

**Ashley Quick**

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**From:** Bev DeMello  
**Sent:** Thursday, June 16, 2016 9:45 AM  
**To:** 'kathyf496@gmail.com'  
**Cc:** Janet Brunson; Consumer Correspondence  
**Subject:** FW: Docket 160021-EI  
**Attachments:** Consumer Comment Docket 160021-E I.pdf

Ms. Freeman:

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

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

The PSC's evidentiary hearing on FPL's rate case will be in Tallahassee. Witnesses from the utility, intervenors, Commission staff, and the Public Counsel, who represents customers, will present testimony and exhibits and be cross-examined by the Commissioners and other parties. Commissioners will examine FPL's need for a rate increase, its existing and proposed rate structure, and its ability to provide safe and reliable service.

Commissioners are charged with making sure that Florida's utility companies fulfill their service obligation. The PSC will ensure that final customer rates reflect only those costs that are prudent and necessary for FPL to deliver quality electric service to your home or business. Any proposed rate adjustment is requested to begin in January 2017.

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

Sincerely,

Bev DeMello  
Assistant Director  
Office of Consumer Assistance & Outreach  
Phone: 850-413-6107

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**From:** Consumer Contact  
**Sent:** Thursday, June 16, 2016 8:22 AM  
**To:** Ruth McHargue  
**Subject:** FW: Docket 160021-EI

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**From:** Angela Charles **On Behalf Of** Records Clerk  
**Sent:** Thursday, June 16, 2016 8:06 AM  
**To:** 'Kathy Freeman'  
**Subject:** RE: Docket 160021-EI

Good morning Ms. Freeman,

We will be placing your comments below in consumer correspondence in Docket No. 160021-EI and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Angela M. Charles  
Commission Deputy Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee FL 32399-0850  
850-413-6826

**From:** Kathy Freeman [<mailto:kathyf496@gmail.com>]  
**Sent:** Wednesday, June 15, 2016 5:10 PM  
**To:** Records Clerk  
**Subject:** Docket 160021-EI

Attached is my consumer comment.

Petition for increase in rates by

Florida Power & Light Company

DOCKET NO. 160021 - E I

Kathy Freeman  
3330 Meadowridge DR  
Melbourne, FL 32901

CONSUMER COMMENT

I want to thank the Public Service Commission for soliciting input on Florida Power & Light's proposed rate increase. This is an important issue for FPL's 4.8 million customers. I am a customer of Florida Power & Light because FPL is a legal monopoly and I am required to be their customer. When a rate increase is proposed, I have no alternative but to appeal to the commission which is supposed to represent consumers.

FPL is a very profitable company and rewards investors extremely well. FPL made \$1.65 billion in profit in 2015. Nextera, FPL's holding company, paid a quarterly stock dividend in 2015 of \$0.77 per share. The 2016 the quarterly stock dividend has been \$0.87 per share. FPL's guaranteed profit margin of 10.5% is generous for a company that has a captive customer base.

FPL has not served its customers well.

- FPL's flawed planning and management of Turkey Point nuclear reactors are polluting Biscayne Bay with radioactive elements and causing saltwater intrusion to threaten a wellfield.
- Hedging of natural gas has cost FPL customers \$6.6 billion since 2002, while natural gas prices have been falling.
- FPL is charging customers for a speculative investment in Midwestern fracking operations, which the Florida Supreme Court has ruled should not have been allowed. FPL has already reported a \$5.8 million loss for customers on this investment.
- FPL promotes the use of fracked natural gas over energy efficiency measures and the adoption of distributed energy resources that require no fuel. This causes overreliance on a single fuel and increases overall risk.

FPL has the privilege of being a monopoly with a guaranteed profit margin whose product is a basic necessity. The Public Service Commission, which is meant to be the public's representative, should not reward this kind of performance with a rate increase. FPL shareholders should not be rewarded by increasing the profit margin from 10.5% to 11.5%. The commission should make decisions that do not support FPL's current flawed practices.