

Sandra Soto

From: Bev DeMello
Sent: Wednesday, July 13, 2016 1:32 PM
To: 'dcruz@cenrec.com'
Cc: Janet Brunson; Consumer Correspondence
Subject: FW: Response for Quality Of Service Hearings

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 comments, your correspondence is included in the file for Docket No.160021-EI.

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

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

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

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

Sincerely,

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

From: Consumer Contact
Sent: Thursday, June 23, 2016 11:46 AM
To: Ruth McHargue
Subject: FW: Response for Quality Of Service Hearings

Copy on file, see 1215331C. DHood

From: Angela Charles **On Behalf Of** Records Clerk
Sent: Thursday, June 23, 2016 11:39 AM

To: Consumer Contact
Subject: FW: Response for Quality Of Service Hearings

Good morning,

Please see message below.

Thank you,

Angela Charles

From: Dan Cruz [<mailto:dcruz@cenrec.com>]
Sent: Thursday, June 23, 2016 11:34 AM
To: Records Clerk
Subject: Response for Quality Of Service Hearings

To Whom it May Concern,

I was invited to speak recently about the upcoming Quality of Service Hearings. Unfortunately I was ill and unable to attend. Below, please find the notes of my comments, had I been able to attend.

Please feel free to contact me if you have any questions.

Thank you
Daniel Cruz

Hello I am Daniel Cruz, Vice President and Regional Facilities Manager for a group of large active adult communities. Cenvill Recreation, Inc. is responsible for maintaining what are really similar to 3 small cities. We are responsible for all the common areas, community pools, tennis courts, lakes and club houses. And we are constantly looking for ways to save our residents money and improve the experience of living in a planned community. I have had the great pleasure of working with Michel Khoury, Major Customers Manager, for the past 15 years and with FPL for almost 30 years. FPL has been a trusted and valued partner to Cenvill Recreation. FPL has been a wealth of knowledge and has always been diligent in informing us of any rebate offers or programs that may benefit the communities. FPL offers several services that monitor energy use; and with the information gained from those systems, they point us to a savings solution. The rebates are a valuable part of the partnership, and bring the already low cost of energy, to an even lower cost for the entire community. Not only has FPL offered a reasonable rate for service for years. With the incentive programs we have been guided through, FPL has helped us reach and often exceed our savings goals. Our facilities are not just part of an active adult community, they are a lifestyle. Our residents come to us from all over the globe and look forward to a safe, comfortable and beautiful neighborhood. We have worked with FPL to build and maintain that very special security the residents have come to rely on. Their safety, pleasure and finances are enhanced, because FPL is working daily to find ways to better serve their customers and save them money in the process.

Daniel Cruz

Vice President and Regional Facilities Manager
Cenvill Recreation, Inc.
1601 Forum Place
Suite 500
West Palm Beach, FL 33401
561-640-3145
561-640-3160 (fax)
dcruz@cenrec.com

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Cenvill Recreation, Inc.
1601 Forum Place, STE 500
West Palm Beach, FL 33401
Email Abuse Reporting: it@cenrec.com