

**Shawna Senko**

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**From:** Ruth McHargue  
**Sent:** Friday, December 13, 2013 10:50 AM  
**To:** Consumer Correspondence  
**Subject:** FW: To CLK Docket 130001

Customer correspondence

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

From: Consumer Contact  
Sent: Friday, December 13, 2013 8:10 AM  
To: Ruth McHargue  
Subject: To CLK Docket 130001- Response requested

Copy on file, see 1133139C DHood

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

From: Grey Wilson [<mailto:rerun6112@hotmail.com>]  
Sent: Thursday, December 12, 2013 7:02 PM  
To: Consumer Contact  
Subject: Re: My contact

Further, natural gas is expected to go lower and all indications from the influx of domestic natural gas... You guys should be lowering rates - otherwise the so called promises that fracking is justified because state public service commissioners should be lowering our rates accordingly. Seems we are being lied to on all fronts. Please advise

> On Dec 12, 2013, at 6:39 PM, [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us) wrote:

>

> Contact from a Web user

>

> Contact Information:

> Name: Grey Wilson

> Company:

> Primary Phone: 407-280-7468

> Secondary Phone:

> Email: [rerun6112@hotmail.com](mailto:rerun6112@hotmail.com)

>

> Response requested? Yes

> CC Sent? Yes

>

> Comments:

> Duke power indicated a minimal rate increase supposedly of 8 percent that you guys approved. Due to high fuel costs...although these costs have held somewhat steady and cost of living is much lower.

> However, when calculating the increase percentage the fuel charge is at 20 Percent!

>

> It goes from 3.393 to 4.077 per KWH. This is the largest single amount increase I can ever remember. Further, as you know the higher the base, the more cost is charged when calculating percentage increases. A 20 percent increase at a base of a 1.00 is 20 cents for example. And here 20 percent is 61 cents.

> Just astounding!

> To allow Duke to present their rate increase in a deceptive manner is deceitful, but par for the course with them - see nation wide complaints wherever they go.

> Please advise. Also, please include information on who appoints members to your board.

> Thank you.

>

>

**Shawna Senko**

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**From:** Ruth McHargue  
**Sent:** Friday, December 13, 2013 10:50 AM  
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Customer correspondence

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> Company:

> Primary Phone: 407-280-7468

> Secondary Phone:

> Email: [rerun6112@hotmail.com](mailto:rerun6112@hotmail.com)

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> Response requested? Yes

> CC Sent? Yes

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> Comments:

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> However, when calculating the increase percentage the fuel charge is at 20 Percent!

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> Please advise. Also, please include information on who appoints members to your board.

> Thank you.

>

>

## Crystal Card

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**From:** Ruth McHargue  
**Sent:** Wednesday, December 11, 2013 10:14 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130001

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Wednesday, December 11, 2013 9:09 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130001?- Response requested

Copy on file, see 1132867C. DHood

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

**From:** Webmaster  
**Sent:** Wednesday, December 11, 2013 8:52 AM  
**To:** Consumer Contact  
**Subject:** FW: My contact

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

**From:** [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us) [<mailto:contact@psc.state.fl.us>]  
**Sent:** Tuesday, December 10, 2013 9:08 PM  
**To:** Webmaster  
**Cc:** [legalpitbull1325@yahoo.com](mailto:legalpitbull1325@yahoo.com)  
**Subject:** My contact

Contact from a Web user

Contact Information:

**Name:** Marc Broner  
**Company:**  
**Primary Phone:** 7277723191  
**Secondary Phone:** 7277723191  
**Email:** [legalpitbull1325@yahoo.com](mailto:legalpitbull1325@yahoo.com)

Response requested? Yes

CC Sent? Yes

Comments:

I am disabled, and on a fixed income. How come, you couldn't care less, about that ? How corrupt, are you, and Duke Energy, going to get ? We can't afford, higher electric bills, just because, they want more money, for a defunct power plant. How about considering the people's position (especially ours), instead, of Dukes'. Do the right thing, and tell them No !!

## Crystal Card

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**From:** Ellen Plendl  
**Sent:** Wednesday, December 11, 2013 7:54 AM  
**To:** Consumer Correspondence  
**Subject:** Docket Nos. 130208-EI and 130001-EI - Duke Energy  
**Attachments:** FW: PSC; Consumer Inquiry - Duke Energy Florida

Please add the attached customer correspondence and PSC response to the correspondence side of Docket Nos. 130208-EI and 130001-EI

## Crystal Card

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

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

**From:** Ronald McCarthy [<mailto:broron@live.com>]  
**Sent:** Monday, December 09, 2013 9:29 PM  
**To:** Governor Rick Scott  
**Subject:** PSC

**From:** Ronald McCarthy <[broron@live.com](mailto:broron@live.com)>

County: Levy

Zip Code: 32668

Phone Number: 352-528-1235

Message Body: I am really upset that the PSC has approved the rate increase of 9.23 per 1000 kwh for Duke Energy. They WERE supposed to build a nuclear plant and collected for years...and now not building but keeping all that money PLUS now they have an increase !! Outrageous. I am now wondering how much they got paid off to approve it..and if our politicians are like that too.

## Crystal Card

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**From:** Randy Roland  
**Sent:** Tuesday, December 10, 2013 5:02 PM  
**To:** 'broron@live.com'  
**Subject:** Consumer Inquiry - Duke Energy Florida

Mr. Ronald McCarthy  
[broron@live.com](mailto:broron@live.com)

Dear Mr. McCarthy:

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

You expressed a concern about DEF's nuclear cost recovery. On October 17, 2013, the FPSC approved a Revised and Restated Settlement Agreement (Agreement) for Duke Energy Florida, Inc. (DEF) that maintains customer base rates through 2018, terminates plans for DEF's Levy County nuclear units 1 & 2, and promotes community growth through economic development tariffs.

You also 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.

On November 4, 2013, the PSC set the 2014 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 2014 as well as 'trued up' costs for 2013.

As a result of the November 4, 2013 hearing, a residential customer using 1000 kWh will see their bill increase from \$ 116.06 to \$ 125.29. The fuel portion of the bill will increase by \$ 9.23. Thank you for sharing your views.

We will add your comments to the correspondence side of Docket Nos. 130208-EI and 130001-EI regarding the nuclear cost recovery and fuel cost adjustment, respectively.

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



Sincerely,

Randy Roland  
Regulatory Program Administrator  
Florida Public Service Commission

## Crystal Card

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**From:** Ellen Plendl  
**Sent:** Wednesday, December 11, 2013 7:52 AM  
**To:** Consumer Correspondence  
**Subject:** Docket 130001-EI - Florida Power & Light Company  
**Attachments:** FW: Governor Scott's Weekly Newsletter: It's Your Money, Not The Government's; Consumer Inquiry - Florida Power & Light Company

Please add the attached customer correspondence and PSC response to the correspondence side of Docket 130001-EI

## Crystal Card

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**From:** Governor Rick Scott <Rick.Scott@eog.myflorida.com>  
**Sent:** Tuesday, December 10, 2013 3:55 PM  
**To:** Ellen Plendl  
**Cc:** Sunburst  
**Subject:** FW: Governor Scott's Weekly Newsletter: It's Your Money, Not The Government's

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**From:** JORGE R CORRAL [mailto:santigueros@bellsouth.net]  
**Sent:** Wednesday, December 04, 2013 9:53 AM  
**To:** Governor Rick Scott  
**Subject:** Re: Governor Scott's Weekly Newsletter: It's Your Money, Not The Government's

Good morning Governor,

I have a concern, why FPL is raising the prices for next year if they are using new energy resources like gas, that is less expensive. Please I will like to hear from you, regarding this matter.

Respectfully

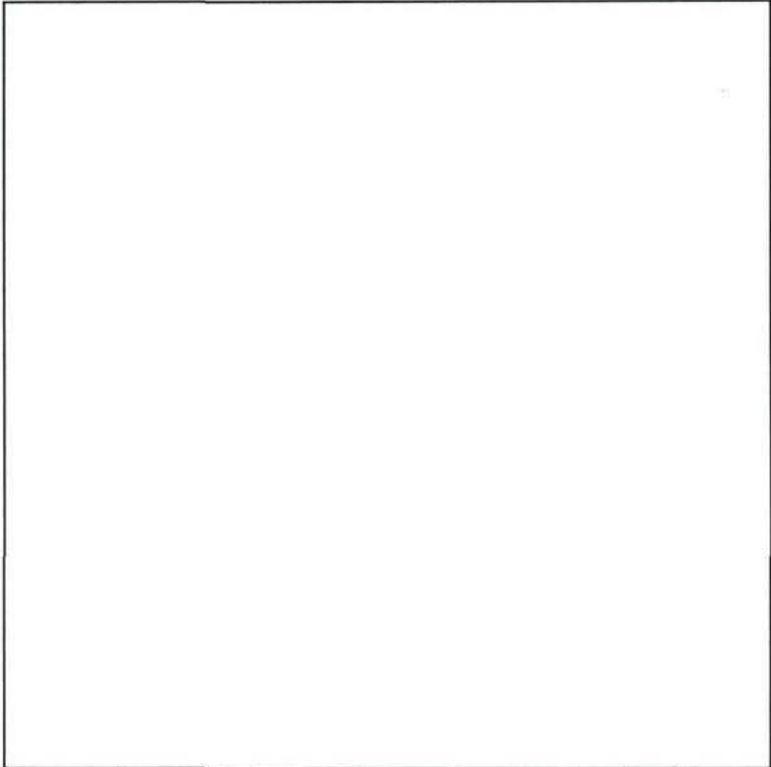
Thank you,  
Marlene Corral

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**From:** Governor Rick Scott <rick.scott@eog.myflorida.com>  
**To:** santigueros@bellsouth.net  
**Sent:** Friday, October 25, 2013 4:03 PM  
**Subject:** Governor Scott's Weekly Newsletter: It's Your Money, Not The Government's



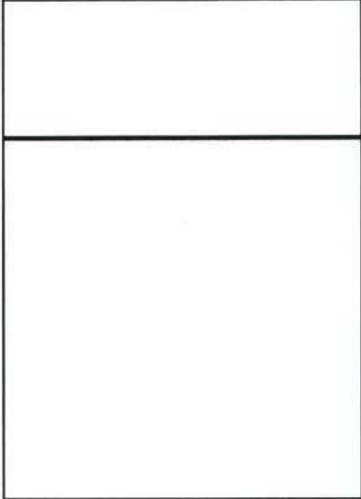
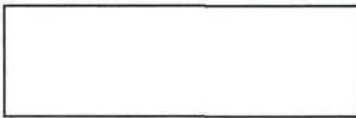
**It's Your Money, Not The Government's**



*Governor Scott joined Nanotherapeutics in breaking ground on their new manufacturing facility in Alachua.*

This week we released our "It's Your Money Tax Cut Agenda," which outlines our goals for the 2014-2015 recommended budget. The State of Florida must make decisions with Floridians' tax dollars the way Florida families would if they were sitting around their own kitchen tables. That's why our three main components are cutting \$500 million in taxes and fees, reducing state debt, and cutting government waste. It's time to give back to Florida's taxpayers. After all, it's your money, not the government's.

[Click here to read the full It's Your Money Tax Cut Agenda.](#)



Last week, First Lady Ann Scott visited the Regency Center for Women and Infants at Winter Haven Hospital. After welcoming grandsons Quinton and Sebastian this past summer, the First Lady had plenty of wisdom to share with the new mothers. She enjoyed spending time with the families and distributing copies of her Love.Read.Learn! baby journals.

### What's Working TODAY

Follow @ItsWorkingFL on Twitter for daily economic news.

.....  
[@FLGovScott](#) attended the grand opening of [@Bass\\_Pro\\_Shops](#) in Port St. Lucie and highlighted the 250 new jobs they will bring. #ItsWorking

Yesterday [@Amazon](#) announced more than 1,000 jobs coming to Florida. Read more [here](#). #ItsWorking

[@FlChamber](#) report: From 2010-2012 FL added 23,000 trade & logistics jobs & 9,000 in manufacturing. Read more [here](#). #ItsWorking

You are receiving this email because you signed up to receive emails from Governor Rick Scott. To unsubscribe, click the link to the right.

[Unsubscribe](#)

This message was sent to [santigueros@bellsouth.net](mailto:santigueros@bellsouth.net) from:

Executive Office of the Governor | 400 South Monroe St | Tallahassee, FL 32399



[Unsubscribe](#) | [Forward To a Friend](#)

## Crystal Card

---

**From:** Randy Roland  
**Sent:** Tuesday, December 10, 2013 5:06 PM  
**To:** 'santigueros@bellsouth.net'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Marlene Corral  
[santigueros@bellsouth.net](mailto:santigueros@bellsouth.net)

Dear Ms. Corral:

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, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC. The PSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to assist you.

You expressed a concern about FPL's 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 December 3, 2013, the PSC set the 2014 fuel adjustment charges for FPL customers. 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 2014 as well as 'trued up' costs for 2013. As a result of the December 3, 2013 hearing, a residential customer using 1000 kWh will see their bill increase from \$95.11 to \$101.01. The fuel portion of the bill will increase by \$4.90. Thank you for sharing your views. We will add your comments to the correspondence side of Docket 130001-EI regarding the fuel cost adjustment.

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  
Florida Public Service Commission

## Crystal Card

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**From:** Ruth McHargue  
**Sent:** Friday, December 06, 2013 2:28 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130001

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Wednesday, December 04, 2013 12:37 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130001- Response requested

Copy on file, see 1132100C. DH

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

**From:** Webmaster  
**Sent:** Wednesday, December 04, 2013 8:55 AM  
**To:** Consumer Contact  
**Subject:** FW: My contact

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

**From:** [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us) [mailto:[contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)]  
**Sent:** Wednesday, December 04, 2013 6:27 AM  
**To:** Webmaster  
**Subject:** My contact

Contact from a Web user

Contact Information:

**Name:** Ann Soto  
**Company:** FPL  
**Primary Phone:** 561-866-9840  
**Secondary Phone:** 561-866-9840  
**Email:** [ana\\_soto5071@att.net](mailto:ana_soto5071@att.net)

Response requested? Yes

CC Sent? No

Comments:

I am astounded FPL will be raising rates again. This rate hike is absolutely unnecessary. Their administrators receive exorbitant bonuses and salaries at the expense of the public. They just raised their rates a couple of years ago citing the same excuse of fuel costs. The PCS needs to stop this and regulate their greed!  
Why did the PCS approve the rate increase??

STATE OF FLORIDA

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



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

# Public Service Commission

November 22, 2013

Mr. Archie Harris  
26 Rockwood Road  
Pensacola, FL 32514

RE: FPSC Inquiry Number 1131133C

Dear Mr. Harris:

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

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

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

RECEIVED-FPSC  
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COMMISSION  
CLERK



Mr. Archie Harris  
Page 2  
November 22, 2013

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

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

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

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

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

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

Sincerely,



Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep

Enclosure

## Randy Roland

---

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

RE: 1131133C

Randy,

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

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

Consumer Information:

Archie Harris  
26 Rockwood Road  
Pensacola, FL 32514

Tel. # 850.475.0090

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

