

Diamond Williams

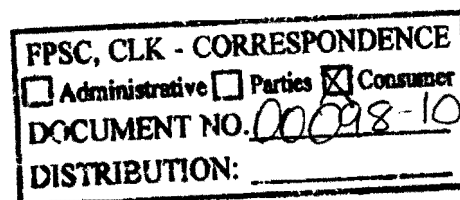
100001-EI

From: Diamond Williams
Sent: Tuesday, February 01, 2011 8:15 AM
To: Ruth McHargue
Cc: Matilda Sanders; Dorothy Menasco
Subject: RE: To CLK Docket No. 100001

Thank you for this information. This attachment has been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 100001-EI.

Thank you,

Diamond Williams
 Comm. Deputy Clerk I
 Office of Commission Clerk
 Florida Public Service Commission
 Email: diwillia@psc.state.fl.us
 Phone: 850-413-6094



Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: Ruth McHargue
Sent: Monday, January 31, 2011 3:14 PM
To: Diamond Williams
Cc: Matilda Sanders; Dorothy Menasco
Subject: FW: To CLK Docket No. 100001

Customer correspondence

From: Lynette Tenace
Sent: Friday, January 28, 2011 3:01 PM
To: Ruth McHargue
Subject: To CLK Docket No. 100001

Copy on file, see 992246C.

Lynette Tenace
OPS Senior Clerk
SSC-Public Service Commission
P: 850-413-6131
F: 850-413-6132

From: Consumer Contact
Sent: Friday, January 28, 2011 2:53 PM

2/1/2011

To: Lynette Tenace
Subject: FW: FPL rates

From: Richard Hudson [mailto:rhud513@gmail.com]
Sent: Thursday, January 27, 2011 7:38 PM
To: Consumer Contact
Subject: FPL rates

As if it wasn't already hard enough to pay the mortgage, property taxes, homeowners insurance, car insurance, fuel for the car, pay for groceries etc. Thank you so much for allowing Florida Plunder & Loot to keep ripping us off. Wheres all the public service?

2/1/2011

From: Diamond Williams
Sent: Monday, January 31, 2011 10:16 AM
To: Ellen Plendl
Cc: Dorothy Menasco; Matilda Sanders
Subject: FW: Email for Docket 100001-EI

Attachments: FW: Florida Power and Light rate increase; FW: Consumer Inquiry - Florida Power & Light Company



FW: Florida Power and Light raquiry - Florida. FW: Consumer Inquiry - Florida.

Thank you for this information. These attachments have been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100001-EI.

Thank you,

Diamond Williams
Comm. Deputy Clerk I
Office of Commission Clerk
Florida Public Service Commission
Email: diwillia@psc.state.fl.us
Phone: 850-413-6094

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00098-11</u>		
DISTRIBUTION: _____		

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

From: Ellen Plendl
Sent: Monday, January 31, 2011 8:11 AM
To: Diamond Williams
Cc: Dorothy Menasco; Matilda Sanders
Subject: Email for Docket 100001-EI

See attached email and PSC response for correspondence side of Docket 100001-EI.

Diamond Williams

From: Governor Rick Scott [Rick.Scott@eog.myflorida.com]
Sent: Monday, January 31, 2011 7:33 AM
To: Ellen Plendl
Subject: FW: Florida Power and Light rate increase

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

From: Gonzalo Losa [mailto:algusan@yahoo.com]
Sent: Friday, January 28, 2011 11:09 AM
To: Governor Rick Scott
Subject: Florida Power and Light rate increase

From: Gonzalo Losa <algusan@yahoo.com>

Why, we have to be the ones to help FPL with the cost increase of fuel, when they make enough money, to absorbed, if we have to tight our belts and balance our budgets so FPL, it should have go to a vote, every time they get a lost from hurricanes or any other natural dissaster we have to carry the insurance companies and the utility companies, they have insurance so let their insurance companies pay for what ever damage they suffer but not to us, by the way I am republican.

--

This email was sent via the contact form on www.flgov.com.

Diamond Williams

From: Randy Roland
Sent: Monday, January 31, 2011 8:11 AM
To: 'algusan@yahoo.com'
Subject: FW: Consumer Inquiry - Florida Power & Light Company

Mr. Gonzalo Losa
algusan@yahoo.com

Dear Mr. Losa:

The Governor's office forwarded a copy of your E-mail regarding Florida Power & Light Company (FPL) to the Florida Public Service Commission (PSC). The PSC regulates investor-owned electric, natural gas, and telecommunications utilities throughout Florida, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC.

You expressed a concern about FPL's recent increase in the fuel adjustment charge. The fuel adjustment charge recovers 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 PSC, 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 January 26, 2011, the PSC set the 2011 fuel adjustment charge for the customers of FPL. The fuel adjustment charges were decided at a hearing where the Commission considered each utility's projected costs of fuel and the purchased power for 2011 as well as 'trued up' costs for 2009 and 2010.

Below is the amount that FPL residential customers now pay for 1,000 kilowatt-hours of electricity, as well as the amount that customers will pay effective March 1, 2011:

- * Prior to March 1, 2011 \$95.01 (based on 1,000 kilowatt-hours)
- * As of March 1, 2011 \$96.44 (based on 1,000 kilowatt-hours)
- * As of June 1, 2011 \$96.61

- * Increase of \$1.43 (based on 1,000 kilowatt-hours) from March 1, 2011 to May 31, 2011.
- * Additional increase of \$0.17 (based on 1,000 kilowatt-hours) from June 1, 2011 to December 31, 2011.

I will add your comments to the correspondence side of Docket No. 100001-EI regarding the fuel cost adjustment.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

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
Division of Service, Safety & Consumer Assistance Florida Public Service Commission

Diamond Williams

100001-EI

From: Diamond Williams
Sent: Thursday, January 27, 2011 11:31 AM
To: Ellen Plendl
Cc: Dorothy Menasco; Matilda Sanders
Subject: FW: Email for Docket 100001-EI

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00098-10		
DISTRIBUTION: _____		

Attachments: FW: FPL; Consumer Inquiry - Florida Power & Light Company



FW: FPL



Consumer
Inquiry - Florida Power & Light Company

Thank you for this information. These attachments have been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100001-EI.

Thank you,

Diamond Williams
Comm. Deputy Clerk I
Office of Commission Clerk
Florida Public Service Commission
Email: diwillia@psc.state.fl.us
Phone: 850-413-6094

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

From: Ellen Plendl
Sent: Thursday, January 27, 2011 11:29 AM
To: Diamond Williams
Cc: Dorothy Menasco; Matilda Sanders
Subject: Email for Docket 100001-EI

See attached email and PSC response for correspondence side of Docket 100001-EI.

Diamond Williams

From: Governor Rick Scott [Rick.Scott@eog.myflorida.com]
Sent: Thursday, January 27, 2011 10:42 AM
To: Ellen Plendl
Subject: FW: FPL

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

From: Anthony Mille [mailto:AJMNY@AOL.COM]
Sent: Wednesday, January 26, 2011 7:44 PM
To: Governor Rick Scott
Subject: FPL

From: Anthony Mille <AJMNY@AOL.COM>

I would like to know how you can let FPL get a rate increase when they had a 14% profit of 945 million dollars last year. As a senior i got no social security increase in 2 years but it seems the utilities ge whatever they want

--

This email was sent via the contact form on www.flgov.com.

Diamond Williams

From: Randy Roland
Sent: Thursday, January 27, 2011 11:29 AM
To: 'AJMNY@AOL.COM'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Anthony Mille
AJMNY@AOL.COM

Dear Mr. Mille:

The Governor's office forwarded a copy of your E-mail regarding Florida Power & Light Company (FPL) to the Florida Public Service Commission (PSC). The PSC regulates investor-owned electric, natural gas, and telecommunications utilities throughout Florida, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC.

You expressed a concern about FPL's recent increase in the fuel adjustment charge. The fuel adjustment charge recovers 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.

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* As of March 1, 2011 \$96.44 (based on 1,000 kilowatt-hours)

* As of June 1, 2011 \$96.61

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Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

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
Division of Service, Safety & Consumer Assistance Florida Public Service Commission

Ann Cole

100001-E1

From: Ann Cole
Sent: Thursday, January 27, 2011 9:49 AM
To: Office Of Commissioner Graham
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite
Subject: RE: How are you doing?

Thank you for this information, which will be placed in *Docket Correspondence - Consumers and their Representatives*, in Docket No. 100001-E1.

From: Betty Leland **On Behalf Of** Office Of Commissioner Graham
Sent: Thursday, January 27, 2011 9:36 AM
To: Ann Cole
Subject: FW: How are you doing?

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00098-10</u>		
DISTRIBUTION: _____		

Please add to docket #100001.

Thanks.

From: Harp [mailto:harp527@hotmail.com]
Sent: Wednesday, January 26, 2011 4:30 PM
To: Office Of Commissioner Graham
Subject: How are you doing?

Hello , I just wanted to know if you are doing OK because no one in there right mind would give FPL an increase with such a huge profit last yr.Could you please tell me why ? Also could you please represent the people.Again please. Thank you for your time.John

100001-E1

Ann Cole

From: Ann Cole
Sent: Thursday, January 27, 2011 8:47 AM
To: Samantha Cibula
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite
Subject: RE: Correspondence

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00098-10		
DISTRIBUTION: _____		

Tracking: Recipient	Read
Samantha Cibula	Read: 1/27/2011 8:47 AM
Commissioners Advisors	
Administrative Assistants - Commission Suite	
Cristina Slaton	Read: 1/27/2011 8:48 AM
Pamela Paultre	Read: 1/27/2011 8:51 AM
Roberta Bass	Read: 1/27/2011 8:58 AM
Lisa Bennett	Read: 1/27/2011 9:12 AM

Thank you for this information, which will be placed in *Docket Correspondence - Consumers and their Representatives*, in Docket Nos. 100001-EI, 100002-EG, and 100007-EI.

From: Samantha Cibula
Sent: Thursday, January 27, 2011 8:18 AM
To: Ann Cole
Cc: Kathleen Stewart
Subject: Correspondence

Ann,

Could you please put this e-mail in the docket file for Docket Nos. 100001-EI, 100002-EG, and 100007-EI.

Thanks,
Samantha

From: Harp [mailto:harp527@hotmail.com]
Sent: Wednesday, January 26, 2011 4:32 PM
To: Office of Commissioner Brown
Subject: Are you doing OK?

Hello , I just wanted to know if you are doing OK because no one in there right mind would give FPL an increase with such a huge profit last yr.Could you please tell me why ? Also could you please represent the people.Again please. Thank you for your time.John

1/27/2011

Diamond Williams

100001-EI

From: Diamond Williams
Sent: Thursday, January 13, 2011 3:55 PM
To: Ellen Plendl
Cc: Dorothy Menasco; Catherine Potts
Subject: FW: Email for Docket Nos. 080677-EI and 100001-EI.

Attachments: FW: FPL Rate Hikes; FW: Consumer Inquiry - Florida Power & Light Company



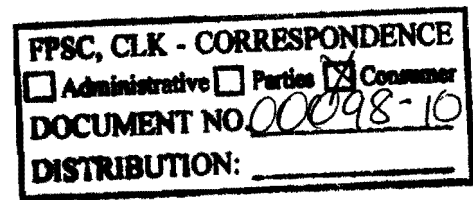
FW: FPL Rate Hikes

FW: Consumer Inquiry - Florida Power & Light Company

Thank you for this information. These attachments have been printed and placed in Docket Correspondence-Consumers and their Representatives, in Dockets 080677-EI and 100001-EI.

Thank you,

Diamond Williams
Staff Assistant
Office of Commission Clerk
Florida Public Service Commission
Email: diwillia@psc.state.fl.us
Phone: 850-413-6094



Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: Ellen Plendl
Sent: Thursday, January 13, 2011 3:49 PM
To: Diamond Williams
Cc: Dorothy Menasco; Catherine Potts
Subject: Email for Docket Nos. 080677-EI and 100001-EI.

See attached email and PSC response for correspondence side of Docket Nos. 080677-EI and 100001-EI.

Diamond Williams

From: Governor Rick Scott [Rick.Scott@eog.myflorida.com]
Sent: Thursday, January 13, 2011 2:15 PM
To: Ellen Plendl
Subject: FW: FPL Rate Hikes

Thanks,

Jennifer Britt

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

From: Earl L Beckwith III [mailto:beckcomputers@yahoo.com]
Sent: Thursday, January 13, 2011 12:27 PM
To: Governor Rick Scott
Subject: FPL Rate Hikes

From: Earl L Beckwith III <beckcomputers@yahoo.com>

Hi Rick,

Congrats as Governor, I head some disturbing news yesterday. You plan on raising our Electric Bills to lower the bills for new businesses created in our State. Rick, say it ain't so. My Family can barely afford to pay them know and you plan a rate hike. This is a bad idea. Once FP&L raises our bills they will never lower them. Please tell me this is not true and come up with something else!

Have a great day.....

--

This email was sent via the contact form on www.flgov.com.

Diamond Williams

From: Randy Roland
Sent: Thursday, January 13, 2011 3:48 PM
To: Ellen Plendl
Subject: FW: Consumer Inquiry - Florida Power & Light Company

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

From: Randy Roland
Sent: Thursday, January 13, 2011 3:46 PM
To: 'beckcomputers@yahoo.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Earl L. Beckwith III
beckcomputers@yahoo.com

Dear Mr. Beckwith:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company (FPL) to the Florida Public Service Commission (PSC). The PSC regulates investor-owned electric, natural gas, and telecommunications utilities throughout Florida, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC. You expressed a concern about FPL rates.

On December 14, 2010, the PSC approved a Settlement Agreement for Florida Power & Light Company's (FPL) 2009 rate increase request that freezes base rates through 2012 and allows only selected bill charges to fluctuate, such as fuel and storm damage recovery. The FPL Settlement includes the following:

- Freezes base rates through 2012 unless the company's return on equity (ROE) falls below nine percent, or exceeds eleven percent.
- Allows for recovery of storm damage costs up to \$4.00 on a typical 1,000 kilowatt-hour (kWh) monthly residential bill. However, if FPL incurs storm damage in excess of \$800 million in a calendar year, FPL may petition the Commission to increase the initial 12-month recovery above the \$4.00/1,000 kWh level.
- Limits the recovery of costs associated with West County Unit 3 to the plant's projected fuel savings. Customer rate impacts, if any, will depend on the energy generation required from the facility.

Filed in August 2010, the Settlement Agreement addresses all final issues following the Commission's decision in January to reduce FPL's rate request from more than \$1 billion to \$75.5 million. The Commission also denied FPL's request for a base rate increase in 2011, made several adjustments to the company's expenses, and reduced FPL's requested ROE of 12.5 percent to an authorized return of 10 percent.

Seven intervenors joined FPL in signing the Agreement, including the Office of Public Counsel, the Attorney General, Florida Industrial Power Users Group, Florida Retail Federation, South Florida Hospital and Healthcare Association, Federal Executive Agencies, and Associated Industries of Florida.

With respect to the fuel cost adjustment, a final determination is expected to be made during the hearings which will take place at the PSC in Tallahassee from January 26, 2011 to January 28, 2011. You may use the

following link to view and listen to the hearings:

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

After the hearing, the events will be archived and available for three months following the conclusion of the hearings. You may review the archived events by using the following link:

<http://www.floridapsc.com/agendas/audiovideo/archives/>

We appreciate your comments regarding the petition and will add your correspondence to Docket Nos. 080677-EI and 100001-EI.

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

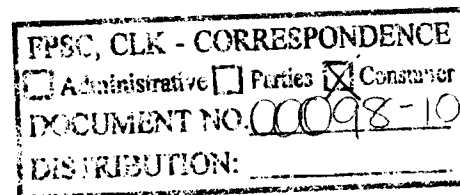
Sincerely,

Randy Roland
Regulatory Program Administrator
Division of Service, Safety & Consumer Assistance Florida Public Service Commission

Diamond Williams

100001-EI

From: Diamond Williams
Sent: Monday, November 29, 2010 12:23 PM
To: Ruth McHargue
Cc: Catherine Potts; Dorothy Menasco; Diane Hood
Subject: FW: To CLK Docket 100001
Attachments: Nov.2010 electric letter.doc; electric rate increase.doc



Thank you for this information. These attachments have been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 100001-EI.

Thank you,

Diamond Williams
 Staff Assistant
 Office of Commission Clerk
 Florida Public Service Commission
 Email: diwillia@psc.state.fl.us
 Phone: 850-413-6094

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From: Ruth McHargue
Sent: Monday, November 29, 2010 12:13 PM
To: Diamond Williams
Cc: Catherine Potts; Dorothy Menasco; Diane Hood
Subject: FW: To CLK Docket 100001

Customer correspondence

From: Henry Baker [<mailto:ezm8031@bellsouth.net>]
Sent: Sunday, November 21, 2010 9:52 AM
To: Consumer Contact
Subject: electric rates since 1993

I would appreciate your review of the attached 2 (two) documents, the first was mailed (USPS) to you March 3,2009 and the second is dated November 21, 2010.

This concern has to be addressed and I will appreciate your response.

Henry A. Baker

11/29/2010

November 21, 2010

Florida Public Service Commission

Re: Current Electric Rates

I have a growing concern with the inflation rate of the Florida Public Utilities. Please allow me to furnish you the following record of my **average monthly electric rate** for the period of 1993 through November 2010:

<u>Year</u>	<u>average monthly rate</u>
1993	\$124.
1994	\$109.
1995	\$121.
1996	\$130.
1997	\$119.
1998	\$122.
1999	\$108.
2000	\$120.
2001	\$138.
2002	\$135.
2003	\$120.
2004	\$93.
2005	\$94.
2006	\$84.
2007	\$113.
2008	\$133.
2009	\$161.
2010	\$189 (through Nov.)

As you can see, my rate has gone from a monthly low of \$84. to the current monthly high of \$189.

This is even including my installation of a digital HVAC thermostat in 2006 and raising my cooling temperature and lowering my heating temperature along with about 12 energy saving light bulbs.

It seems to me that additional efforts **must** be taken by **both** parties to keep this essential service affordable.

I would appreciate any comments and/or suggestions you might have on this matter.

Respectfully,

Henry A. Baker
2163 Brittany Ct.
Fernandina Beach, Fl 32034
(904)277-7650
Account#:0094007-2

March 5, 2009

Florida Public Service Commission

Re: Docket No. 090001-EI

I present for your viewing pleasure (?) a copy of:

- (1) local newspaper article dated 3/4/09
- (2) my Jan. 2007 and Jan. 2009 electric bills
- (3) chart of 5 years monthly electric bills

Based on the series of increases during the past 2 years, my average monthly electric bill has increased \$80. to \$86.

I have kept detailed records of monthly electric bills since we (wife and me) retired to Florida in August 1992 and our average monthly Kwh usage falls between 1291 Kwh and 1450 Kwh.

In 1992 I retired from a major US automaker and effective 1/1/2009 lost all our health benefits and 50% of my life insurance effective May 2009. The additional annual expense for supplementary health insurance for 2 and prescription drug coverage for only my wife is costing us \$8,800. for 2009.

I **cannot** afford any additional costs on essential services at the present time.

It seems that most company officials and their "bean counters" think that raising the price of their product/services is the only way to "make-ends-meet" in tough times. Have the company executives ever thought about temporary salary freezes, reduce operating expenses, turning their thermostats up or down 2 or 3 degrees to save cooling or heating costs, or many of the other ways to reduce there expenses. Perhaps some one should look at internal expenses, but don't hire an outside firm!

I request your review of the facts and that you **do not** grant approval for any more electric rate increases until the economy has recovered and most of us can once again "see the light at the end of the tunnel".

Respectfully;

Henry A. Baker
2163 Brittany Ct.
Fernandina Beach, Fl 32034
(904)277-7650

attachments:

- newspaper article
- copies of 2 invoices
- 5 year expense chart

Diamond Williams

100001-EI

From: Diamond Williams
Sent: Tuesday, November 02, 2010 9:14 AM
To: Ruth McHargue
Cc: Ann Cole; Dorothy Menasco; Diane Hood
Subject: RE: To CLK Docket 100001

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Thank you,

Diamond Williams
Staff Assistant
Office of Commission Clerk
Florida Public Service Commission
Email: diwillia@psc.state.fl.us
Phone: 850-413-6094

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00098-10		
DISTRIBUTION: _____		

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

From: Ruth McHargue
Sent: Friday, October 29, 2010 3:13 PM
To: Diamond Williams
Cc: Ann Cole; Dorothy Menasco; Diane Hood
Subject: FW: To CLK Docket 100001

Customer correspondence

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

From: Consumer Contact
Sent: Friday, October 29, 2010 3:11 PM
To: Ruth McHargue
Subject: To CLK Docket 100001

Copy on file, see 977192C. DH

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

From: Webmaster
Sent: Thursday, October 28, 2010 5:03 PM
To: Consumer Contact
Subject: RE: My contact

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

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

Sent: Thursday, October 28, 2010 5:02 PM

To: Webmaster

Cc: sdmcroy@embarqmail.com

Subject: My contact

Contact from a Web user

Contact Information:

Name: Sharon McRoy

Company:

Primary Phone: 8505790113

Secondary Phone: 8502095501

Email: sdmcroy@embarqmail.com

Response requested? Yes

CC Sent? Yes

Comments:

I am a Florida Public Utilities customer whose rates have increased to the point I cannot afford to run air conditioning during the summer at a temperature to cool my block house, or at a warm enough temperature for my grandchildren to be reasonably comfortable. I am a county employee, have not had a raise in 2 years, and will have to find an additional job just to pay basic bills. Now there are rumors of another increase. Alabama was able to decrease electric rates. Why can't Florida do the same, instead of allowing rate increases? And how on earth are low-income persons on a fixed income supposed to manage??? Please stop this insanity now!!!

Ann Cole

PSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
EXHIBIT NO. 00098-10		
DISTRIBUTION:		

From: Ann Cole
Sent: Wednesday, October 20, 2010 3:25 PM
To: Office of Commissioner Skop
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite
Subject: FW: Thank You

Thank you for this information, which will be placed in *Docket Correspondence - Consumers and their Representatives*, in the Docket Nos. listed below.

From: Office of Commissioner Skop
Sent: Wednesday, October 20, 2010 1:53 PM
To: Ann Cole
Cc: Bill McNulty
Subject: FW: Thank You

Ann,

Please place the e-mail below in the correspondence side of the following dockets:

100001-EI
 100002-EI
 100007-EI
 100009-EI
 080677-EI
 090130-EI
 100077-EI
 100155-EI
 080203-EI
 080245-EI
 080245-EI
 080246-EI
 090494-EI
 060038-EI

Thank you,
 Cristina

From: Sandymac36@aol.com [mailto:Sandymac36@aol.com]
Sent: Wednesday, October 20, 2010 9:34 AM
To: nancyargenziano@gmail.com
Cc: Office of Commissioner Skop
Subject: Thank You

Ms. Argenziano I was sorry to read you leaving the PSC commission. My only hope is you will continue in politics. Florida needs people like you. Mr. Skop, I am very upset, but not surprised concerning the story in today's Palm Beach Post concerning FPL asking courts to eliminate you from discussions concerning them. You along with Ms. Argenziano, Mr. Klement and Stevens were a credit to the PSC and the residents of Florida. The cartoon below should read FPL laid off 25 Congressmen. Thought you would enjoy the ?cartoon.

10/20/2010

XXXXX XXXXXXXXXX

100001-E1

7608 N.W. 18th St. #301

Margate, FL 33063

October 5, 2010

Ms. Nancy Argenziano, Chairwoman
Fl. Public Service Commission

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00098-10		
DISTRIBUTION:		

Re: Oct 12, 2010 Meeting

• Oct. 5, 2010 Sun Sentinel News

Dear Commission Argenziano,

Please present my recommendations to the P.S.C. as follows:

- 1) Do not raise FPL profits beyond 11%. A refund to customers would be "peanuts". FPL reported \$456,000,000 profit, JUST for two quarters of 2010, an increase of 35%! Enough already.
- 2) Forget about "base rates". The rates above 1000 KWH should be lowered. FPL should do that through 2015.
- 3) FPL's "Squire" Butler, said: "second cold and hot weather led to spike in sales, and shouldn't be punished or rewarded for unusual weather".

Based on "Squire Butler's statement, FPL must provide a detailed plan for "UNUSUAL" weather which it should have for years. Remind them, this is Florida, please.

- 4) FPL's full bill is paid by customers because "they can't make a profit on that". Now they want customers to pay for natural gas power! "Come On!" "In Palm Bch Cty"!! The PSC must stop this foolishness. (See #1, above)

P.S.C. "employees" recommend/agree with FPL. It seems they are too close to FPL, still.

You must not pay for FPL gas generators!!

-Cont

Coyle to Argenzini

-2-

Oct 5, 2010

- 5) FPL, is boldly telling PSC to "RETHINK"! They attack PSC member, now they want PSC to "RETHINK". What gall. Who regulates whom?
- 6) PSC "staff", in favor of FPL recommended that the PSC. "reject" power outage refunds. This doesn't seem right. (A sample story of my condo attached.)
- 7) FPL and their lobby donate to politicians for campaigns. When is the PSC and staff going to work for the customers of FPL? It's not only sad to see PSC staff and some PSC members bend over backwards for FPL, now they should, rather, it's time to start working full time for the customers.
- 8) Lastly, FPL is going to install a 34⁺ mile natural gas line without intermediate safety "shut offs". PSC must order these shut-offs, for the protection of the public, and pay for the whole pipe line.

Please distribute this letter to the entire Commission for your 9:30am meeting w/ FPL.

Thank you.

Very truly yours,

Robert Coyle

attachmt.

Palm Springs II
St. Condominium
19

10 OUTAGES
IN SEPT. 2010

FROM THE PRESIDENT

Although I have been confined to my apartment for the past several weeks, due to a fall. I have been in close communication with our property manager and have been able to keep abreast of daily situations relating to condo affairs.

All unit owners are probably not aware of the power outages that have occurred during the past weeks. At different times the condo office and some of buildings and elevators lost power. I must call attention to how our personnel handled one such situation. At buildings affected the staff went door to door to check on resident's status. Some people were taken to the clubhouse where we had power, water, and other supplies available. They were made comfortable and reassured until finally FPL replaced the burned out trans-



Samuel Gordon

formers and power was restored. In some cases people that needed refrigeration and that, too, was available.

Thanks to hurricane and emergency pre-planning we even had electric generators available if needed. I commend Property Manager Silvio Leal, Shawn, and the staff for the manner in which they handled the situation. For myself and on behalf of others I thank them for a job well done.

You may have seen the new golf carts we purchased to do away with rentals and expect them to pay off the cost as against rentals within a year and a half.

We are awaiting a proposed budget from Castle and then our budget committee will meet as often as necessary to refine it before we settle on it.

COMMISSIONERS:
NANCY ARGENZIANO, CHAIRMAN
LISA POLAK EDGAR
NATHAN A. SKOP
ART GRAHAM
RONALD A. BRISÉ

STATE OF FLORIDA



DIVISION OF SERVICE, SAFETY &
CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

October 12, 2010

Mr. Robert Coyle
7608 NW 18th Street, #301
Margate, FL 33063

RE: PSC Inquiry 973280C

Dear Mr. Coyle:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Florida Power & Light Company (FPL).

You expressed concerns about FPL's earnings and fuel cost adjustment. I will add your comments to the correspondence side of Docket Nos. 100001-EI and 100410-EI regarding the fuel cost adjustment and earnings review, respectively.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

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,

A handwritten signature in black ink that reads "Randy Roland".

Randy Roland

Regulatory Program Administrator
Division of Service, Safety &
Consumer Assistance

RR:mep

Rolando Coyle
7608 N.W. 18th #301
Margate, Fl. 33063

FT LAUDERDALE
FL 333
30 OCT 2012 PM 4.1



Ms Nancy Argenziano, Chairman
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Blvd
Tallahassee, Fl. 32399-0850

Private

32399+0850



Ann Cole

100001-EI

From: Ann Cole
Sent: Friday, September 17, 2010 1:43 PM
To: Office of Commissioner Skop
Cc: Bill McNulty; Commissioners Advisors; Administrative Assistants - Commission Suite
Subject: RE: FPL Actions

Thank you for this information, which will be placed in Docket Correspondence - Consumers and their Representatives, in Docket Nos. listed below.

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

From: Office of Commissioner Skop
Sent: Friday, September 17, 2010 1:27 PM
To: Ann Cole
Cc: Bill McNulty
Subject: FW: FPL Actions
Importance: High

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO 00098-10		
DISTRIBUTION:		

Ann,

Please place the e-mail below in the correspondence side of the following dockets:

100001-EI
100002-EI
100007-EI
100009-EI
080677-EI
090130-EI
100077-EI
100155-EI
080203-EI
080245-EI
080245-EI
080246-EI
090494-EI
060038-EI

Thank you,
Cristina

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

From: Linda Drake (WireSpring) [mailto:lindad@wirespring.com]
Sent: Friday, September 17, 2010 10:25 AM
To: Office Of Commissioner Graham; Office Of Commissioner Edgar; Office of Commissioner Argenziano; Office of Commissioner Skop; Office of Commissioner Brisé; KELLY.JR
Subject: FPL Actions
Importance: High

To All Commissioners,

With regards to the actions of FPL towards Nathan Skop, you *all* have need to be concerned and must take action to stop FPL towards achieving their end - which is having Commissioner Skop removed from all future FPL hearings.

Such an action would set a precedent that would provide FPL unmitigated control over all of your actions and to the detriment of the ratepayers that you are there to serve.

FPL has proven that it has taken questionable actions before and if this action is successful against Commissioner Skop, then all of you are endangered as well as your successors.

Please take whatever measures you can to ensure that FPL does not succeed in it's quest.

The repercussions are just too dangerous.

Very truly yours,
Linda M. Drake
19861 NW 88 Ave
Hialeah, FL 33018
954-548-3300 ext 1523

100001-E1

E-Mail Viewer

Message	Details	Attachments	Headers	Source
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HTML

From: "Brenda.Perez@l-3com.com" <Brenda.Perez@l-3com.com>
 Date: 8/17/2010 4:30:53 PM
 To: "Bill.Young@mail.house.gov" <Bill.Young@mail.house.gov>
 Cc:
 Subject: Sorry

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00098-10</u>		
DISTRIBUTION: _____		

10 SEP 14 AM 10:53
 RECEIVED - FPSC
 COMMISSION
 CLERK

Here I am again. I hate to keep doing this, but I don't know who else to go to. I just received my electric bill and it is a sin what they charge. My regular bill is 56.00, BUT the FUEL charges are 40.00. Now what is wrong with that??!! My total bit is 120.?? I am getting ready to go on retirement and I can't afford that high bill. The fuel has gone down, but not our bill. Please I am begging for help on this. It is hard out here!! You are all I have to go to. I would vote for you for President. You are great Congressman.. Please see what you have to do.

Sincerely,

Brenda Perez

Close

SEP 03 2010

C.W. BILL YOUNG
10TH DISTRICT, FLORIDA

COMMITTEE ON
APPROPRIATIONS
SUBCOMMITTEE ON DEFENSE
SUBCOMMITTEE ON
MILITARY CONSTRUCTION AND
VETERANS AFFAIRS

SELECT INTELLIGENCE OVERSIGHT PANEL

www.house.gov/young

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(202) 225-5961

DISTRICT OFFICES:
SUITE 1480
360 CENTRAL AVENUE
ST. PETERSBURG, FL 33701-3836
(727) 893-3191

9210 113TH STREET
SEMINOLE, FL 33772-2800
(727) 394-6950

Congress of the United States
House of Representatives
Washington, DC 20515-0910
August 31, 2010

Ms. Brenda Perez
7017 Versailles
Pinellas Park, Florida 33781

Dear Ms. Perez:


Thank you for contacting me regarding your electric bill.

While I would like to be of assistance with this subject, this is unfortunately a state matter not within my jurisdiction as a Representative in the United States Congress. However, in an effort to be of assistance to you, I have taken the liberty of forwarding your correspondence to the Florida Public Service Commission.

Although I could not be of more help on this occasion, I hope you will contact me if you have any problems with the federal government in the future.

With best wishes and personal regards, I am

Very truly yours,


C. W. Bill Young
Member of Congress

CWY: AA

CC: Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

SEP 08 2010

U.S. HOUSE OF REPRESENTATIVES
WASHINGTON, DC 20515-0910

PUBLIC DOCUMENT

OFFICIAL BUSINESS

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Bill King
M.C.

SEP 03 2010



323930830 001



COMMISSIONERS:
NANCY ARGENZIANO, CHAIRMAN
LISA POLAK EDGAR
NATHAN A. SKOP
ART GRAHAM
RONALD A. BRISÉ

STATE OF FLORIDA



DIVISION OF SERVICE, SAFETY &
CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

September 14, 2010

Ms. Brenda Perez
7017 Versailles North
Pinellas Park, FL 33781-1117

RE: PSC Inquiry 965581C

Dear Ms. Perez:

Congressman Young's office forwarded a copy of your correspondence regarding Progress Energy Florida, Incorporated (Progress Energy) to the Florida Public Service Commission (PSC). The PSC regulates investor-owned electric, natural gas, and telecommunications utilities throughout Florida, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC.

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 PSC, 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.

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

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

On November 3, 2009, the PSC set the 2010 fuel adjustment charges for the customers of Florida investor-owned electric utilities. The fuel adjustment charges were decided at a hearing where the PSC considered each utility's projected costs of fuel and the purchased power for 2010 as well as 'trued up' costs for 2009.

The next hearing in which the PSC will set the 2011 fuel cost adjustment is scheduled from November 1, 2010, to November 3, 2010. You may use the following link to view and listen to the hearings:

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

After each hearing, the events will be archived and available for three months following the conclusion of the hearings. You may review the archived events by using the following link:

<http://www.floridapsc.com/agendas/audiovideo/archives/>

I will add your comments to the correspondence side of Docket Nos. 100001-EI regarding the fuel cost adjustment.

You may contact Progress Energy toll-free at 1-800-700-8744 to request a complimentary meter test and energy audit, which will provide you with an analysis of your energy use and appliances, and recommendations to minimize your electric usage. Home energy audits are available to every Progress Energy customer at no charge, once every twelve months.

Finally, you may contact The Florida Department of Community Affairs to inquire about the Low-Income Energy Assistance Program by using the following information:

**Department of Community Affairs
Division of Housing and Community Development
Low-Income Home Energy Assistance Program
2555 Shumard Oak Boulevard
Tallahassee, Florida 32399-2100**

**Telephone: 850-488-7541
E-Mail: floridaliheap@dca.state.fl.us**

You may also inquire about the Emergency Home Energy Assistance for the Elderly (EHEAP), which provides assistance for home-energy emergencies to qualified, low-income households with at least one person 60 years of age or older. To find out about qualifications, you may contact your county's local EHEAP agency, or by calling 1-800-963-5337.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

Ms. Brenda Perez
Page 3
September 14, 2010

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,



Daniel M. Hoppe, Director
Division of Service, Safety &
Consumer Assistance

DMH:mep

C: The Honorable C.W. Bill Young
United States House of Representatives
9210 113th Street
Seminole, FL 33772
Attn: Ms. Ashley Abreu

Kimberley Pena

From: Kimberley Pena
Sent: Tuesday, September 14, 2010 11:56 AM
To: Office of Commissioner Skop
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite; Ann Cole
Subject: FW: Docket Correspondence
Attachments: Palm Beach Post 9/14/2010; FPL

Thank you. This information will be placed in Docket Correspondence - Consumers and their Representative, in the below referenced dockets, today.

From: Cristina Slaton
Sent: Tuesday, September 14, 2010 11:46 AM
To: Ann Cole
Cc: Bill McNulty
Subject: Docket Correspondence

FPSC, CLK - CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00098-10
DISTRIBUTION: _____

Ann,

Please place the attached e-mails in the correspondence side of the following dockets:

- 100001-EI
- 100002-EI
- 100007-EI
- 100009-EI
- 080677-EI
- 090130-EI
- 100077-EI
- 100155-EI
- 080203-EI
- 080245-EI
- 080245-EI
- 080246-EI
- 090494-EI
- 060038-EI

Thank you,
Cristina

Kimberley Pena

From: Sandymac36@aol.com
Sent: Tuesday, September 14, 2010 11:28 AM
To: Office of Commissioner Skop
Subject: FPL

Dear Commissioner Skop,

It seems I am continually upset with the news in the Palm Beach Post concerning you and FPL, and the latest story on 9/14/2010, which I have enclosed for you to read. I don't have the words to express my gratitude to you for all you have done, and tried to do for the consumers who have no choice but to use FPL.

There was a list of senators and representatives who make up the nominating committee, and I have written them all and expressed my dissatisfaction with them and of course have not heard back from any of them. I have no doubt that FPL have these people in their pockets, and care more about "taking care" of them than the public. What upsets me more is the consumer who won't or can't get involved beyond talking about how high their electric bill is while standing around the water cooler. These fools, in my opinion, will get what they deserve when you and Ms. Argenziano complete your term in January. As for the politicians hopefully they will get what they deserve come November. You take care of yourself, sir. And again "Thank you"

9/14/2010

Kimberley Pena

From: Sandymac36@aol.com
Sent: Tuesday, September 14, 2010 11:31 AM
To: Office of Commissioner Skop
Subject: Palm Beach Post 9/14/2010

Forgot to enclose in previous e-mail

FPL turns up heat on PSC member

9/14/2010

The Palm Beach Post

[Print this page](#)[Close](#)

FPL turns up heat on PSC member

By **SUSAN SALISBURY**

Palm Beach Post Staff Writer

Updated: 7:59 p.m. Monday, Sept. 13, 2010

Posted: 7:49 p.m. Monday, Sept. 13, 2010

In its battle to bar outgoing Florida Public Service Commissioner Nathan Skop from dealing with any of its issues, Florida Power & Light Co. pulled out all the stops Monday, seeking to prevent Skop from participating in a PSC hearing today.

The Juno Beach-based company filed additional motions with the Tallahassee-based 1st District Court of Appeal and the PSC on Monday in its latest attempt to keep him out of its business.

Late Monday the PSC deferred FPL's portion of today's hearing until Sept. 28.

The PSC, including Skop, is still expected to discuss other utility companies' energy-saving programs.

"Our goal is to stop him from participating in FPL matters," Barry Richard, a Tallahassee attorney representing FPL, said Monday.

FPL officials said in court filings that in the past year Skop has become increasingly hostile toward the company, and that his antagonistic behavior has been reserved for FPL. The company contends Skop is no longer fair and impartial.

Skop, 43, whose term ends Jan. 1, did not respond to a request for comment Monday.

In January, Skop and four other commissioners unanimously voted to reject FPL's proposed \$1.2 billion rate increase. The company was granted a \$75.5 million increase. Skop has stated that FPL "owns state government," and accused it of "spin" and "selective disclosure," and accused FPL's counsel of "misrepresentations," according to court filings.

Richard filed an emergency motion for a stay Monday, asking the 1st District Court of Appeal to stop Skop from hearing any FPL matters. On Sept. 2, FPL filed a motion with the PSC asking Skop to disqualify himself from involvement in any FPL issues.

At a nuclear cost hearing a week ago, Skop said the motion was moot because it was not issued far enough in advance of the hearing and did not cite the appropriate statute.

Skop's refusal to disqualify himself set off a series of court filings by FPL attorneys, including one that asks the court to force Skop to rule on the disqualification motion.

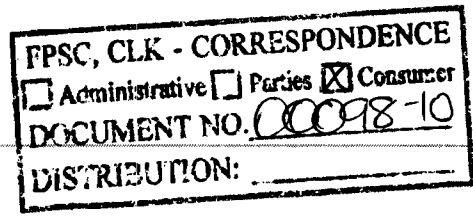
Friday, the appellate court gave Skop until Thursday to respond as to why FPL's petitions should not be granted.

The company's recent settlement of its rate case, and 10 other FPL issues are pending before the PSC this year.

Find this article at:

[Print this page](#)[Close](#)<http://www.palmbeachpost.com/money/fpl-turns-up-heat-on-psc-member-914049.html> EA
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Ann Cole

From: Ann Cole
Sent: Friday, September 10, 2010 9:40 AM
To: Office of Commissioner Skop
Cc: Cristina Slaton; Commissioners Advisors; Administrative Assistants - Commission Suite
Subject: RE: Call In Comments from FPL Customer

Thank you for this information, which will be placed in *Docket Correspondence - Consumers and their Representatives*, in all docket nos. listed below.

From: Office of Commissioner Skop
Sent: Friday, September 10, 2010 9:38 AM
To: Ann Cole
Cc: Cristina Slaton
Subject: Call In Comments from FPL Customer

Ann,

Mr. Larry Kraatz of Vero Beach (721 Timber Ridge Trail) called the Office of Commissioner Skop at 9:20 AM today to express his displeasure regarding FPL filings designed to remove Commissioner Skop from FPL-related dockets. He stated he was very concerned about FPL's attempts to silence Commissioner Skop, their "mafiosa tactics", their attempts to increase rates. He stated Commissioner Skop's input should be valued despite having voted against FPL. Mr. Kraatz stated he supports the appointment to the utility board of any advocate who supports people's rights.

Please place this e-mail in the correspondence side of the following dockets:

- 100001-EI
- 100002-EI
- 100007-EI
- 100009-EI
- 080677-EI
- 090130-EI
- 100077-EI
- 100155-EI
- 080203-EI
- 080245-EI
- 080245-EI
- 080246-EI
- 090494-EI
- 060038-EI

Thank You,

Bill McNulty
 Chief Advisor to Commissioner Skop

*Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0855
(850) 413-6028 (office)
(850) 413-6029 (fax)
bmcnulty@psc.state.fl.us*

100001-E1

Ann Cole

From: Ann Cole
Sent: Friday, September 10, 2010 9:39 AM
To: Office of Commissioner Skop
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite
Subject: RE: Thank You Commissioner Skop

Tracking: Recipient **Read**
Office of Commissioner Skop
Commissioners Advisors
Administrative Assistants - Commission Suite
Bill McNulty Read: 9/10/2010 9:39 AM

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00098-10		
DISTRIBUTION: _____		

Thank you for this information, which will be placed in *Docket Correspondence - Consumers and their Representatives*, in all docket nos. listed below.

From: Office of Commissioner Skop
Sent: Friday, September 10, 2010 9:13 AM
To: Ann Cole
Cc: Cristina Slaton
Subject: FW: Thank You Commissioner Skop

Ann,

Please place the e-mail below in the correspondence side of the following docket:

- 100001-E1
- 100002-E1
- 100007-E1
- 100009-E1
- 080677-E1
- 090130-E1
- 100077-E1
- 100155-E1
- 080203-E1
- 080245-E1
- 080245-E1
- 080246-E1
- 090494-E1
- 060038-E1

Thank You,

Bill McNulty
Chief Advisor to Commissioner Skop
Florida Public Service Commission
2540 Shumard Oak Boulevard

Tallahassee, FL 32399-0855
(850) 413-6028 (office)
(850) 413-6029 (fax)
bmcnulty@psc.state.fl.us

From: Chris [mailto:dolphins54@comcast.net]
Sent: Thursday, September 09, 2010 9:47 PM
To: Office of Commissioner Skop
Subject: Thank You Commissioner Skop

Thank you for taken on F.P.L. and representing the hard working families in Florida. In the past it always been F.P.L. who has been dictating to the consumers and it's nice to finally see a commissioner who is standing up for the people of Florida! The amount of electricity that needs to be generated today is getting to be less and less. With all the "Green" lighting, Appliances, Motors, A.C. units, etc.... our electric bill should be decreasing each year when in fact it is constantly on the rise. I've never seen so many excuses for increases. Make them open their books for the consumer to see. It would be in the best interest of the consumers. I look out my back window and see several old Electric poles that are rotted, and they claim that they have strengthened the electrical grid. Please keep on them and don't back down!

Thank You for your Fine Job as Commissioner.

Chris

100001-E1

Ann Cole

From: Ann Cole
Sent: Friday, September 10, 2010 9:38 AM
To: Office of Commissioner Skop
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite
Subject: FW: FPL sues to silence regulator

Tracking: **Recipient** **Read**
Office of Commissioner Skop
Commissioners Advisors
Administrative Assistants - Commission Suite
Bill McNulty Read: 9/10/2010 9:38 AM

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00098-10		
DISTRIBUTION:		

Thank you for this information, which will be placed in *Docket Correspondence - Consumers and their Representatives*, in all docket nos. listed below.

From: Office of Commissioner Skop
Sent: Friday, September 10, 2010 9:09 AM
To: Ann Cole
Cc: Cristina Slaton
Subject: FW: FPL sues to silence regulator

Ann,

Please place the e-mail below in the correspondence side of the following dockets:

100001-E1
100002-E1
100007-E1
100009-E1
080677-E1
090130-E1
100077-E1
100155-E1
080203-E1
080245-E1
080245-E1
080246-E1
090494-E1
060038-E1

Thank You,

Bill McNulty
Chief Advisor to Commissioner Skop
Florida Public Service Commission

9/10/2010

2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0855
(850) 413-6028 (office)
(850) 413-6029 (fax)
bmcnulty@psc.state.fl.us

From: Patrick [mailto:pm2120@comcast.net]
Sent: Friday, September 10, 2010 8:34 AM
To: Office of Commissioner Skop
Cc: pm2120@comcast.net
Subject: FPL sues to silence regulator

Dear Mr. Skop. I just wanted to thank you on behalf of all Florida FPL customers. It's an outrage that FPL can be so brazen and open about trying to silence you, with not one word of support from your colleagues on the commission. Are they all bought and paid for by FPL? And where are our elected officials who are supposed to be looking out for us against a monopoly company which continues to be caught in lie after lie regarding costs and rates. Although I'm only one angry customer, I would like to help in any way I can. Who else is on our side? I live in a gated community in St Lucie county and I have hundreds of email addresses throughout the state. I will forward any communication or actions to them. Thanks again for standing with us. Patrick Mahoney, 1571 SE Ballantrae Ct. Port St Lucie Fl.34952. 772 337 2681.

9/10/2010

100001

COMMISSIONERS:
NANCY ARGENZIANO, CHAIRMAN
LISA POLAK EDGAR
NATHAN A. SKOP

STATE OF FLORIDA



OFFICE OF COMMISSION CLERK
ANN COLE
COMMISSION CLERK
(850) 413-6770

Public Service Commission

June 18, 2010

John T. Butler, Esquire
Florida Power & Light Company
700 Universe Boulevard
Juno Beach, Florida 33408-0420

RECEIVED Reynold Adam
DATE 6/21/10

Re: Return of Confidential Documents to the Source

PSC, CLK - CORRESPONDENCE		
<input checked="" type="checkbox"/> Administrative	<input type="checkbox"/> Florida	<input type="checkbox"/> Consumer
DOCUMENT NO. <u>00098-10</u>		
DISPOSITION:		

Dear Mr. Butler:

Commission staff have advised that the confidential documents listed below, filed on behalf of Florida Power & Light Company in the dockets listed below, can be returned to the source. The documents are enclosed.

DOCKET NO.	DOCUMENT NO(S).
080001-EI	10798-08
080009-EI	08861-08, 08842-08
090009-EI	08185-09, 09985-09, 09271-09
100000-OT	02873-10, 03808-10

Please do not hesitate to contact me if you have any questions concerning return of this material.

Sincerely,

Ann Cole
Commission Clerk

AC:kmp
Enclosure

cc: Marshall Willis, Pete Lester, Jim Breman, Division of Economic Regulation
Jennifer Crawford, Lisa Bennett, Keino Young, Office of the General Counsel

Diamond Williams

From: Diamond Williams
Sent: Monday, June 07, 2010 12:41 PM
To: Ellen Plendl
Cc: Dorothy Menasco; Ann Cole
Subject: FW: Email

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00098-10		
DISTRIBUTION:		

Attachments: FW: FPL refund suggestion; Re: FPL refund suggestion



FW: FPL refund suggestion
Re: FPL refund suggestion

Thank you for this information. These attachments have been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 100001-EI.

Thank you,

Diamond Williams
Staff Assistant
Office of Commission Clerk
Florida Public Service Commission
Email: diwillia@psc.state.fl.us
Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: Ellen Plendl
Sent: Monday, June 07, 2010 11:29 AM
To: Diamond Williams
Cc: Ann Cole; Dorothy Menasco
Subject: Email

See attached email and response to be placed in correspondence side of Docket No. 100001-EI.

Diamond Williams

From: Governor Charlie Crist [Charlie.Crist@eog.myflorida.com]
Sent: Monday, June 07, 2010 10:45 AM
To: Ellen Plendl
Subject: FW: FPL refund suggestion

Looks like you guys already have this one

Thanks,

Jennifer

From: Rhonda Roff [mailto:marshmaid@gmail.com]
Sent: Thursday, June 03, 2010 7:30 AM
To: Chairman@psc.state.fl.us; Commissioner.Edgar@psc.state.fl.us; commissioner.klement@psc.state.fl.us; commissioner.skop@psc.state.fl.us; Governor Charlie Crist
Cc: clerk@psc.state.fl.us; Saveitnowglades; florida-safe-and-sustainable-energy-campaign@googlegroups.com
Subject: FPL refund suggestion

Dear Governor Crist and Public Service Commissioners,

I am writing with a suggestion regarding the disposition of the \$14M that FPL has been ordered to refund its customers. The lump sum would go a long way toward renewable energy advancement in the state as compared with the estimated \$0.14 per month refund to the individual customer. Would it be possible for FPL to survey their customers, through the normal monthly billing statements, whether they would be willing to donate their refunds to this cause?

Thank you for your consideration of my request,

Rhonda

--

Rhonda Roff, President Save It Now, Glades! PO Box 1953 Clewiston, FL 33440 www.saveitnowglades.org "It is difficult to get a man to understand something, when his job depends on his not understanding it." Upton Sinclair

6/7/2010

Diamond Williams

From: Randy Roland
Sent: Monday, June 07, 2010 11:28 AM
To: 'marshmaid@gmail.com'
Subject: Re: FPL refund suggestion

Ms. Rhonda Roff
marshmaid@gmail.com

Dear Ms. Roff:

This is in response to your inquiry with the Governor's Office and the Florida Public Service Commission (PSC) regarding Florida Power & Light Company (FPL). You offered a suggestion in the disposition of a refund ordered by the PSC.

On February 26, 2008, a fault occurred at FPL's Flagami substation in Miami-Dade County that caused three of FPL's fossil-fueled generating units and its Turkey Point Nuclear Units 3 and 4 to trip offline. As a result, FPL was required to operate several less efficient peaking units, replace nuclear-fueled generation, and purchase power, all at a higher cost. The PSC reviewed three options for implementing a refund.

The PSC approved a Proposed Resolution of Issues in January 2010, agreeing that FPL should refund replacement power costs attributable to the 2008 outage. In March 2010, the Commission held a hearing to address how much FPL must repay and how that repayment would be refunded.

On June 1, 2010, the PSC approved a refund of more than \$13.8 million for Florida Power & Light Company (FPL) customers for replacement power costs attributable to a 2008 outage. The refund, applied as a reduction to the annual Fuel Cost Recovery factor, will lower FPL's 2011 fuel factors applied to customer bills. Using the approved true-up mechanism, the bill impact would be \$.14 per month over a 12-month period.

I will add your comments to the correspondence side of Docket No. 100001-EI.

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

Sincerely,

Randy Roland
Regulatory Program Administrator
Division of Service, Safety & Consumer Assistance Florida Public Service Commission

Dorothy Menasco

100001-EI

DOCUMENT NO. 00098-10

DISTRIBUTION: _____

From: Dorothy Menasco
Sent: Thursday, June 03, 2010 4:54 PM
To: Ellen Plendl
Cc: Diamond Williams
Subject: RE: Letter to Charlie Crist regarding FPL's business practices

Thank you for the confirmation and your follow-up telephone call. Per your request, we will place the document in Docket Correspondence - Consumers and their representatives, in both Docket Nos. 080677-EI (01544-09) and 100001-EI (00098-10). Have a great afternoon!

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

From: Ellen Plendl
Sent: Thursday, June 03, 2010 4:48 PM
To: Dorothy Menasco
Cc: Diamond Williams
Subject: RE: Letter to Charlie Crist regarding FPL's business practices

Correspondence side of both dockets, please :)

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

From: Dorothy Menasco
Sent: Thursday, June 03, 2010 4:47 PM
To: Ellen Plendl
Cc: Diamond Williams
Subject: RE: Letter to Charlie Crist regarding FPL's business practices

Thank you, Ellen. Please confirm whether this should be document numbered and added to the docket file, or placed in Consumer Correspondence. Thank you for your help.

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

From: Ellen Plendl
Sent: Thursday, June 03, 2010 4:45 PM
To: Dorothy Menasco
Cc: Diamond Williams
Subject: RE: Letter to Charlie Crist regarding FPL's business practices

Mr. Gary Fayette's correspondence should be added to Docket Nos. 080677-EI (rate case) and 100001-EI (fuel cost adjustment).

I apologize that the documentation you received was not made clear.

Please call me if you have any questions. 413-6123

From: Dorothy Menasco
Sent: Thursday, June 03, 2010 3:58 PM

To: Randy Roland
Cc: Diamond Williams
Subject: Letter to Charlie Crist regarding FPL's business practices

Good afternoon, Randy.

CLK received an inter-office envelope addressed to Diamond Williams. The contents are a letter to Governor Crist from Gary Fayette in Miami Beach, regarding FPL's business practices. It is stapled to a letter from you to Gary Fayette in Surfside regarding his concern about estimated meter readings.

There are no instructions to the Clerk's Office on how to process the document. Docket Nos. 080677-EI and 100001-EI are hand-written in pencil on the document, as well as Utilities/PSC. There is no "received" stamp from SSC on the document either.

Please advise how this document should be handled. Please note that when forwarding future documents to the Clerk's Office, they should have a memo or some sort of instruction to the Clerk for processing. Thank you for your help.

Dorothy Menasco
Chief Deputy Commission Clerk
Florida Public Service Commission
Office of Commission Clerk
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.

April 20, 2010

Governor Charlie Crist
The Capitol
400 S. Monroe Street
Tallahassee, FL 32399-0001

080677E1

100001-81

1,00001

Utilities
PSC

OFFICE OF
CITIZEN SERVICE

10 APR 23 10:16:18

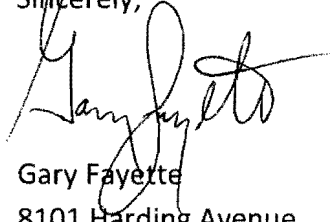
FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 000918-10		
DISTRIBUTION:		

Dear Governor Christ:

I write this letter to inform your office of the poor business practices of Florida Power & Light. The company should not be granted rate increases. In this bad economy people are struggling everywhere just to pay bills on time. I am no exception. This month I received a bill from FP&L in the amount of \$272.31, which is three times my normal electric bill. FP&L billed me for three months 'corrected' billing.

To be billed this amount in one bill is an outrage. I am a single person living in a 900 square foot house. I have never used excessive amounts of electric. To receive such a bill is nothing more than pure negligence on the part of FP&L. The company is billing me for 'corrected' billing because they claim they could not read the electric meter. The electric meter for my house is in a neighbor's yard - which is ridiculous to begin with; to add insult to injury the company claims they could not read the meter because it is behind a locked fence. This is pure fabrication. My neighbor's fence has not been locked in the five years I have lived in my house. A law should be enacted that prohibits FP&L from back billing more than one month without informing the user. The electric company would be quick to lobby the government if it were sent a multi-million dollar bill for back taxes. The public should not be penalized for FP&L's failure to read meters. If they can't run their business the way it should be run - they should be put out of business! FP&L is a model of poor business practice.

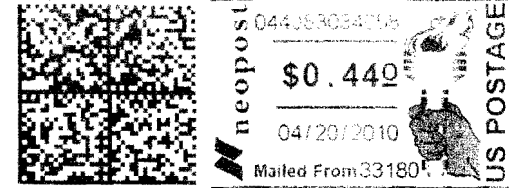
Sincerely,



Gary Fayette
8101 Harding Avenue
Miami Beach, Florida 33141

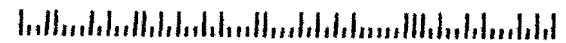
c: Lewis Hay

Gary Fayette
P.O. Box 54-6005
Surfside, FL 33154-6005



Governor Charlie Crist
The Capitol
400 S. Monroe Street
Tallahassee, FL 32399-0001

32399+0001



COMMISSIONERS:
NANCY ARGENZIANO, CHAIRMAN
LISA POLAK EDGAR
NATHAN A. SKOP

STATE OF FLORIDA



DIVISION OF SERVICE, SAFETY &
CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

June 3, 2010

Mr. Gary Fayette
P.O. Box 54-6005
Surfside, FL 33154-6005

RE: PSC Inquiry 942516E
8101 Harding Avenue, #5
Miami Beach, FL 33141

Dear Mr. Fayette:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Florida Power & Light Company (FPL). You expressed a concern about estimated meter readings.

Rule 25-6.050, Florida Administrative Code (F.A.C.), indicates that a utility shall designate to an applicant or its customers the location for meter placement. Locations of meters should be easily accessible for reading, testing, and making necessary adjustments and repairs. Rule 25-6.105, F.A.C., indicates that the utility may refuse or disconnect electric service for neglect or refusal to provide safe and reasonable access to the utility for the purpose of reading meters or inspection and maintenance of equipment owned by the utility, provided that written notice, separate and apart from any bill for service, be given the customer.

Rule 25-6.100, Florida Administrative Code, allows an electric utility to estimate a customer's usage if there is sufficient cause under the following three conditions:

- **The company contacts the customer by the third consecutive estimated bill to explain the reason for the estimated billing.**
- **The company provides the customer with a contact to ask for an actual meter reading.**
- **The company takes an actual meter reading every six months.**

We have learned from FPL that the company estimated your meter reading in April, June, and September 2009, and January, February, and March, and April 2010 due to a lack of access to the electric meter serving your residence. You indicated that the meter is located

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

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

Mr. Gary Fayette

Page 2

June 3, 2010

behind a neighbor's fence. Each estimated bill included a telephone number requesting you contact FPL and provide access to the electric meter for the purpose of obtaining an actual meter reading.

On March 31, 2010, FPL removed electromechanical meter 5C56035 and replaced it with Advanced Meter Infrastructure (AMI) meter ACD4390. The company also obtained an actual meter reading from meter 5C56035.

On April 1, 2010, the company subtracted the actual meter reading obtained on March 31, 2010, from the previous actual meter reading obtained on December 28, 2009. FPL used the difference between these meter readings to redistribute the kilowatt-hours used each month from January to March 2010. The company cancelled the bills rendered from January to March 2010 totaling \$299.58, and rebilled your account \$474.26 for the same three-month period. FPL sent you a regular monthly bill for \$272.31, including current charges of \$474.26, a \$97.63 previous balance, less a \$299.58 credit adjustment. On April 22, 2010, FPL received your \$272.31 payment, which satisfied the April 1, 2010, bill.

FPL indicates that the meter serving your residence is not yet in a certified AMI meter route and the company still had no access to the meter, which is located behind a fence. On April 27, 2010, the company sent you an estimated bill for \$132.43.

On May 4, 2010, FPL added its Call Ahead program to your account, in which the company will contact you the evening before or the morning of the scheduled read date of their electric meter. The contact is a pre-recorded reminder message and will advise you to provide safe access to the meter.

On May 13, 2010, FPL obtained a verified meter reading. The same day, FPL cancelled the April 27, 2010, bill for \$132.43 and rebilled your account current charges of \$114.44, based on the actual meter reading. On May 14, 2010, FPL received your \$132.43 payment. After the payment posted, your account reflected a \$17.99 credit balance.

On May 26, 2010, the company obtained an actual meter reading and sent you a monthly bill for \$122.54, including current charges of \$140.53, less a \$17.99 credit balance. The regular payment due date is June 16, 2010.

I have enclosed an audit of your account from April 27, 2009, to June 1, 2010, for your review. You may contact Mr. Rory Ricketts, FPL Corporate Complaint Resolution Specialist, toll-free at 1-800-397-6544, extension 16, to discuss the status of your account.

Finally, you expressed a concern about rate increases. In March 2009, FPL filed a petition with the PSC requesting a base rate increase. The PSC held nine customer service hearings in FPL service territory in June 2009, where PSC Commissioners heard from hundreds of customers about the utility's proposed rate increase and its quality of service. In August, September, and October 2009, technical hearings were held in Tallahassee, where

Mr. Gary Fayette
Page 3
June 3, 2010

PSC Commissioners heard evidence and testimony from witnesses for FPL and intervenors in the case.

On November 3, 2009, the PSC set the 2010 fuel adjustment charges for the customers of Florida investor-owned electric utilities. The fuel adjustment charges were decided at a hearing where the Commission considered each utility's projected costs of fuel and the purchased power for 2010 as well as 'trued up' costs for 2008 and 2009. The fuel portion of the bill decreased by \$13.66. The bill also reflected decreases in the capacity, energy conservation, and environmental cost recovery clauses. Effective January 1, 2010, the total monthly electric bill for residential customers using 1,000 kilowatt hours decreased from \$110.72 to \$95.43.

On January 13, 2010, the Commission reduced the company's revenue request from more than \$1 billion to \$75.5 million for 2010 and denied FPL's requested rate increase for 2011. The Commission also reduced FPL's return on equity from the company's requested 12.5 percent to 10 percent as a midpoint to set rates. For residential customers using 1,000 kilowatt hours per month, the monthly bill changed from \$95.43 to \$96.46. The new rates became effective for all bills dated March 1, 2010 and thereafter. I will add your comments to the correspondence side of Docket Nos. 080677-EI and 100001-EI, regarding the petition for an increase in base rates and the fuel cost adjustment, respectively.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

If you have any questions or concerns please call Ellen Plendl by June 18, 2010; otherwise, we will consider the matter resolved. You may reach Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,



Randy Roland
Regulatory Program Administrator
Division of Service, Safety &
Consumer Assistance

RR:mep

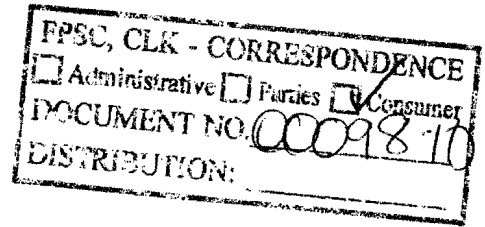
Enclosure

C: Florida Power & Light Company

Diamond Williams

100001E1

From: Ellen Plendl
Sent: Wednesday, March 31, 2010 12:51 PM
To: Diamond Williams
Cc: Ann Cole; Dorothy Menasco
Subject: Email



Attachments: RE: ok refrom; RE: ok refrom



RE: ok refrom RE: ok refrom

Docket Nos. 080677-EI and 100001-EI

Email received and response sent.

Diamond Williams

From: Governor Charlie Crist [Charlie.Crist@eog.myflorida.com]
Sent: Wednesday, March 31, 2010 11:25 AM
To: JBStevensonReal@aol.com
Subject: RE: ok refrom

Dear Mr. Stevenson:

Thank you for contacting Governor Charlie Crist and sharing your concerns about property insurance, property taxes and Florida Power and Light. Governor Crist wants to know about how people feel about the many issues we face and asked me to respond on his behalf.

Governor Crist has worked with the Legislature to provide broad, meaningful property insurance reform and more options for Florida's homeowners. These consumer friendly reforms will allow insurers to pass savings on to consumers and prevent insurance companies from selling only the most profitable lines of coverage without offering property insurance. The reforms also require insurers to promptly pay claims and prevent them from canceling policies during hurricane season.

The Homeowner's Bill of Rights Act strengthens the state's ability to hold property insurance companies responsible for unfair or deceptive trade practices by doubling fines for insurance code violations. It also creates more transparency in the rate development process and requires insurers to base rates, in part, on including windstorm mitigation premium discounts that are tied to the home's storm resistance rating.

The most important step any consumer can take is to shop for the best rate possible. To shop for homeowner's insurance, please visit www.shopandcomparerates.com or www.fmap.org. You may also wish to contact the Florida Department of Financial Services for additional information. The telephone number is (850) 413-3100, or toll free within Florida 877-693-5236. You can also visit their website about purchasing property insurance at <http://www.fldfs.com/Consumers/purchasingInsurance.htm>. The address is:

Department of Financial Services
200 East Gaines Street
Tallahassee, FL 32399-0300

Governor Crist has heard from homeowners and businesses from all over Florida facing difficulty due to escalating property taxes.

Governor Crist has worked with Florida's legislative leadership to bring Floridians immediate and permanent property tax relief including doubling the homestead exemption and making the Save Our Homes tax cap portable. For information about how to receive these benefits, please visit the Department of Revenue's web site online at <http://www.myflorida.com/dor>.

Our government is structured on the principle that local communities can best assess the needs of their residents. Voters elect their county officials to manage local government business. Those dissatisfied with local officials' performance can always make their views known directly to those officials. Your best source of assistance with your concerns is your local county property appraiser.

The agency that regulates certain public utilities is the Public Service Commission (PSC), which is an arm of the legislative branch of government. Within the Public Service Commission is a Division of Regulatory Compliance and Consumer Assistance, which I believe may be able to assist you.

To assist you, 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.

You have the opportunity to influence legislation by contacting your local legislative delegation. You may wish to write to your senator or representative. The Division of Legislative Information Services is a helpful resource for information on legislation. That office can be contacted in writing at 111 West Madison Street, Tallahassee, Florida 32399-1400 or by calling toll-free (800) 342-1827. Those with internet access can find contact information for their legislators and track bills as they proceed through the legislative process at www.leg.state.fl.us.

Thank you again for taking the time to contact Governor Charlie Crist. For information about his initiatives and to subscribe to his weekly "Notes from the Capitol" newsletter, please visit www.flgov.com and click on "Subscribe to Notes from the Capitol."

Sincerely,

Julie A. Jordan

Office of Citizen Services

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

From: JBStevensonReal@aol.com [mailto:JBStevensonReal@aol.com]

Sent: Monday, March 22, 2010 7:53 PM

To: Governor Charlie Crist

Subject: ok refrom

Dear Governor,

It is with a heavy heart that I write this to you, Although I be live you wanted to reform insurance, taxes and Florida power and light In the state and I commend you for trying, at the same time you have failed us miserably.

1. You singed a law into effect for condo owners to be responsible for an added \$2500.00 to insurance for these crooked condo assoc. THERE WAS NO REFORM in FLORIDA as of yet for CONDO OWNERS.

2. Palm Beach County school board is not giving the 50,000.00 homestead exemption to home owner why haven't you done something about this corruption?

3. FPL and there rates are still raising?

I am being made to chose to move to a state that more fair to me on taxes, insurance and power bills, this saddens me I didn't come to Fla 10 yrs ago to ever move again, I came to retire in an affordable place. Well I suspect a lot of people are being run out of Florida just like me.

Regards

Jim Stevenson

Diamond Williams

From: Ellen Plendl
Sent: Wednesday, March 31, 2010 12:49 PM
To: 'JBStevensonReal@aol.com'
Subject: RE: ok refrom

Mr. Jim Stevenson
JBStevensonReal@aol.com

Dear Mr. Stevenson:

The Governor's office forwarded a copy of your e-mail regarding Florida Power & Light Company to the Florida Public Service Commission (PSC). The PSC regulates investor-owned electric, natural gas, and telecommunications utilities throughout Florida, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC. You expressed a concern about FPL's rates.

In March 2009, FPL filed a petition with the PSC requesting a base rate increase. The PSC held nine customer service hearings in FPL service territory in June 2009, where PSC Commissioners heard from hundreds of customers about the utility's proposed rate increase and its quality of service. In August, September, and October 2009, technical hearings were held in Tallahassee, where PSC Commissioners heard evidence and testimony from witnesses for FPL and intervenors in the case.

On November 3, 2009, the PSC set the 2010 fuel adjustment charges for the customers of Florida investor-owned electric utilities. The fuel adjustment charges were decided at a hearing where the Commission considered each utility's projected costs of fuel and the purchased power for 2010 as well as 'trued up' costs for 2008 and 2009. The fuel portion of the bill decreased by \$13.66. The bill also reflected decreases in the capacity, energy conservation, and environmental cost recovery clauses. Effective January 1, 2010, the total monthly electric bill for residential customers using 1,000 kwh decreased from \$110.72 to \$95.43.

On January 13, 2010, the Commission reduced the company's revenue request from more than \$1 billion to \$75.5 million for 2010 and denied FPL's requested rate increase for 2011. The Commission also reduced FPL's return on equity from the company's requested 12.5 percent to 10 percent as a midpoint to set rates. For residential customers using 1,000 kilowatt hours (kWh) per month, the monthly bill will change from \$95.43 to \$96.46. The new rates will become effective for all bills dated March 1, 2010 and thereafter. I will add your comments to the correspondence side of Docket Nos. 080677-EI and 100001-EI, regarding the petition for an increase in base rates and the fuel cost adjustment, respectively.

FPL offers customers a complimentary meter test and energy audit, which will provide you with a determination of whether your electric meter is registering within state guidelines and an analysis of your energy use and appliances, and recommendations to minimize your consumption. Home energy audits are available to every FPL customer at no charge, once every twelve months. You may contact FPL to request an energy audit and meter test by calling 1-800-226-3545.

I hope this information is helpful. If you have any questions, please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl
Regulatory Specialist

Florida Public Service Commission
Division of Service, Safety, & Consumer Assistance
1-800-342-3552 (phone)
1-800-511-0809 (fax)

Cathi Lindsley

100001-EI

From: Cathi Lindsley
Sent: Friday, February 26, 2010 8:20 AM
To: Ellen Plendl
Subject: RE: Email

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 00098-10
DISTRIBUTION: _____

Thank you for this information. These attachments have been printed and will be placed in **Docket Correspondence - Consumers and their Representatives**, in Dockets 090079-EI and 100001-EI.

From: Ellen Plendl
Sent: Friday, February 26, 2010 8:01 AM
To: Cathi Lindsley
Cc: Dorothy Menasco; Ann Cole
Subject: Email

Dockets 090079-EI and 100001-EI

Email received and response sent.

2/26/2010

Cathi Lindsley

From: Governor Charlie Crist [Charlie.Crist@eog.myflorida.com]
Sent: Thursday, February 25, 2010 6:07 PM
To: Sandra Johnson
Subject: RE: Progress Energy

Dear Ms. Johnson:

Thank you for writing to Governor Charlie Crist to share your concerns about Progress Energy. The Governor asked me to respond on his behalf.

Although the Governor appreciates the opportunity to review your concerns, the agency that regulates certain public utilities is the Public Service Commission, which is an arm of the legislative branch of government and therefore, not under the administrative authority of the Governor's office. Within the Public Service Commission, there is a Division of Regulatory Compliance and Consumer Assistance, which I believe may be able to assist you. You may want to call the Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552. Should you wish to write them, their address is Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850.

To assist you, I forwarded your email to their office for review.

Thank you again for contacting the Governor's office. For more information about the Governor's initiatives, please visit our website at www.flgov.com.

Sincerely,

Jennifer Britt
Office of Citizen Services

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

From: Sandra Johnson [mailto:dansan@tampabay.rr.com]
Sent: Wednesday, February 24, 2010 10:47 PM
To: Governor Charlie Crist
Subject: Progress Energy

I was made aware today that Progress Energy wants to raise the rates 30%
!!! Any rate increase at all would be a burden to me in todays economy.
They will get less money from me with an increase than they would if
they leave them alone.

What I read said that to protest a rate hike I should write to you, so
that is what I am doing.

If Progress Energy raises my rates, I will not be able to afford to cool
my home in the summer or warm it up in a winter such as we have had this
year. Now it would be more of a problem for me in the heat, but I am

sure many would be affected by both equally.

Please if you have any say in this matter do not let this happen. I would not be able to stay in Florida without being able to air condition my home in the summer. I don't know what my options would be, but staying here with no air conditioning is not possible for me.

I hope this e-mail is not in vain, and that you have some say in the matter.

Sandra Johnson
8475 Phillip
Pinellas Park, FL 33781

U40074E1 2-14-10
100001-E1

Dear Madam

I want to thank you for giving the
 raises to Progress Energy, last 25% then 35%
 only 1% over 60%. I've gone from \$42.95 to
 \$55.80, the first time in the year 2009 to \$114.39.
 Yes over 60%, but your Public Service
 Commission has done nothing about it. I'm
 Section 8, I live in a 1 bedroom Pinellas County
 Housing Development, I receive only a Social
 Security check. I received NO money this year
 in a raise. The money President Obama
 gave us in Social Security went to Publix,
 medicine, and other facilities. I got NO raise!
 In fact I had to put more of my money
 into it. I can NO longer borrow from friends.
 I'm on my own. I have Bill Young and Gov.
 Charlie Crist of Florida to write I'm a veteran.
 In Korea I was giving the natives a spell
 about America. I was giving them a story of
 how they would benefit from us. Was this
 all a lie? Because you are making the
 rich stockholders rich and making the
 people like me poor! But I guess you know
 that. I just thought you'd like to know what
 going on. I told Congressman Bill Young and
 the Governor Charlie Crist as well.

a disguised Floridian
Carl David Gavin

FPSC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
 DOCUMENT NO. 00098-10
 DISTRIBUTION: _____

Mr. Carl David Gavin
 Apt. D
 1687 Carefree Ln.
 Dunedin, FL 34698-9025

REC'D
 10 FEB 18 PM 3:50
 COMMISSION CLERK

CLERK

COMMISSION CLERK
 10 FEB 18 PM 3:50

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 FEB 18 2010

RECEIVED-FPSC
 10 FEB 18 PM 3:50

RECEIVED-FPSC
 10 FEB 18 PM 3:50
 Florida Public Service Commission
 Division of SSC

STATE OF FLORIDA

COMMISSIONERS:
NANCY ARGENZIANO, CHAIRMAN
LISA POLAK EDGAR
NATHAN A. SKOP
DAVID E. KLEMENT
BEN A. "STEVE" STEVENS III



DIVISION OF SERVICE, SAFETY &
CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

February 17, 2010

Mr. Carl David Gavin
1689 Carefree Lane, Apt. D
Dunedin, FL 34698-9025

RE: PSC Inquiry 925719C

Dear Mr. Gavin:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Progress Energy Florida, Incorporated (Progress Energy). You expressed a concern about Progress Energy's rates.

In March 2009, Progress Energy filed a petition with the PSC requesting a base rate increase. The PSC held nine customer service hearings in Progress Energy service territory in July 2009, where PSC Commissioners heard from hundreds of customers about the utility's proposed rate increase and its quality of service. In September 2009, a technical hearing was held in Tallahassee, where evidence and testimony was presented from witnesses for Progress Energy and intervenors in the case.

On May 19, 2009, the PSC approved Progress Energy's interim rates, which became effective for all bills dated July 1, 2009, and thereafter. The PSC also approved cost recovery for an upgrade to switch four generating units from oil to natural gas at Progress Energy's Bartow facility.

On November 3, 2009, the PSC set the 2010 fuel adjustment charges for the customers of Florida investor-owned electric utilities. The fuel adjustment charges were decided at a hearing where the PSC considered each utility's projected costs of fuel and the purchased power for 2010 as well as 'trued up' costs for 2009.

As a result of the November 3, 2009 hearing, a residential customer using 1000 kWh saw their bill decrease from \$127.31 to \$127.26. The fuel portion of the bill decreased by \$9.89. The bill also contains increases in the environmental, capacity, and energy conservation cost recovery clauses. The gross receipts tax did not change.

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An Affirmative Action / Equal Opportunity Employer

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

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

Mr. Carl David Gavin
Page 2
February 19, 2010

On January 12, 2010, the PSC denied any additional revenue increases for Progress Energy as part of its \$500 million base rate request. The PSC also reduced Progress Energy's return on equity from the requested 12.54 percent to 10.50 percent.

I will add your comments to the correspondence side of Docket Nos. 090079-EI and 100001-EI regarding the petition for an increase in base rates and the fuel cost adjustment, respectively.

Progress Energy offers a home energy audit to every customer once every twelve months, at no charge. A home energy audit will provide you with an analysis of your energy use and appliances, and provide recommendations on ways to minimize your consumption. You may contact Progress Energy at 1-800-700-8744, to request and schedule a complimentary energy audit.

You may contact The Florida Department of Community Affairs to inquire about the Low-Income Energy Assistance Program by using the following information:

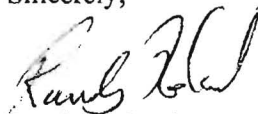
**Department of Community Affairs
Division of Housing and Community Development
Low-Income Home Energy Assistance Program
2555 Shumard Oak Boulevard
Tallahassee, Florida 32399-2100**

**Telephone: 850-488-7541
E-Mail: floridaliheap@dca.state.fl.us**

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

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
Division of Service, Safety &
Consumer Assistance

RR:mep

Mr. Carl David Gavin
1687 Apt. D
Dunedin, FL 34698-9025

RTG E FEB

FEB 18 2020

TAMPA FL 335
SAINT PETERSBURG FL
26 FEB 2020 PM 4 L



Florida Public Service Commission

Mrs. Ruth Mc Spangue,
Regulator Program Administrator,
Public Service Commission,
Capital Service Office Center,
2540 Salmon Road, Suite 200,
Tallahassee, Florida
932399-0850

3239997015



Cathi Lindsley

100001-E1

From: Cathi Lindsley
Sent: Tuesday, February 09, 2010 2:04 PM
To: Ruth McHargue
Subject: RE: Docket 010001

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 0009B-10
DISTRIBUTION: _____

Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 100001.

Thanks,
Cathi

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

From: Ruth McHargue
Sent: Tuesday, February 09, 2010 1:27 PM
To: Cathi Lindsley
Cc: Ann Cole; Dorothy Menasco; Angie Calhoun
Subject: Docket 010001

Customer correspondence

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

From: Consumer Contact
Sent: Tuesday, February 09, 2010 9:13 AM
To: Ruth McHargue
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 23470

Protest ?

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, February 08, 2010 4:56 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 23470

Complaint filed with PSC

CUSTOMER INFORMATION

Name: Dewain H Cook
Telephone: 8508966357
Email: dhc2016@gmail.com
Address: 18946 SR 71 N Lot 42 Blountstown 32424

BUSINESS INFORMATION

Business Account Name: Dewain H Cook

Account Number: 0111456-0

Address: 18946 SR 71 N Lot 42 Blountstown Florida 32424

COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Public Utilities Company

Details:

January bill, I've lived here for over ten years and this is the first time I've seen a bill greater than 200.00. I understand the cost increase but I don't understand the PPA per KWH over 1000KWH rate of 0.12927. If this rate is to force the customers to conserve power consumption it's the wrong. The elder, parents with children, and everyone should not pay this extra charge, think about the hardship with the economy the way it is. Please reconsider this rate. Thanks. I've tried numerous occasions to contact FPUC located in Marrianna and here in Blountstown, no help.

Cathi Lindsley

100001-E1

From: Cathi Lindsley
Sent: Tuesday, February 02, 2010 2:54 PM
To: Ruth McHargue
Subject: RE: 010001

Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 100001.

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

From: Ruth McHargue
Sent: Tuesday, February 02, 2010 2:50 PM
To: Cathi Lindsley
Cc: Ann Cole; Dorothy Menasco
Subject: 010001

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 00098-10
DISTRIBUTION: _____

Customer correspondence

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, February 01, 2010 8:19 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 23383

Complaint filed with PSC

CUSTOMER INFORMATION

Name: Randall Ward
Telephone: 850-569-1256
Email: ahs@jackets23@hotmail.com
Address: 5369 10th Street Malone 32445

BUSINESS INFORMATION

Business Account Name: Randall Ward
Account Number:
Address: 5369 10th Street Malone Florida 32445

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Public Utilities Company

Details:

As an elected official in the small town of Malone, which is located in Jackson County I am bombarded with complaints about Florida Public Utility Companies 4th increase in recent times. I have been shown bills that range from 400 to 800 for a one month period of time. These same bills ranged from 75 to 200 one year ago, and the answer FPU put in the paper is as follows, [For

40 years we had the lowest electric rates in the state of Florida, and now we about mid-range.□

Our small community and county still have a very high poverty rate that ranks our county 65th in per capita income. This should have come up before you granted rate increases, because now we have the 33rd highest electric rates in the state in a county with the 65th lowest per capita income. My bill was 720 this month and it will take 3 weeks of my bring home pay to pay it. FPU employees enjoy some of the best per capita income rates in our county when compared to all other jobs in Jackson County at the expense of an impoverished county. Malone School□s student population has a 70□ free or reduced lunch rate, and many of them are now going home to house with no power. These rate increases have essentially created a third world type of environment here in Jackson County as many people don□t have running water, flushable toilets, and many other essentials to keep them clean and healthy. Many students don□t get their homework done or have a meal at night, because survival is more important.

Maybe some research into the incomes of the FPU employees would help you make a more reasonable decision as to future rate increase request. It may be wise to watch and see if after the increases FPU gives out big pay raises to it□s employees. Thank you for your time and concern in this matter.

Randy Ward

From: Cathi Lindsley
Sent: Tuesday, February 02, 2010 2:54 PM
To: Ruth McHargue
Subject: RE: Docket 010001

Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 100001.

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

From: Ruth McHargue
Sent: Tuesday, February 02, 2010 2:48 PM
To: Cathi Lindsley
Cc: Ann Cole; Dorothy Menasco
Subject: Docket 010001

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 00098-10
DISTRIBUTION: _____

Customer correspondence

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

From: Webmaster
Sent: Monday, February 01, 2010 2:52 PM
To: Consumer Contact; Webmaster
Cc: crispj@embarqmail.com
Subject: RE: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, February 01, 2010 2:28 PM
To: Webmaster
Cc: crispj@embarqmail.com
Subject: My contact

Contact from a Web user

Contact Information:

Name: Joan Crisp
Company:
Primary Phone: 850-352-4851
Secondary Phone:
Email: crispj@embarqmail.com

Response requested? Yes
CC Sent? Yes

Comments:

I am concerned about our ever-increasing power bills from Fl Public Utilities. My bill went up over 200 this month and we are cutting every way we can. I realize how cold it has been, but everyone in our area is seeing rates jump every month. Last month mine jumped 100. Please contact me and let me know who to talk with, write or email so as to get some help. My bill was 527 this month and we can't do this. We think we are just getting ripped off. Your help will be greatly appreciated.

Cathi Lindsley

100001-E1

From: Cathi Lindsley
Sent: Monday, February 01, 2010 12:23 PM
To: Ruth McHargue
Subject: RE: To CLK Docket 100001

Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 100001.

Thanks,
C. Lindsley
Office of Commission Clerk
Florida Public Service Commission
(850) 413-6210

FPSC, CLK - CORRESPONDENCE
___Administrative___ Parties Consumer
DOCUMENT NO. 00098-10
DISTRIBUTION: _____

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: Ruth McHargue
Sent: Monday, February 01, 2010 10:57 AM
To: Cathi Lindsley
Cc: Ann Cole; Dorothy Menasco
Subject: FW: To CLK Docket 100001

Customer correspondence

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

From: Consumer Contact
Sent: Monday, February 01, 2010 9:28 AM
To: Ruth McHargue
Subject: To CLK Docket 100001

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, January 30, 2010 10:47 AM

To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 23362

Complaint filed with PSC

CUSTOMER INFORMATION

Name: david ross
Telephone: 8504193326
Email: davidross1953@hotmail.com
Address: 1205 brake road westville 32464

BUSINESS INFORMATION

Business Account Name: david ross
Account Number: sorry didnt keep
Address: 2972 ponce de leon springs road ponce de leon fl 32455

COMPLAINT INFORMATION

Complaint: Other Complaint against Gulf Power Company

Details:

the 110 fuel charge they add to your bill.they clame they dont, but all you have to do is look at your bill and its right there.

Katie Ely

100001. E

From: Katie Ely
Sent: Wednesday, January 27, 2010 4:33 PM
To: Ruth McHargue
Subject: FW: To CLK Docket 100001- Response requested

Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 100001-EI

Katie Ely
Staff Assistant - Office of Commission Clerk Florida Public Service Commission
850-413-6304

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: Ruth McHargue
Sent: Wednesday, January 27, 2010 4:31 PM
To: Katie Ely
Cc: Ann Cole; Dorothy Menasco
Subject: FW: To CLK Docket 100001- Response requested

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~Consumer~~
DOCUMENT NO. 00098.10
DISTRIBUTION: _____

Customer correspondence

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

From: Consumer Contact
Sent: Wednesday, January 27, 2010 3:44 PM
To: Ruth McHargue
Subject: To CLK Docket 100001- Response requested

Copy on file, see 920719C. DH

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

From: Webmaster
Sent: Wednesday, January 27, 2010 9:28 AM
To: Consumer Contact
Subject: FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, January 27, 2010 9:27 AM

To: Webmaster
Cc: j.roper@mchsi.com
Subject: My contact

Contact from a Web user

Contact Information:

Name: Jennie Roper
Company:
Primary Phone: 850-380-0007
Secondary Phone:
Email: j.roper@mchsi.com

Response requested? Yes
CC Sent? Yes

Comments:

As a Gulf Power customer I am concerned about the constant increases in my power bill. I have been unemployed since March of 2009. The constant increases are taking a toll on my family's budget. This month I will have to decide what is more important food or electricity. I am concerned that it seems that every time Gulf Power asks for an increase they receive it. I did not receive a raise every time I asked for one. I also didn't ask for raises 4 or 5 times a year. In this economy we all are struggling to make ends meet. No I do not qualify for assistance due to the fact they base it on Gross income and not net income. Please explain to me WHY Gulf Power gets the increases every time they ask and why you are allowing Florida citizens to suffer for the larger profit of a company that holds the monopoly on power in the area. I don't have a choice who I purchase power from. This is very unfair and to some degree I wonder how it is legal.

Sincerely
Jennie Roper

Katie Ely

10000 (E)

From: Katie Ely
Sent: Wednesday, January 27, 2010 4:33 PM
To: Ruth McHargue
Subject: FW: To CLK Docket 100001

Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 100001-EI

Katie Ely
Staff Assistant - Office of Commission Clerk Florida Public Service Commission
850-413-6304

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: Ruth McHargue
Sent: Wednesday, January 27, 2010 4:32 PM
To: Katie Ely
Cc: Ann Cole; Dorothy Menasco
Subject: FW: To CLK Docket 100001

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~X~~ Consumer
DOCUMENT NO. 00098.09
DISTRIBUTION: _____

Customer correspondence

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

From: Consumer Contact
Sent: Wednesday, January 27, 2010 3:31 PM
To: Ruth McHargue
Subject: To CLK Docket 100001

Copy on file, see 920709C. DH

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, January 22, 2010 5:47 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 23245

Complaint filed with PSC

CUSTOMER INFORMATION

Name: Shavonna Baxley

Telephone: 850-482-7779
Email: baxley@embarqmail.com
Address: 2925 Wildwood Circle Marianna 32448

BUSINESS INFORMATION

Business Account Name: Shavonna Baxley
Account Number:
Address: 2925 Wildwood Circle Marianna Florida 32448

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Public Utilities Company
Details:

I have been a customer of FPU for over 8 years. Their constant increases in our bill is ridiculous. They first claimed to be matching West Floridas rates but they bhave continued to raise them 3 times more. My bill used to cost me 100.00 now is 300.00. This is absurd how can anyone on a fixed rate or minimum wagw paying job afford this. In todays economy you shouldn't have to choose between your house payment or your light bill.

Katie Ely

100009.EI

From: Katie Ely
Sent: Wednesday, January 27, 2010 4:33 PM
To: Ruth McHargue
Subject: FW: To CLK Docket 090009 -Response requested

Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 100009-EI

Katie Ely
Staff Assistant - Office of Commission Clerk Florida Public Service Commission
850-413-6304

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: Ruth McHargue
Sent: Wednesday, January 27, 2010 4:16 PM
To: Katie Ely
Cc: Ann Cole; Dorothy Menasco
Subject: FW: To CLK Docket 090009 -Response requested

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~X~~ Consumer
DOCUMENT NO. 09099.10
DISTRIBUTION: _____

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

From: Consumer Contact
Sent: Wednesday, January 27, 2010 4:11 PM
To: Ruth McHargue
Subject: To CLK Docket 090009 -Response requested

Copy on file, see 920751C. DH

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

From: Webmaster
Sent: Monday, January 25, 2010 8:12 AM
To: Consumer Contact
Subject: RE: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, January 23, 2010 8:23 AM

To: Webmaster
Cc: oneillj5@aol.com
Subject: My contact

Contact from a Web user

Contact Information:

Name: James O'Neill Jr.
Company: Federal employee
Primary Phone: (727) 520-9211
Secondary Phone: (727) 455-0002
Email: oneillj5@aol.com

Response requested? Yes
CC Sent? Yes

Comments:

In January 2010, the Florida PSC should have approved the proposed electric rate increases/charges for Progress Energy and Florida Power and Light customers. The additional revenues are desperately needed not only to maintain existing infrastructure, but also to expand generating capacity. Florida's electric grid is aging and/or inadequate in some areas, and Florida's electricity demand is projected to increase. Since 2005, the State has rejected proposals to build 2 new coal-fired electric power plants. The latest PSC ruling effectively scuttles plans to build four new nuclear electric power plants in Florida (see the two official company media responses to the January 2010 PSC decision). The proposed nuclear electric power plants are needed to meet the increasing electricity demand and to replace older power plants near the end of their life. By denying the electric utilities adequate revenue, the PSC is dooming Floridians to future power outages, brownouts, unabated use of greenhouse gas emitting fossil fuels, and excessive dependence on increasingly scarce gas and petroleum from unreliable countries. The PSC rulings have effectively rejected the utility's plans to address the above issues. My question to the PSC Commission is what is YOUR plan to deal with the above issues? Please call me on "secondary phone" anytime on weekends or after 4:00 PM weekdays. Thank you for your consideration.

Katie Ely

100001-EI

From: Katie Ely
Sent: Wednesday, January 27, 2010 8:11 AM
To: Ruth McHargue
Subject: FW: To CLK Docket 100001

Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 100001-EI

Katie Ely
Staff Assistant - Office of Commission Clerk Florida Public Service Commission
850-413-6304

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: Ruth McHargue
Sent: Tuesday, January 26, 2010 4:30 PM
To: Katie Ely
Cc: Ann Cole; Dorothy Menasco
Subject: FW: To CLK Docket 100001

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~X~~ Consumer
DOCUMENT NO. 00098-10
DISTRIBUTION: _____

Customer correspondence

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

From: Consumer Contact
Sent: Monday, January 25, 2010 4:57 PM
To: Ruth McHargue
Subject: To CLK Docket 100001

Copy on file, see 920018C. DH

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

From: Webmaster
Sent: Monday, January 25, 2010 8:12 AM
To: Consumer Contact
Subject: RE: My contact

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

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

Sent: Sunday, January 24, 2010 6:32 PM

To: Webmaster

Cc: richnel4456@yahoo.com

Subject: My contact

Contact from a Web user

Contact Information:

Name: Richard Nelson

Company: Not a company

Primary Phone: 850-557-5810

Secondary Phone: 850-482-8959

Email: richnel4456@yahoo.com

Response requested? No

CC Sent? Yes

Comments:

If this is not the forum for expressing this concern, please advise. I want to express my frustration at yet ANOTHER pending rate increase request on the part of Florida Public Utilities Company.

This geographical area has very sparse industry and has been hurt by the recession. That aside however, how in the world are senior citizens with FIXED incomes - already stretched beyond the limit - facing enormously expanding insurance costs, health care costs, etc., going to fund ANOTHER increase for ELECTRICITY!? People cannot simply decide that they will arbitrarily raise their FIXED incomes so they can pay teh ARBITRARY and FREQUENT increases in UTILITY rates for FPUC.

Please take action to curb this trend which appears to be gaining in popularity among utilities. I am going to contact the Governor's office as well via email or phone, and there are countless others who are thoroughly frustrated with this situation. The power companies may learn that they can be replaced....homes can be put on their own stand alone power and maybe that is what needs to happen.

Thank you for your consideration.

REgards,

Richard Nelson

Katie Ely

100001-EI

From: Katie Ely
Sent: Wednesday, January 06, 2010 8:28 AM
To: 'Ellen Peterson'
Subject: RE: Important Energy message

CONSUMER

Correction: I will be placing this e-mail in consumer correspondence for Docket Nos 080677-EI, 100001-EI and 100009-EI. I am sorry for any inconvenience this may have caused.

Thank you,

Katie Ely
Staff Assistant - Office of Commission Clerk
Florida Public Service Commission
850-413-6304

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: Katie Ely **On Behalf Of** Records Clerk
Sent: Wednesday, January 06, 2010 8:21 AM
To: 'Ellen Peterson'
Subject: RE: Important Energy message

Ellen Peterson,

We are in receipt of the attached document. Please note that the below stated comments are not considered a public request for information.

A copy of this e-mail will be placed in the consumer correspondence of Dockets Nos. 080677-EI, 090001-EI and 090009-EI.

If you would like to make additional comments to the Public Service Commission please e-mail: contact@psc.state.fl.us or call 1-800-342-3552.

Katie Ely
Staff Assistant - Office of Commission Clerk
Florida Public Service Commission
850-413-6304

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

1/6/2010

DOCUMENT NUMBER-DATE

00098 JAN-6 2010

FPSC-COMMISSION CLERK

From: Ellen Peterson [mailto:ecrone1@gmail.com]

Sent: Tuesday, January 05, 2010 7:57 PM

To: Charlie.Crist@myflorida.com; Records Clerk; Office of Commissioner Argenziano; Office Of Commissioner Edgar; Office of Commissioner Skop; Office of Commissioner Klement; Office of Commissioner Stevens

Subject: Important Energy message

Energy information

Here is the deal..... according to FPL's own bean counter testimony at the last hearing - they cannot get the credit rating they need on Wall St. to buy new nukes if they dont get the base rate increase. Oh boo hoo, they got the PSC to approve spending "\$12-\$18 Billion" ratepayer dollars on two new nukes in Homestead and were granted the first year of cost recovery (aka pre-pay from customers) to the tune of half a billion dollars; but that isn't enough! They need all the happy customers to endure a year of "testing" out higher rates as well. Then the PSC will decide if they deserved it.

FPL customers need to know that insert in your bill about a refund this month was not from the goodness of their hearts, but mandated by the PSC for previously overcharging for fuel. Surprised? Didn't think so.

Meanwhile, the PSC just received a juicy letter, supposedly from three FPL execs, exposing a scheme to bilk the customers out of \$1 Billion. (a billion here, a billion there, and pretty soon we're talkin' real money).

And the icing on the cake is all the mechanical problem dish leaking out of Turkey Point employees that NRC hasn't bothered to share with the public on a regular basis.

We want clean, sustainable renewables for the money. No more handouts to criminals to produce dirty power.

Thanks for reading this and taking note of the fact that we know and expect that you will do the right thing for those you represent...

US your state citizens

Ellen Peterson Estero, Fl.