is being added that begins in the Pensacola area and goes to the Florida-Alabama state line. This project is necessary for mandatory federal environmental compliance, the company said.

Over the next three years, the company said it is building and replacing power lines and infrastructure connected to more than 430,000 customers in the Panhandle.

Spout Off



Here's what some folks
on the Emerald Coast
are thinking today:

The new Okaloosa
County administrator
wants to increase gas
taxes and property taxes.
I think it's already time for
his marching papers. It's
time to try something new
like cutting the budget!

•••

Having fees and
taxes lower than other
communities should be
a matter of pride, not a
reason to raise them.

•••

I have decided to open
my own business and
would like everyone to
give me the money to
do so and then they can
shop at my business and
pay me even more for
my merchandise. This is
the same as Gulf Power
getting a rate hike to build
power lines to sell me
power.

•••

With all of the proposed
tax increases around here,
I would move if I had the
ability.

•••

How dare those 12 trees
at Elliott Point Elementary
School interfere with a
parking lot and cars! I
say down with all of the
trees. Yes, get rid of all of
them so we can have more
concrete!

•••

After a sewage spill,
a press release is not
enough. Signs need to go
up as soon as possible at
the contaminated sites.

•••

I have a concealed
weapons permit and
own several firearms,
but I think Zimmerman
got away with murder.
Prepare for the Wild West
in Florida, and the survivor

Contact Us:
COLIN LIPNICKY
863-1111, Ext. 1404
clipnicky@nwfdailynews.com

Wednesday | July 17, 20

Spout Off

Here's what some folks
on the Emerald Coast
are thinking today:

The front page of
the Tuesday paper
was all about tax and
rate increases. When
will these people learn
that we are fed up with
increases? How about
reducing taxes and
rates?

• • •

How very depressing
the headlines were in
Tuesday's paper: County
mulls tax increase.
Gulf Power seeks rate
hike. Ambulance fees
to increase. Who can
afford all these increases
— especially those who
have had pay cuts at our
military bases and those
of us on fixed incomes?

• • •

A new Okaloosa
County administrator
comes into town and
proposes new and
increased taxes. Not a
good way to win friends
and keep the job!

• • •

It is bad enough to
raise property taxes, but
to charge nearly \$1,000
plus \$15 a mile for a ride
in an ambulance for a
sick, elderly or dying
accident victim sounds
worse than any other tax
to me.

• • •

The local
governments are seeing
what happens when
you don't support local
development in the
area. Businesses pay

Eric Fryson

From: Bev DeMello
Sent: Wednesday, July 24, 2013 9:31 AM
To: 'mulleckhead@aol.com'
Cc: Consumer Correspondence
Subject: FW: To CLK Docket 130140-EI

RE: Docket No. 130140-EI, Gulf Power Company Rate Petition

Dear Ms. Trainer:

Thank you for your recent e-mail to the Florida Public Service Commission (PSC). To give Commissioners and staff an opportunity to review and understand your concerns about the rate increase petition filed by Gulf Power Company (Gulf), I have placed your e-mail on the correspondence side of the docket file.

The PSC encourages customer participation and will hold customer service hearings in Gulf's service territory on September 3 (Pensacola) and September 4 (Panama City Beach). All customer comments during the hearings and customer correspondence, including yours, will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on Gulf's proposed rates.

PSC Service Hearing Locations

Tuesday, September 3, 2013

4:00 p.m. CST

Pensacola State College

Hagler Auditorium

1000 College Boulevard

(Note: Auditorium is at the corner of Underwood Avenue and N. 9th Avenue)

Pensacola, FL 32504

Wednesday, September 4, 2012

10:00 a.m. CST

Edgewater Beach Conference Center

11212 Front Beach Road

Panama City Beach, FL 32407

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Sincerely,

Bev DeMello
Assistant Director
850-413-6107

BSD/bsd
cc: Commission Clerk

From: Ruth McHargue
Sent: Monday, July 15, 2013 3:29 PM
To: Consumer Correspondence
Cc: Diane Hood; Bev DeMello
Subject: FW: To CLK Docket 130168

Customer correspondence

From: Consumer Contact
Sent: Monday, July 15, 2013 2:43 PM
To: Ruth McHargue
Subject: To CLK Docket 130168

Copy on file, see 1116213C. DH

From: Nancy Trainer [<mailto:mulleckhead@aol.com>]
Sent: Monday, July 15, 2013 2:37 PM
To: Consumer Contact
Subject: Gulf Power's Rate Request

To Whom It May Concern:

I am very concerned about Gulf Power's recent request for a hike in their base rates. This request is "supposedly" to replace obsolete equipment and update facilities. However, several weeks ago, in the Pensacola News Journal, it was stated that Gulf Power was requesting a hike in their base rates because revenues were down. It makes me wonder just how are they managing the income generated by the consumers. Due to a rather stagnant economy, many consumers are trying to conserve their usage. Unfortunately, this isn't good for GP because they won't get much income

when people conserve. Even though Gulf Power tells us to conserve, I feel consumers are being "screwed" because when we do conserve, then GP slaps a rate hike on consumers for "conserving".

I live in NW Florida (Pensacola). My only source of income is my social security. I pay for what I use. Unfortunately, the inside of my house is hot and I have central air! I have to keep the thermostat on 84 just to keep my usage low so I can afford to pay my own bill. I could easily ripen green bananas in one day! Sometimes I wonder why do we have ACs when it's getting to the point that it will be too expensive to run!

As a concerned consumer, I have several questions that should be asked of Gulf Power. They are as follows:

GP needs to break down how this increase is going to be appropriated.
What percentage of the rate hike is applied to bonuses and pay raises?
What percentage of the rate hike is applied to their retirement and medical plans?
What percentage is applied to equipment replacement?
What percentage is applied to update facilities?

Supposedly Gulf Power is a non-profit company. I find that a bit hard to believe. I've had their representatives over to my house for an "energy audit". I wasn't given any suggestions/tips as to how I could reduce my energy usage. Both times they were trying to sell equipment that I could not afford! Living on a fixed income is difficult and to pay for those expensive energy saving upgrades is totally out of the question! I have a very tight budget and I have learned to do without a lot of things. When I pay my Gulf Power bill in person, I notice they must keep their thermostat really low because it is so COOL when you walk in. However, you go inside my house and believe me, you will notice the difference.

I know I am just one person but I don't think I am the only one who feels this way. Gulf Power can and should live within their budget just like I do. I do hope you take my concerns/suggestions into consideration when it comes time to respond to Gulf Power's request.

Sincerely,

Nancy Trainer
7918 Cayenne Way
Pensacola FL 32526
mulleckhead@aol.com

Eric Fryson

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Cc: Diane Hood; Bev DeMello
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130140 - E1

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