

Ann Cole

080366

From: Ann Cole
Sent: Monday, September 28, 2009 4:21 PM
To: Office of Commissioner Skop
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite
Subject: RE: Florida Public Utilities

Thank you for this information, which will be placed in *Docket Correspondence - Consumers and their Representatives*, in Docket No. 080366-GU.

From: Office of Commissioner Skop
Sent: Monday, September 28, 2009 4:12 PM
To: Ann Cole
Cc: Bill McNulty
Subject: FW: Florida Public Utilities

ADMINISTRATIVE - CORRESPONDENCE
 Administrative Parties Consumer
 DOCUMENT NO. 01921-09
 DISTRIBUTION: _____

Hello Ann,

Please place the e-mail below in the correspondence folder for docket no. 080366-GU.

Thanks,
 Cristina

From: Jean Haines [mailto:hainesjean@bellsouth.net]
Sent: Saturday, September 26, 2009 4:55 PM
To: Chairman.Carter@psc.state.fl.us; Office of Commissioner Argenziano; Office Of Commissioner Edgar; Office of Commissioner McMurrian; Office of Commissioner Skop
Cc: Charlie.Crist@MyFlorida.com; kmole@dos.state.fl.us
Subject: Re: Florida Public Utilities

This e-mail is to inform you, the Commissioners, that I am shocked that you have once again given the go ahead with another rate increase to Florida Public Utilities. You have allowed 6 or more increases in the past year and now you are giving them another increase of 1.4% and that does not include the taxes or franchise fees. When you all came to Nassau County for a hearing, there were quite a few of us who voiced our complaints, yet once again our complaints went unheeded and you allowed them their increase. I often wonder why any of us even attend these meeting as it seems our voices are not heard. When one of these companies mention a rate increase you can be sure they will get one whether we complain or not. I do not understand how you all can allow them any of these increases especially since the price of natural gas has decreased. Other utility companies have lowered their rates, but not FPU. If they find that their present provider is not lowering but raising their rates, they why in the world do they not find another company to go with. I cannot understand how FPU can have the audacity to keep asking for increases. I am forwarding our Governor and Inspector General a copy of this e-mail in hopes that they will investigate all of you. I think that you do not involve yourselves with the people but rather involve yourselves with the utility companies. I am disgusted with our Public Service Commissioners and hope that our Governor, upon investigation, replaces each and every one of you. If the Commissioners were elected by the people, believe me none of you would be re-elected.

9/28/2009

Katie Ely

080366

From: Cheryl Bulecza-Banks
Sent: Tuesday, May 05, 2009 7:38 AM
To: 'tgkeup@aol.com'
Cc: Ruth McHargue; Katie Ely; Marshall Willis
Subject: To CLK -Docket 080366

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~Consumer~~
DOCUMENT NO. 01921-09
DISTRIBUTION: _____

Dear Mr. Keup

Thank you for your correspondence regarding Florida Public's proposed rate increase. We understand your concerns and would like to take this opportunity to provide some information that we hope will be helpful. Customers' gas bills are made up for three items. The first item is the customer charge. This is a flat fee and remains constant each and every month. This charge is designed to recover fixed cost items such as your meter, regulator, service line, billing, and meter reading. The second component is the non-gas energy charge. This rate is a per therm rate and is designed to recover costs that change based on the amount of gas consumed. Items included in the non-gas energy charge are the main lines and distribution lines which are used to bring gas to your house. These two items, the customer charge and non-gas energy charge, make up "base rates." When a utility files for a base rate increase, these are the rates they are requesting to change.

The third component of the bill is the cost of the gas consumed. The cost of gas that the consumer pays is the exact amount that Florida Public pays. The utility is not allowed to earn a profit on the gas costs. The gas costs are not considered in a rate case; the costs are set in an annual hearing that usually occurs in November. At that hearing, the Commission reviews the cost of the gas purchased and looks at what the gas is projected to cost in the upcoming year. A per therm rate is approved and that is the maximum charge the utility is allowed to charge. The new rates take affect in January following the November hearing. If gas prices go down in a month, the utility adjusts the rate downward. If the utility collects more money than it paid for the gas, it must calculate interest (based on the commercial paper rate) on the over collection and deduct the over charge plus interest from future charges to the customer. The Commission reviews the invoices and calculations to ensure that the customer pays exactly what the utility was charged. The cost of gas is not being considered in Florida Public's pending rate case.

Since the time of Florida Public's rate case filing, the Commission has conducted a financial audit of the utility's books and records, issued data requests to the utility. These actions are taken in order to thoroughly analyze the utility's request.

The Commission is scheduled to vote on Florida Public's requested increase today, May 5, 2009. The staff recommendation can be found at the following site:

<http://www.psc.state.fl.us/library/filings/09/03786-09/03786-09.pdf>

If you have any questions, you can e-mail me at cbulecza@psc.state.fl.us, or you can call me at (850) 413-6642.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings, Surveillance, Finance & Tax 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
(850) 413-6642

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

From: Ruth McHargue
Sent: Monday, May 04, 2009 4:37 PM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks
Subject: FW: To CLK -Docket 080366

Please add to docket file.

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

From: Consumer Contact
Sent: Monday, May 04, 2009 1:47 PM
To: Ruth McHargue
Subject: To CLK -Docket 080366

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

From: Webmaster
Sent: Monday, May 04, 2009 12:05 PM
To: Consumer Contact
Subject: FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, May 04, 2009 10:17 AM
To: Webmaster
Cc: tgkeup@aol.com
Subject: My contact

Contact from a Web user

Contact Information:

Name: Thomas Keup
Company:
Primary Phone: 3868732037
Secondary Phone: 3867484323
Email: tgkeup@aol.com

Response requested? Yes

CC Sent? Yes

Comments:

The following comments are in reference to the Petition of Florida Public Utilities Company for a reate increase. DOCKET NO. 080366-GU. It is my opinion and the opinion of other users in our community that the increase is not warranteed and in fact there should be a decrease on Natural Gas rates in leu of the state of the economy and the fact that the commodity price of Nature Gas has gone down at least 4 fold in the last 18 months. I can only assume that the commissioners are cognisant of the reduction of Natural Gas and the fact that the gas companies are in a position to increase profits with out any increase. The commissioners should ask for and support decreases in all utilities to include the continued petitions by the power companies in Florida. No consumer is expecting increases in profits and annual bonuses such as those expected by the Exectives of the Utility Companies. Please consider reduction rather than increases.

From: Ruth McHargue
Sent: Monday, May 04, 2009 4:37 PM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks
Subject: FW: To CLK -Docket 080366

Please add to docket file.

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

From: Consumer Contact
Sent: Monday, May 04, 2009 1:47 PM
To: Ruth McHargue
Subject: To CLK -Docket 080366

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~Consumer~~
DOCUMENT NO. 01921-09
DISTRIBUTION: EUR GCL

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

From: Webmaster
Sent: Monday, May 04, 2009 12:05 PM
To: Consumer Contact
Subject: FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, May 04, 2009 10:17 AM
To: Webmaster
Cc: tgkeup@aol.com
Subject: My contact

Contact from a Web user

Contact Information:

Name: Thomas Keup
Company:
Primary Phone: 3868732037
Secondary Phone: 3867484323
Email: tgkeup@aol.com

Response requested? Yes
CC Sent? Yes

Comments:

The following comments are in reference to the Petition of Florida Public Utilities Company for a reate increase. DOCKET NO. 080366-GU. It is my opinion and the opinion of other users in our community that the increase is not warranted and in fact there should be a decrease on Natural Gas rates in leu of the state of the economy and the fact that the commodity price of Nature Gas has gone down at least 4 fold in the last 18 months. I can only assume that the commissioners are cognisant of the reduction of Natural Gas and the fact that the gas companies are in a position to increase profits with out any increase. The commissioners should ask for and support decreases in all utilities to include the continued petitions by the power companies in Florida. No consumer is expecting increases in profits and annual bonuses such as those expected by the Exectives of the Utility Companies. Please consider reduction rather than increases.

0863666

Lawrence M. Adams
2814 Banyan Blvd Cir NW
Boca Raton, FI 33431-6313

RECEIVED-FPSC
09 APR 24 PM 2: 55


COMMISSION
CLERK

April 16, 2009

Director, Division of Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

I am a residential customer of Florida Public Utilities. I am dismayed by the FPSC approval of a 7.4 percent increase in the energy charge (cost of using natural gas). Currently inflation is low and unemployment is high. In light of this I don't understand how increasing FPUC's profit is wise.

Sincerely,


Lawrence M. Adams

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~X~~ Consumer
DOCUMENT NO. 01921-09
DISTRIBUTION: ECR G.U.

RECEIVED

Florida Public Service Commission
Division of SSC

Katie Ely

670693

From: Ruth McHargue
Sent: Wednesday, April 22, 2009 12:18 PM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks
Subject: Lake Utility Services

Attachments: FAX.TIF

Please add to docket file.

From: Consumer Contact
Sent: Wednesday, April 22, 2009 11:19 AM
To: Ruth McHargue
Subject:

From: NET SatisFAXtion
Sent: Wednesday, April 22, 2009 8:40 AM
To: Consumer Contact
Subject: 3522431590, 2 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 4/22/2009 8:38 AM
Number of Pages: 2
From (CSID): 3522431590
From (ANI):
Sent to DID:

Duration of Fax: 0:00:52
Transfer Speed: 14400

Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6

FPSC, CLK - CORRESPONDENCE
Administrative Parties / Consumer
DOCUMENT NO. 03941-08
DISTRIBUTION: ECE GCU



FAX.TIF (26 KB)

4/22/09

TO: FLORIDA PUBLIC SERVICE COMMISSION

SUBJECT: RESIDENTIAL WATER RATES

LAKE UTILITY SERVICES

ANY UTILITY OR BUSINESS THAT REQUESTS A 95.39% RATE INCREASE FOR WATER SERVICE & A 212.01 % INCREASE FOR WASTE WATER SERVICE HAS CLEARLY STATED THAT THIS UTILITY IS POORLY MANAGED, THE SHAREHOLDERS SHOULD REPLACE THE B.O.D, ANY ALL C.E.O'S FOR NEGLIGENCE OF THE HIGHEST DEGREE.

THIS INCREASE COMES AT THE POOREST TIME IN OUR COUNTRY'S HISTORY. TIME TO OPEN YOUR EYES & SEE WHAT'S HAPPENING IN THE REAL WORLD AT THE PRESENT TIME.

YOUR AGENCY APPROVED A WATER RATE INCREASE OF 84.64% & A WASTE WATER INCREASE OF 164.61%.

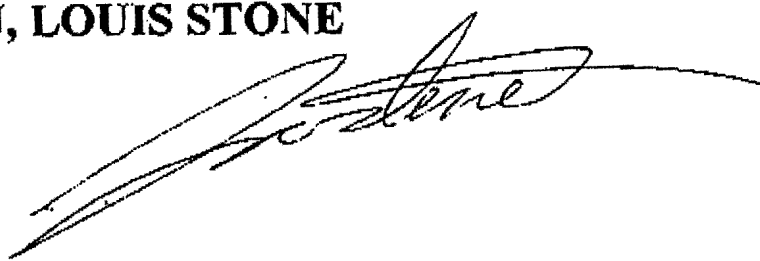
WHAT BUSINESS THAT HAS HONEST COMPETITION COULD RAISE THEIR PRICES 84.64% & SURVIVE IN A FREE MARKET ANSWER "NONE"

ONLY A COMPANY THAT HAS A UNILATERAL VOICE THAT YOUR COMMISSION CONTROLS, COULD ASK & RECEIVE SUCH AN OUTRAGEOUS THEFT FROM THE CONSUMER.

**“ TIME TO REPLACE YOUR COMMISSION OR
MABE JUST THE PEOPLE ON YOUR
COMMISSION WHO ALLOW THIS THIEVERY.”
I WOULD APPRECIATE A RESPONSE TO THIS
FAX.**

MY E-MAIL – score1234@embarqmail.com

THANKYOU, LOUIS STONE

A handwritten signature in black ink, appearing to read "Louis Stone", with a long horizontal flourish extending to the right.

080366

April 20, 2009

RECEIVED-FPSC
09 APR 22 AM 9:48
COMMISSION CLERK
APR 22 10 7 18

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

Re: Docket No. 080366-GU

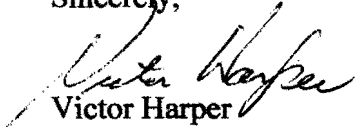
Dear Commission Clerk;

I am writing to express my concern of the current pending increase by the Florida Public Utilities. After reading the enclosed news paper article (copy enclosed dated 4-11-09) I find it hard to believe that the FPL should get any kind of rate increase. Let my reply to Residential Service standard only as I am a residential user. Current flat monthly rate is \$8.00 going to \$12.00. That is a 50% increase before I use any gas. Second the per therm charge is .48340 going to .52786. That is a \$.04 therm increase. Or, about a 18 % increase. I believe that this is uncalled for given todays current economy.

In addition they are increasing the establishment fee from \$42. to \$52. (Three or four years ago it was \$20) I shut my gas service off in the warm weather as (Hurricane season as a precautionary safety measure).

I realize that the company has other operating costs involved such as transportation (most of which is thru already paid for pipe lines). Besides this will increase other cost such as electric it time to stop the inflation.

Sincerely,


Victor Harper
160 El Padre
Edgewater, FL 32141

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~Consumer~~
DOCUMENT NO. 01921-09
DISTRIBUTION: ECR GCL

Your Money

INSIDER

rs contractor n Port Orange

Windows and Walls, a building contractor that has added a new location in the greater Daytona area, is finalizing a lease for a new fleet of industrial flex space in Port Orange Industrial Park, 115 Avenue and Spruce Street, Port Orange.

The company has locations in North and Buford, Ga. The project is led by Scott Harter and is marked as the sole bro-

ker of the industrial park is owned by Industrial LLC of North

— Staff Report

ets closed

Several markets were closed on Friday holiday, and stock information is to be found in the Daytona Beach Memorial Day. The next market holiday is Memorial Day.

— Staff Report

SUMMER TIP

THE DAY

bottle to aid

Natural-gas prices plummet

By MARK WILLIAMS
ASSOCIATED PRESS

COLUMBUS, Ohio — The 60 million American homes that rely on natural gas for heat can expect substantially lower bills next winter thanks to a glut in supply and the weak economy.

Just as distributors start to lock in contracts for the coming winter, natural-gas prices have fallen almost 75 percent. Not all of that will show up as savings on the heating bill, but it should still mean noticeable savings.

Utilities also generate about a fifth of the nation's electricity with gas, and many of their customers should notice price breaks as well.

Electric utilities burn natural gas at power turbines, so homes that use electric heat could see big price breaks, too. And barring a scorching summer or a brutal hurricane season, analysts say prices could fall even further.

The reason: New technology this decade has unlocked massive reserves of natural gas in North America, and the sudden jump in supply has collided with a recession, the worst since World War II, that has sapped demand.

The result has been a collapse even more dramatic than the drop in oil

Decline should cut electric rates, heating bills

prices.

Natural-gas futures ended this week at \$3.61 per 1,000 cubic feet, down from a July peak of \$13.69. That's a decline of 74 percent, compared with a decline of 64 percent in oil prices over the same period.

Households have yet to see those huge drops reflected in their bills because the companies that buy and distribute natural gas in bulk are still passing on the premium prices they paid last summer.

But lower rates are almost certainly coming. Distributors are already signing contracts for next winter that lock in today's low rates.

In addition to the 60 million homes that use natural gas for heat, about 32 million use electric heat, according to government figures. That's more than 80 percent of U.S. homes. Most of the rest use fuel oil or liquefied petroleum gases.

A 75 percent decline in the price of natural gas does not mean the heating bill will decline by that much. On average, the price of gas makes up about two-thirds of the bill with transportation, taxes and other expenses covering the remaining costs. Americans spent about \$60 billion on natural gas for heat this past winter.

Distributors don't profit from the price of gas. They typically make money from getting the gas to your home. If they want to charge more, they need approval of state regulators.

In some places, natural-gas bills are already way down. The average bill this month for customers of Columbia Gas of Ohio will be \$101.54, the lowest in five years and down 26 percent from a year ago.

The last supply glut in natural gas came to an end in 2002. Prices climbed, and producers began drilling more, finding new ways to pull natural gas from places previously considered unreachable.

Five straight years of record activity turned into 148,000 new wells, according to the American Gas Association. Then came the recession, and the drilling rush came to a halt. Rigs are still being pulled from the ground at a record rate.



Associated Press file

A drilling rig for a natural-gas well into the Marcellus Shale is seen behind a foundation for equipment that remains on-site after the well is tapped in Houston, Pa.

FPSC, CLK - CORRESPONDENCE
Administrative Parties & Consumer
DOCUMENT NO. 01921-09
DISTRIBUTION: ECR G.C.

Ladies and Gentlemen of the Public Services
Commission Docket No. 080366-64

I feel it would be wrong to give
Florida Public Utilities a rate hike at a time
when most Americans are unemployed or
under employed like myself. The only
pension or health insurance I have are,
paid for by me, and thanks to greedy CEOs
my IRA is worth about half of the
money I have invested. When I first
moved into my home it cost me between 16.00
to 20.00 dollars to run my two gas appliances
it now cost between 26.00 to 32.00 for the
same appliances, I don't fool I should be forced
to pay more or replace my gas appliances for
electric ones. I usually spend between
75.00 and 125.00 for my electric bills
that by the way includes central air &
heat. I also would like to complain
about their 500 dollar flat late fee
it should be a reasonable percentage,
they do not give me 500 dollars
a month for the money I have
on deposit with them. I hope
you will reconsider and if you
allow an increase at all
that it will be small and
nominal.

THANK
You

Sandra E. Anderson



080366

4/15/09

To: Florida Public Service Commission

Attn: Director, Director of Commission Clerk and Administrative Services

RE: Docket No. 080366-GU

RECEIVED
09 APR 20 11 7:52

To Whom It May Concern:

Please consider this letter as my objection to FPU's request for a rate increase. My objection is based on the simple fact that FPU's cost for natural gas is now less than 1/2 of what it was several months ago. A simple review of the stock market crawl on the TV shows us all that natural gas is now selling for less than \$4.00 as compared to the \$8.00 to \$9.00 that it was selling for just a few months ago. How can FPU justify a rate increase when the cost for their major product has dropped by over 50%?. Seems to me we are due a rate reduction, not an increase. I posed this same question to FPU in writing last month and have yet to receive an answer.

Please do not simply rubber stamp this increase, which seems to be the case most of the time, without obtaining an answer to the drop in cost question. As FPU customers I think we are all entitled to an explanation.

Thank You,



Howard Lubell
209 Coleton Lane
Deland Fl, 32724
386-228-4064

RECEIVED-FPSC
09 APR 20 AM 10:11
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 01921-09
DISTRIBUTION: ECR gcl

080344

April 15, 2009

Director, Division of Commission Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Florida 32399-0850

RECEIVED-FPSC

09 APR 17 PM 2:24

COMMISSION CLERK

APR 17 PM 7:22

Re: Florida Public Utilities Rate Increase

Dear Sir,

I am writing this letter to protest the Petition of Florida Public Utilities Company for a rate increase.

It is hard for me to fathom how FPU can justify a rate increase when natural gas prices are significantly less than they were 9 months ago. If the cost of goods (natural gas) is about half of what it was when the initial rate increase was requested, it can only be assumed that FPU's operating costs have skyrocketed over the past 9 months. That has not happened, so what is the justification? All the Commission has to do is look at the stock prices of the natural gas companies to see the effects of low natural gas prices on the earnings of companies such as Conoco Phillips (the largest producer of natural gas in the country).

As we have all learned from the financial crisis that has lead us to the current recession, you can do anything with numbers. Just as at fault are the regulators who did not question the fictitious assumptions made by these companies and failed the public by not performing the due diligence required of them.

As a Florida resident, I know we are already paying one of the highest utility rates in the country. At what point does the Commission finally put a stop to unsubstantiated requests for rate increases by the utility companies?

Very truly yours,


Michael Costin

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 01921-09
DISTRIBUTION: ECR GCL

080366

803 Kanuga Drive
W. Palm Beach, FL., 33401
April 10, 2009

Re: Docket No. 080366-GU

Director, Division of
Commission & Admn. Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL., 32399-0850


RECEIVED-FPSC
09 APR 15 PM 2:23
COMMISSION
CLERK

Dear Sirs:

We wish to comment on the interim increase in natural gas rates for Florida Public Utilities.

While the increase seems trivial, we have encountered repeated false meter readings by FPUC, even after their installing a new meter. Actually the readings still seem inflated, even two or three times our typical useage.

The Commission should investigate this before granting the increase.

Sincerely,

Michael Hanes
Ph. (561)835-8725

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~Consumer~~
DOCUMENT NO. 01921-09
DISTRIBUTION: ECR GU

Katie Ely

From: Cheryl Bulecza-Banks
Sent: Tuesday, April 14, 2009 12:30 PM
To: 'chrismssr@yahoo.com'
Cc: Katie Ely; Marshall Willis; Ruth McHargue
Subject: Your complaint regarding FPUC's proposed rate increase

Dear Mr. Messier

Thank you for your correspondence regarding Florida Public's proposed rate increase. We understand your concerns and would like to take this opportunity to provide some information that we hope will be helpful. Customers' gas bills are made up for three items. The first item is the customer charge. This is a flat fee and remains constant each and every month. This charge is designed to recover fixed cost items such as your meter, regulator, service line, billing, and meter reading. The second component is the non-gas energy charge. This rate is a per therm rate and is designed to recover costs that change based on the amount of gas consumed. Items included in the non-gas energy charge are the main lines and distribution lines which are used to bring gas to your house. These two items, the customer charge and non-gas energy charge, make up "base rates." When a utility files for a base rate increase, these are the rates they are requesting to change.

The third component of the bill is the cost of the gas consumed. The cost of gas that the consumer pays is the exact amount that Florida Public pays. The utility is not allowed to earn a profit on the gas costs. The gas costs are not considered in a rate case; the costs are set in an annual hearing that usually occurs in November. At that hearing, the Commission reviews the cost of the gas purchased and looks at what the gas is projected to cost in the upcoming year. A per therm rate is approved and that is the maximum charge the utility is allowed to charge. The new rates take affect in January following the November hearing. If gas prices go down in a month, the utility adjusts the rate downward. If the utility collects more money than it paid for the gas, it must calculate interest (based on the commercial paper rate) on the over collection and deduct the over charge plus interest from future charges to the customer. The Commission reviews the invoices and calculations to ensure that the customer pays exactly what the utility was charged. The cost of gas is not being considered in Florida Public's pending rate case.

Since the time of Florida Public's rate case filing, the Commission has conducted a financial audit of the utility's books and records, issued data requests to the utility. These actions are taken in order to thoroughly analyze the utility's request.

The Commission is scheduled to vote on Florida Public's requested increase on May 5, 2009.

If you have any questions, you can e-mail me at cbulecza@psc.state.fl.us, or you can call me at (850) 413-6642.

Sincerely,

Cheryl Bulecza-Banks
 Chief, Bureau of Rate Filings, Surveillance, Finance & Tax 2540 Shumard Oak Blvd.
 Tallahassee, Florida 32399-0850
 (850) 413-6642

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

From: Ruth McHargue
Sent: Tuesday, April 14, 2009 11:54 AM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks
Subject: FPU rate case

Please add to docket file.

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

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~Consumer~~
 DOCUMENT NO. 01921-09
 DISTRIBUTION: _____

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, April 08, 2009 2:05 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 19289

Complaint filed with PSC

CUSTOMER INFORMATION

Name: charles messier
Telephone: 386-753-0858
Email: chrismssr@yahoo.com
Address: 112 hallstrom ct debary 32713

BUSINESS INFORMATION

Business Account Name: charles messier
Account Number:
Address: 112 hallstrom ct debary Florida 32713

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Public Utilities Company
Details:

I am protesting a rate increase. Natural gas has declined in price almost 60%. Why would you grant a rate increase.

RECEIVED-FPSC

09 APR 14 AM 9:41

COMMISSION
CLERK

GEORGE LAWTEY

7686 Hawks Landing Drive
West Palm Beach, FL 33412

080366
COMMUNICATIONS CENTER
09 APR 14 PM 7:17

Telephone: 561 622 8089
E-mail: g.lawtey@comcast.net

April 9, 2009

Director, Division of Commission Clerk
And Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Sir or Madam:

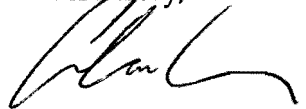
Re. Docket No. 080366-GU

One year ago, the Natural Gas Continuous Contract was in an uptrend, trading at approximately \$10.00 U.S./MMBtu. The uptrend in the price of natural gas reversed in early July 2008 at over \$13.00 and has since been in a downtrend closing on the NYMEX today at \$3.65 US/MMBtu.

Florida Public Utilities petition for a rate increase at this time, in this economic environment, and given the backdrop of a decreasing price of natural gas is an outrage. How does FPU rationalize charging their customers more for a commodity that is trading at less than half the price of one year ago?

I hope and trust that the Florida Public Service Commission will perform its' regulatory function relating to this matter in a more reasoned and responsible manner than our Federal banking regulators performed their regulatory functions in recent years.

Yours truly,



George Lawtey

c.c. Governor Charlie Christ
Rep. Carl J. Domino
Sen. Ken Pruitt

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 0921-09
DISTRIBUTION: ECR GU

680366



RECEIVED-FPSC

09 APR 13 AM 9:21

NOTICE TO CUSTOMERS
IN RE: DOCKET NO. 080366-GU

PETITION OF FLORIDA PUBLIC UTILITIES COMPANY FOR A RATE INCREASE

COMMISSION CLERK

February 10, 2009, the Florida Public Service Commission ("FPSC") approved an interim increase in natural gas rates for Florida Public Utilities Company ("FPU"). The increase will produce additional annual revenues of \$984,054. The FPSC has authorized FPU to increase its rates as shown below. For comparison, a residential customer using 20 therms will see an increase from \$33.67 to \$34.39 including the current purchased gas cost of 80 cents per therm. These rates are effective for meter readings on and after March 12, 2009, and are reflected in the bill that accompanies this notice.

FPU has requested a permanent increase in its rates and charges and the interim rates will be charged until the FPSC completes its review of the request, which is now scheduled for May 5, 2009, in Tallahassee. The permanent rates may differ from the interim rates and the interim rates are collected subject to refund.

Written comments regarding the utility's service or the requested final rate increase may be sent to the FPSC at the following address:

Director, Division of Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

All comments should refer to Docket No. 080366-GU, which is the docket number that has been assigned to this case. Also you may contact the FPSC by calling 1-800-342-3552.

The present rates, the interim increases and the interim rates are shown on the rate schedules below:

RATE SCHEDULES	Present Rates	Interim Increases	Interim Rates
Residential Service			
Customer Charge	\$8.00	N/A	\$8.00
Energy Charge (cents per therm)**	48.340	3.598	51.938
General Service			
Customer Charge	\$15.00	N/A	\$15.00
Energy Charge (cents per therm)**	32.107	3.561	33.668
General Service Transportation Service			
Customer Charge*	\$15.00	N/A	\$15.00
Energy Charge (cents per therm)**	32.107	1.482	33.589
Large Volume Service			
Customer Charge	\$45.00	N/A	\$45.00
Energy Charge (cents per therm)**	23.809	1.112	24.921
Large Volume Transportation Service			
Customer Charge*	\$45.00	N/A	\$45.00
Energy Charge (cents per therm)**	23.809	1.074	24.883
Interruptible Service			
Customer Charge*	\$240.00	N/A	\$240.00
Energy Charge (cents per therm)**	10.039	.507	10.546
Interruptible Transportation Service			
Customer Charge*	\$240.00	N/A	\$240.00
Energy Charge (cents per therm)**	10.039	.454	10.493
Gas Lighting Service			
Customer Charge ***	\$0.00	N/A	\$0.00
Energy Charge (cents per therm)**	17.689	.740	18.429

* Excludes Transportation Administration Charge and/or Telemetry Maintenance Fee
** Excludes Energy Conservation Cost Recovery Adjustment Clause
*** For customers not receiving service under another rate schedule, the equivalent substitute rate will be applicable.

FPSC, CLK - CORRESPONDENCE
Administrative Parties / Consumer
DOCUMENT NO. 01921-09
DISTRIBUTION: FCR GCL

OUTRAGED US



Ms. June Smith
101 Beron Point Way
DeLand, FL 32724-7300



Katie Ely

080366

From: Cheryl Bulecza-Banks
Sent: Thursday, April 09, 2009 8:52 AM
To: 'uhuru98@bellsouth.net'
Cc: Marshall Willis; Clarence Prestwood; Ruth McHargue; Katie Ely
Subject: FW: Your Complaint Against FPUC

Good Morning Ms. Dunbar,

I understand that Ms. Lori Rippey, a customer service representative with FPUC, called you to discuss your account. I also understand that an FPUC technician came out to your house, checked for leaks, took a meter reading, and replaced your meter. No leaks were found. Also, Ms. Rippey reviewed your account and did see where your usage had indeed increased. The company believes that this increase resulted from running your spa heater as spa heaters do consume quite a bit of gas. The company indicated that you were satisfied with the actions they took to address your concerns. If this is not correct, or if I can be of further assistance, please feel free to contact me at cbulecza@psc.state.fl.us, or at (850) 413-6642.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
(850) 413-6642
cbulecza@psc.state.fl.us

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~Consumer~~
DOCUMENT NO. 01921-09
DISTRIBUTION: _____

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

From: Cheryl Bulecza-Banks
Sent: Thursday, March 26, 2009 12:31 PM
To: 'uhuru98@bellsouth.net'
Cc: Marshall Willis; Clarence Prestwood
Subject: Your Complaint Against FPUC

Dear Ms. Dunbar,

Thank you for your correspondence to the Commission regarding FPUC. I am currently researching your complaint and will respond back to you when I have completed my analysis.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings, Surveillance, Finance & Tax Florida Public Service
Commission 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
(850) 413-6642
cbulecza@psc.state.fl.us

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

From: Ruth McHargue
Sent: Thursday, March 19, 2009 11:53 AM
To: Katie Ely
Cc: Ann Cole; Dorothy Menasco; Cheryl Bulecza-Banks
Subject: FPU

Please add to docket file.

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

From: Webmaster
Sent: Monday, March 16, 2009 7:51 AM
To: Consumer Contact
Subject: RE: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, March 15, 2009 1:57 PM
To: Webmaster
Cc: uhuru98@bellsouth.net
Subject: My contact

Contact from a Web user

Contact Information:

Name: PATTI DUNBAR
Company: RESIDENT
Primary Phone: 561-845-7719
Secondary Phone:
Email: uhuru98@bellsouth.net

Response requested? Yes
CC Sent? Yes

Comments:

Docket No 080366-GU/FLORIDA PUBLIC UTILITIES. Due to health reasons I am unable to attend the public meeting 3/26/2009 so I wish to submit my comments via email. FPUC has repeatedly inflated my bill per month by 2 or 4 therms each month which I have brought to the attention of Mr. Kennedy with no response. I was away 16 days from 20 Nov thru 6 Dec 2008 with a read date the 20th each month. The bill for that billing cycle was 30 therms which was impossible as the house was vacant. FPUC costs are comparable to FPL even though I only use gas for my water heater and Jacuzzi which I have had for 12 years with a household of one individual. Even with rising costs of everything my FPL bill has not inexplicably increased vs. the gas bill. FPSC granted an interim increase and the customer should not be asked to absorb an unreasonable rate increase to enable FPUC to increase its profit margin. A current \$80 monthly bill effectively reduces the medical use of the Jacuzzi thus increases outgoing medical dollars in my personal situation. Perhaps it would be better for everyone if there was competition. When you are unable to adequately service your customers the alternative is not a remedy provided by the customer as in higher cost.

080366

MARCH 30, 2009

COMMISSION CLERK, OFFICE OF COMMISSION CLERK
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD.
TALLAHASSEE, FLORIDA 32399-0850

RECEIVED-FPSC
09 MAR 32 AM 8:50
COMMISSION
CLERK

RE: DOCKET No. 080366-GU

DEAR SIR OR MADAM:

I AM A CUSTOMER OF FLORIDA PUBLIC UTILITIES
AT 464 DESOTO DRIVE, NEW SMYRNA BEACH, FL
32169.

I AM OPPOSED TO THE REQUESTED 50% INCREASE
IN RESIDENTIAL SERVICE MONTHLY CUSTOMER CHARGE
(\$8.00 TO \$12.00). THERE IS NO REASON OR EXCUSE
FOR THIS INCREASE. THERE IS NO LOGIC TO SAY THAT
IT COSTS THEM 50% MORE TO HAVE ME AS A CUSTOMER.
EIGHT DOLLARS IS ALREADY TOO MUCH, I AM ALSO
OPPOSED TO THE PROPOSED 9.2% INCREASE
(\$,48,340 TO \$,52,786) IN THE ENERGY CHARGE.

Mr. Kelly M. Brown
464 Desoto Drive
New Smyrna Beach, FL
32169-5243

Kelly M. Brown
KELLY M. BROWN

FPSC, CLK - CORRESPONDENCE
Administrative Parties / Consumer
DOCUMENT NO. 01921-09
DISTRIBUTION: ECR GU

RECEIVED-FPSC
09 MAR 30 AM 9:31
COMMISSION
CLERK

080366
RECEIVED
09 MAR 30 11:08 10

March 25, 2009

Director, Division of Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Docket No.: 080366-G

Dear Director, Division of Commission Clerk and Administrative Services,

In response to the mass email I received regarding the interim increased rates for residents, I would like to know where our monies will be designated for in your increased annual revenues. Specifics would be welcomed. The term annual revenues are vague to me and I feel customers like myself have the right to understand your rate hike. Like everyone else in these economic times, why is it that the public is captive for all business's that need a boost financially, instead of creating revenues within their own structure?
I would appreciate a response and not a generic pre-written email. Thank you for your time.

Respectfully,



Ms. Connie Jansen

cj

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~Consumer~~
DOCUMENT NO. 01921-09
DISTRIBUTION: _____

Katie Ely

0803664

From: Cheryl Bulecza-Banks
Sent: Thursday, March 26, 2009 12:05 PM
To: 'mrhodus@cfl.rr.com'
Cc: Marshall Willis; Clarence Prestwood; Katie Ely
Subject: FW: Docket No. 080366-GU

Dear Mr. Rhodus:

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

As you probably know, the PSC will hold a customer meeting in Deltona, Florida on April 2, 2009, at 6:00 p.m. Customers will have an opportunity to provide comments and concerns directly to the Commission staff. Representatives of FPUC will also be present. If you are unable to attend, you are welcome to submit additional written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on FPUC's proposed final rates.

The staff is scheduled to file its recommendation on April 23, 2009, to be heard by the Commission at the May 5, 2009 agenda. The Commission can approve, deny, or modify staff's recommendation. The Commission has an audio link to its agenda conference. If you would like to listen to the agenda conference, please e-mail at cbulecza@psc.state.fl.us and I will provide instructions to guide you through the web page.

You are entitled to receive safe, reliable utility service at reasonable rates, and the Commissioners are charged with making sure that companies in Florida, including FPUC, fulfill their service obligation. The PSC will ensure that final customer rates reflect only those costs that are prudent and necessary for FPUC to deliver quality natural gas service to your home.

Thank you again for your e-mail, and if you have additional questions feel free to call me at (865) 413-6642.

Sincerely,

Cheryl Bulecza-Banks
 Chief, Bureau of Rate Filings, Surveillance, Finance & Tax
 Florida Public Service Commission
 2540 Shumard Oak Blvd.
 Tallahassee, Florida 32399-0850
 (850) 413-6642
cbulecza@psc.state.fl.us

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
 DOCUMENT NO. 01921-09
 DISTRIBUTION: _____

3/26/2009

From: Ruth McHargue
Sent: Tuesday, March 17, 2009 4:51 PM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks
Subject: FW: Docket No. 080366-GU

Please add to docket file.

From: Consumer Contact
Sent: Thursday, March 12, 2009 4:38 PM
To: Ruth McHargue
Subject: FW: Docket No. 080366-GU

To CLK

From: Michael [mailto:mrhodus@cfl.rr.com]
Sent: Thursday, March 12, 2009 4:34 PM
To: Consumer Contact
Cc: mrhodus@cfl.rr.com
Subject: Docket No. 080366-GU

Public Service Commission

My wife and I are outraged at the commission's approval of an increase in gas rates, when we have been hit in so many ways by government's lack of governing from the federal, to the state, to the local segments. My wife must forgo a significant wage increase impacting current wage and retirement benefits. In addition her current employer the county school system will shift additional burden for benefits to us. Perhaps you are unaware we are in a recession and government's view is to tax us at a time when we are trying to manage serious day to day issues. I have a small start up business and with the current economy; I have suffered financial losses. We have suffered significant retirement devaluation in our plans and wonder who is representing the public.

I would urge you to forgo the increase and let them manage like the rest of us are doing for the time being.

The Plan goes as follows with clear choices in a plan to the commission:

- A) reduction in capital expenses
- B) suspend capital projects at this time for 12 months
- C) cost containment programs defined by objectives, by dept. Get creative use technology and redistribute personnel to job functions
- D) productivity improvement defined by actual savings from all public agencies. I can not tell you how many times I see utility manpower standing around

Manage for the future and stop going to the well (us) as the only way to earn a profit or secure revenue. If you can not do that, then hire someone who can. Take accountability for your actions and support us by making the right choice for the people. I request you use this document in a vote disapproving the pending rate increase. Thank you.

Michael P. Rhodus
3237 Regal Crest Drive
Longwood, FL 32779

3/26/2009

Fl. Public Service Commission

080366

March 23-2009

RECEIVED-FPSC

Commission Clerk: 09 MAR 25 AM 9:14

Re: Docket No 080366-G

In time with this ^{COMMISSION CLERK} economy any increase to any Utility Co would be detrimental to the people, who are now struggling to find jobs & feed their families.

I for one do not use the entire service so pay the minimum rate which is more than I use, so they make money on me.

As for new facilities & replacement programmes they want, this should have been money set aside out of profits. If they didn't pay their CEO's so much money maybe they could spend.

The small business man cannot go to the Utilities Commission for expansion, they must set money out of profits to spend.

I think its time that Utilities stand on their own, and not pass all their projects on the consumer. Thank you.

V E Roston

cc: office of Public Council



V. Roston
318 N. Palmway
Lake Worth, FL 33460

FPSC, CLK - CORRESPONDENCE
Administrative Papers
DOCUMENT NO. 01921-09
DISTRIBUTION: ECR GCL

From: Ruth McHargue
Sent: Thursday, March 19, 2009 11:53 AM
To: Katie Ely
Cc: Ann Cole; Dorothy Menasco; Cheryl Bulecza-Banks
Subject: FPU

Please add to docket file.

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

From: Webmaster
Sent: Monday, March 16, 2009 7:51 AM
To: Consumer Contact
Subject: RE: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, March 15, 2009 1:57 PM
To: Webmaster
Cc: uhuru98@bellsouth.net
Subject: My contact

Contact from a Web user

Contact Information:
Name: PATTI DUNBAR
Company: RESIDENT
Primary Phone: 561-845-7719
Secondary Phone:
Email: uhuru98@bellsouth.net

FPSC, CLK - CORRESPONDENCE
Administrative Parties / Consumer
DOCUMENT NO. 01921-09
DISTRIBUTION: ECR GLL

Response requested? Yes
CC Sent? Yes

Comments:

Docket No 080366-GU/FLORIDA PUBLIC UTILITIES. Due to health reasons I am unable to attend the public meeting 3/26/2009 so I wish to submit my comments via email. FPUC has repeatedly inflated my bill per month by 2 or 4 therms each month which I have brought to the attention of Mr. Kennedy with no response. I was away 16 days from 20 Nov thru 6 Dec 2008 with a read date the 20th each month. The bill for that billing cycle was 30 therms which was impossible as the house was vacant. FPUC costs are comparable to FPL even though I only use gas for my water heater and Jacuzzi which I have had for 12 years with a household of one individual. Even with rising costs of everything my FPL bill has not inexplicably increased vs. the gas bill. FPSC granted an interim increase and the customer should not be asked to absorb an unreasonable rate increase to enable FPUC to increase its profit margin. A current \$80 monthly bill effectively reduces the medical use of the Jacuzzi thus increases outgoing medical dollars in my personal situation. Perhaps it would be better for everyone if there was competition. When you are unable to adequately service your customers the alternative is not a remedy provided by the customer as in higher cost.

080366

RECEIVED-FPSC

09 MAR 18 AM 9: 03

COMMISSION
CLERK

Jay Mittelstead
380 Gleneagles Drive
New Smyrna Beach, FL 32168

RECEIVED
MARCH 17 2009

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 01921-09
DISTRIBUTION: ECR GCL

March 14, 2009

Docket # 080366-GU

Gentlemen,

I am in receipt of a mailing prepared by Florida Public Utilities in regard to the raising of utility rates for those of us serviced by that utility. I would not be writing if I were not in disagreement with proposed changes. The extremely generous increase granted to the utility has already increased my monthly payment fifty nine (59) percent. In 2008 my average utility bill was \$31.98, for the first three months of 2009, my bill is averaging \$77.37 per month. I can't think of a more inappropriate time to raise rates. I cannot believe you individuals, on the commission, are not feeling the difficulties we all face today.

The utility says it "wants an opportunity to earn a fair rate of return. That is an obvious goal for all of us. We're not getting it though. They go on to say that they have a problem with "pension costs, medical insurance etc. I may be mistaken but isn't this the same problem facing the automobile industry? In the event this is true, shouldn't these be resolved by the company and its employees(unions) and not by subscribers?

Yesterday the press reported that personal worth was down forty three (43) percent over the last two years. I don't know how, with a clear conscious, you can approve rate increases from thirty two to over fifty (50) percent. Providing that the commission is not a rubber stamp for the utilities in Florida, these rates of increase should not be approved at this time.

In the future when our government stops it's financial hemorrhaging and things turn, it certainly would then be appropriate to revisit rate increases. The time has come to afford some protection for the users and not be party to an action which would be an extreme hard ship for senior citizens, those on fixed income and certainly those facing very difficult decisions about their homes.

Yours truly,



Katie Ely

080366

From: Ruth McHargue
Sent: Tuesday, March 17, 2009 4:51 PM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks
Subject: FW: Docket No. 080366-GU

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
 DOCUMENT NO. 01921-09
 DISTRIBUTION: EUR GLL

Please add to docket file.

From: Consumer Contact
Sent: Thursday, March 12, 2009 4:38 PM
To: Ruth McHargue
Subject: FW: Docket No. 080366-GU

To CLK

From: Michael [mailto:mrhodus@cfl.rr.com]
Sent: Thursday, March 12, 2009 4:34 PM
To: Consumer Contact
Cc: mrhodus@cfl.rr.com
Subject: Docket No. 080366-GU

Public Service Commission

My wife and I are outraged at the commission's approval of an increase in gas rates, when we have been hit in so many ways by government's lack of governing from the federal, to the state, to the local segments. My wife must forgo a significant wage increase impacting current wage and retirement benefits. In addition her current employer the county school system will shift additional burden for benefits to us. Perhaps you are unaware we are in a recession and government's view is to tax us at a time when we are trying to manage serious day to day issues. I have a small start up business and with the current economy; I have suffered financial losses. We have suffered significant retirement devaluation in our plans and wonder who is representing the public.

I would urge you to forgo the increase and let them manage like the rest of us are doing for the time being.

The Plan goes as follows with clear choices in a plan to the commission:

- A) reduction in capital expenses
- B) suspend capital projects at this time for 12 months
- C) cost containment programs defined by objectives, by dept. Get creative use technology and redistribute personnel to job functions
- D) productivity improvement defined by actual savings from all public agencies. I can not tell you how many times I see utility manpower standing around

Manage for the future and stop going to the well (us) as the only way to earn a profit or secure revenue. If you can not do that, then hire someone who can. Take accountability for your actions and support us by making the right choice for the people. I request you use this document in a vote disapproving the pending rate increase. Thank you.

Michael P. Rhodus
 3237 Regal Crest Drive
 Longwood, FL 32779

3/18/2009

080366

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

RECEIVED--FPSC

09 MAR 16 AM 9:26

COMMISSION
CLERK

09 MAR 16 11:17:55

Commissioners voting Docket No 080366-GU

My wife and I are outraged at the commission's pending approval of an increase in gas rates, when we have been hit in so many ways by government's lack of governing from the federal, to the state, to the local segments. My wife must forgo a wage increase impacting current wage and retirement benefits. In addition her current employer the county school system will shift additional burden for benefits to us. Last month's bill nearly doubled with no additional usage and we were unaware of a pending increase until a letter was received.

Perhaps you are unaware we are in a recession and government's view is to tax us at a time when we are trying to manage serious day to day issues. I have a small start up business and with the current economy; I have suffered financial losses. Like many Americans we have suffered significant retirement devaluation in our plans and wonder who is representing the public. These statements are magnified by millions of Americans who are extremely upset.

I would urge you to forgo the increase and let them manage like the rest of us are doing for the time being. We are reaching a tipping point with no end in sight.

The Plan goes as follows with clear choices in a plan to the commission:

- A) Reduction in capital expenses
- B) Suspend capital projects at this time for 12 months
- C) Cost containment programs defined by objectives, by dept. by dollars savings.
- D) Productivity improvement projects defined by dollar savings for all agencies
- E) Best in class technology use with a redistribution personnel to necessary job functions

Manage for the future and stop going to the well (us) as the only way to earn a profit or secure revenue. Take accountability for your actions, use critical thinking methods and make the good choices for the people. We request you use this document in a vote disapproving the pending rate increase.

Thank you,


Katherine and Michael Rhodus
3237 Regal Crest Drive
Longwood, FL 32779

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~Consumer~~
DOCUMENT NO. 0921-09
DISTRIBUTION: FERGU

Office Public Counsel c/o FL Legislature

3-13-09

RE: DOCKET NO. 080366-GU

From: C.S. THOUROT

080366

RECEIVED-FPSC
09 MAR 16 AM 9:22
COMMISSION
CLERK



Mr. C. Scott Thourot
9136 E. Highland Pines Drive
Palm Beach Gardens, FL 33418

I DONT MIND AN INCREASE TO COVER INCREASED OPERATION COSTS,
SAY 2-15% INCREASE. HOWEVER, HOWEVER MANY CHARGES ARE
INCREASING 25% - 125%. THAT IS UNACCEPTABLE!!

J. J. [Signature]

561-776-8583

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~Consumer~~
DOCUMENT NO. 01921-09
DISTRIBUTION: ECR GCL

09 MAR 16 AM 9:10

COMMUNICATIONS CENTER

PRESENT AND PROPOSED RATES

The utility's present and proposed rates are set out on the attached Appendix A. These rates are preliminary and subject to change based on information gathered at the customer meeting, further staff review, and the final decision by the Commissioners. As a comparison, a residential customer using 20 therms would currently pay \$33.67 including a purchased gas adjustment ("PGA") of \$.80 per therm. If the proposed charges in this docket are approved, a residential customer using 20 therms will pay \$38.56 including a PGA. The PGA varies from month to month depending on the cost of fuel and the specific impact of the proposed revisions will vary between customers depending on usage.

SCHEDULE OF THE CASE

The Commission granted the Company's request for interim rate relief on February 10, 2009, and is scheduled to consider its request for permanent rate relief on May 5, 2009, in Room 148, Betty Easley Conference Center, 4075 Esplanade Way, Tallahassee, Florida, beginning at 9:30 a.m.

The following is the current rate case schedule established by the Commission that contains all the critical events and dates. This schedule is subject to change by the Commission.

Customer meeting, West Palm Beach	March 26, 2009
Customer meeting, Ocala	April 2, 2009
Customer meeting, Deltona	April 2, 2009
Staff Recommendation on Final Rates	April 23, 2009
Agenda Conference on Final Rates	May 5, 2009
Proposed Agency Action Order on Final Rates	May 26, 2009

Any customer comments regarding the Company's service or the proposed rate increase should be addressed to:

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

Such comments should refer to Docket No. 080366-GU, which is the docket number that has been assigned to this proceeding.

If you wish to contact the Commission regarding complaints about service, you may call (toll free) or write the Florida Public Service Commission's Division of Service, Safety and Consumer Assistance:

Division of Service, Safety and Consumer Assistance
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
1-800-342-3552 (Toll Free Number)

Company personnel may be contacted to answer questions concerning the rate request at the address shown on your gas service bill, or by calling the phone numbers listed above for the various locations.

This notice was prepared by the utility with the assistance of the Commission staff for distribution by the utility to its customers.

**APPENDIX A
FLORIDA PUBLIC UTILITIES COMPANY
COMPARISON OF PRESENT AND PROPOSED RATES**

	<u>Present</u>	<u>Proposed</u>
Residential Service: Standard (RS)		
Customer Charge per month	\$ 8.00	\$ 12.00 ← + 50%
Energy Charge per therm	\$.48340	\$.52786
Residential Standby Generator Service (RS-GS)		
Customer Charge per month	\$ 18.72	\$ 22.45
Energy Charge per therm	\$.48340 - over 22.17 therms/mth	\$.52786 - over 19.80 therms/mth
General Service 1: under 600 therms per month (GS-1)		
Customer Charge per month	\$ 15.00	\$ 20.00 + 33%
Energy Charge per therm	\$.32107	\$.41265
General Service Transportation Service 1: under 600 therms per month (GSTS-1)		
Customer Charge per month	\$ 15.00	\$ 20.00
Energy Charge per therm	\$.32107	\$.41265
Transportation Administration Charge per month	\$ 4.50	\$ 4.50
General Service 2: equal to or over 600 therms per month (GS-2)		
Customer Charge per month	\$ 15.00	\$ 33.00 + 100%
Energy Charge per therm	\$.32107	\$.41265
General Service Transportation Service 2: equal to or over 600 therms per month (GSTS-2)		
Customer Charge per month	\$ 15.00	\$ 33.00 + 100%
Energy Charge per therm	\$.32107	\$.41265
Transportation Administration Charge per month	\$ 4.50	\$ 4.50
Commercial Standby Generator Service (CS-GS)		
Customer Charge per month	NA	\$ 36.31
Energy Charge per therm	NA	\$.41265 - over 39.52 therms/mth
Large Volume Service (LVS)		
Customer Charge per month	\$ 45.00	\$ 90.00 + 100%
Energy Charge per therm	\$.23809	\$.37897
Large Volume Transportation Service: less than 50,000 therms (LVTS)		
Customer Charge per month	\$ 45.00	\$ 90.00
Energy Charge per therm	\$.23809	\$.37897
Transportation Administration Charge per month	\$ 4.50	\$ 4.50
Large Volume Transportation Service: equal to or greater than 50,000 therms (LVTS)		
Customer Charge per month	\$ 45.00	\$ 90.00
Energy Charge per therm	\$.23809	\$.37897
Transportation Administration Charge per month	\$ 20.50	\$ 20.50
Telemetry Maintenance Charge per month	\$ 30.00	\$ 30.00

080366

SUZETTE GREEN
P. O. BOX 1161 PALM BEACH, FL 33480
561-833-1330 mixtgreen@yahoo.com

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

RECEIVED-FPSC
09 MAR 16 AM 9:18
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~X~~ Consumer
DOCUMENT NO. 01921-09
DISTRIBUTION: ECR GCL

March 12, 2009

To Whom it may concern,

I believe the rate hikes being considered by the Florida Public Utilities Company are extortionary.

Service fees, which are basically for nothing other than a connection for which the customer has already paid, are going up by 50%. Who can even afford to begin paying for them, which are increasing by over 20%?

I do not believe any such raises should be considered until after executive officers salaries, dividends, and other gross (sic.) expenses are examined. Sure there is an expensive lobbyist in Tallahassee for the gas, electric, and other service companies. But who is representing the customers?

Reconsider such a hike, some is understandable, but consumers are being hit from every direction, and so many other necessities are having to go from budgets.

Thank you,



Suzette Green

Docket # 080366-GD

3/10/09

Commission Clerk, Office of
Florida Pub. Svc, Comm. Clerk
2540 Shumard Oak Blvd,
Tallahassee, FL 32399-0850

RECEIVED-FPSC
09 MAR 13 AM 8:17
COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 01921-09
DISTRIBUTION: ECGCL

Please, please, please - ~~no~~ rates
hikes! I am always watching
TV by candlelight, + there is
nothing else I can shut off!

I am 79 years old, paying
a mortgage + a loan, and
I just paid my utility bill,
and I have \$25 left from
my Social Security check to
last for the rest of the
month!

HELP!

Harriet S. Hill
Harriet S. Hill

Harriet S Hill
2649 Belmont Ave
New Smyrna Beach FL 32168-5706



Katie Ely

080366

From: Ruth McHargue
Sent: Thursday, March 12, 2009 12:06 PM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks
Attachments: FAX.TIF

From: Consumer Contact
Sent: Wednesday, March 11, 2009 2:19 PM
To: Ruth McHargue
Subject: FW: , 1 page(s)

To CLK

Protest to Docket 080366

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~Consumer~~
DOCUMENT NO. 01921-09
DISTRIBUTION: ECR GCC

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: , 1 page(s)

You have received a new fax. This fax was received by NET SatisFAXtion. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 3/11/2009 2:16 PM
Number of Pages: 1
From (CSID):
From (ANI):
Sent to DID:

Duration of Fax: 0:00:30
Transfer Speed: 19200

Received Status: Success
Number of Errors: 0
Port Received On: RockForceOCTO+ Port 6



FAX.TIF (16 KB)

March 11, 2009

*Commission Clerk, Office of Commission Clerk
Florida Public Service Commission
2450 Shumard Oak Blvd
Tallahassee, FL 32399-0850*

Docket No: 080366-GU

To Whom It May Concern:

I believe it is too late to do anything about the increase, but I need to be heard as well as so many others. Our family is the victim of the recession. My husband is laid off, with no unemployment. My mere \$13.00 /hr job cannot pay the bills.

I do not foresee any raises, in fact, just holding on to the job I have. How should I feel regarding and increase in any utility?????? There is no way people can budget when going to work costs us as it is!!!!!!

So you can see, what ain't broke doesn't need to be fixed. Our costs just keep going up and what are we to do.

There, I've said what I need. I surely wish there isn't any increase, but what can I do.

Sincerely and God Bless

*Patricia Norris
2051 Florida Mango Rd
WPB, FL 33406*

Docket # 080366-64

Your proposed 50%
rate increase on
residential service
is clearly unreason-
able - Perhaps a 2⁰⁰
increase could be
justified, but not
\$12⁰⁰ -

Thank you -

Barbara M. Vachula
437 N Virginia Ave
Deland, FL

SC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 01921-09
DISTRIBUTION: ECR 64

Sorry for
such an
informal
note -

BMV

Mrs. Barbara Vachula
437 N Virginia Ave
Deland, FL 32724-3740

080366

Commission Clerk, Office of Commission Clerk

289 Dublin Drive

Florida Public Service Commission

Lake Mary

2540 Shymard Oak Boulevard

FL 32746

Tallahassee, Florida 32399-0850

09 MAR 12 10:47 AM
RECEIVED-PPSC

9th March 2009

FPSC, CLK - CORRESPONDENCE

Administrative Parties Consumer

DOCUMENT NO. 01921-09

DISTRIBUTION: ECRGL

RECEIVED-PPSC
09 MAR 12 AM 9:21
COMMISSION
CLERK

Dear Commission,

Present and Proposed Rates – Docket No. 080366-GU

I am in receipt of your schedule for the case for proposed increase of energy charge per therm.

In the spirit of the Change in Presidency and because of the current financial status of the country I would like to propose that there be no increases for the next five years.

The savings, alone, by not sending 3 page notifications of proposed changes to rates, could be considerable, not to mention the 'green' savings, which alone are priceless.

Our new President has asked that we all practice savings and it would be a newsworthy gesture to comply by taking the lead amongst all other energy suppliers by either freezing current rates for 5 years or offering to drop prices to the consumer.

I would urge all consumers to applaud you in taking the lead in keeping rates current or reducing rates.

If everyone in the country adopts this thought process then we may be able to shorten the length of the impending depression. Many companies have been stimulating their sales by reducing the price of their goods. Surely service providers should join them.

I trust this will provide for a hearty debate and that you will do the right thing for everyone, in this country, who is struggling to survive. We cannot keep increasing rates, ad infinitum, perhaps this year is the time to take a long hard look and keep rates current for another year.

May this plea be discussed with the seriousness that it merits.

Yours truly,


Alicia Steiner

Copy sent to Office of Public Counsel

080366

RECEIVED--FPSC

09 MAR 12 AM 9: 24

COMMISSION
CLERK

Margaret Mauldin
432 East Rich Avenue
DeLand, Florida 32724

March 9, 2009

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

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 01921-09
DISTRIBUTION: ECR GCL

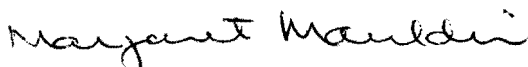
RE: Docket No. 080366-GU

Dear Commission Clerk,

Today we received the notice concerning the application for a rate increase by Florida Public Utilities. I am writing in strong opposition to the rate increase proposed for May 2009. In my opinion, enough is enough! Our electric rate has increased by 25%, and now gas by 50%! I'm sure every company would like a \$10,000,000 increase, but in these economic times that is out of the question.

Our government is giving billions away to stop this recession/depression, and this increase adds to the problem. Many people are out of work and many like us are on social security and pensions... to increase our costs at this time is totally out of line. Personally we have watched our investments shrink one third to one half of their value, and your approval of this increase just adds insult to injury. Due to the current economic crisis our 'comfortable, planned-for retirement' has become a nightmare. Please vote 'NO' on this proposal.

Very truly yours,



Margaret Mauldin

Cc: Office of Public Counsel

Katie Ely

080366

From: Ruth McHargue
Sent: Monday, March 09, 2009 2:24 PM
To: Katie Ely
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks
Subject: FW: My contact

Please add to docket file

CONSUMER

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

From: Consumer Contact
Sent: Monday, March 09, 2009 11:33 AM
To: Ruth McHargue
Subject: FW: My contact

To CLK

Protest for docket 080366

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

From: Webmaster
Sent: Monday, March 09, 2009 11:21 AM
To: Consumer Contact
Subject: RE: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, March 09, 2009 10:54 AM
To: Webmaster
Cc: elmailly@yahoo.com
Subject: My contact

Contact from a Web user

Contact Information:

Name: ellen lorber
Company: fpu
Primary Phone: 561 627 3180
Secondary Phone:
Email: elmailly@yahoo.com

Response requested? No
CC Sent? Yes

Comments:

re rate increase docket 080366 gu
Rate increase is extremely regressive for small homeowners. Should be made more progressive or provide exemption bracket for those with low use. I am retired in small townhouse, keep my use to \$30.00 or less per month, which just heats my water. I have no other choice of gas companies. The interest rate on my savings is practically zero. This is a huge increase for me but not for someone in a Mc mansion.

DOCUMENT NUMBER-DATE

01921 MAR-98

FPSC-COMMISSION CLERK