

Ashley Quick

From: Janet Brunson
Sent: Tuesday, June 14, 2016 3:01 PM
To: Consumer Correspondence
Subject: FW: FPL Rates

Please add Bev's response to the docket file.

From: Bev DeMello
Sent: Tuesday, June 14, 2016 2:54 PM
To: 'exp0749@bellsouth.net'
Cc: Janet Brunson
Subject: re: FPL Rates

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

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

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

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

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

Sincerely,

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

From: The Realty Experts [<mailto:exp0749@bellsouth.net>]
Sent: Monday, June 13, 2016 8:46 PM

To: Consumer Contact

Subject: FPL Rates

Please do not always bend to the will of FPL. Executives are paid enormous salaries and benefits that outpace all other businesses and we are paying for it. Those of us who are barely making a living and who are on medical equipment that must run 24 hours per day, every day, find that our bills continue to escalate but we have no choice. With respect to the information on your website that alludes to assistance to low income, elderly it is not correct. We can only receive one month of assistance for electric service and in order to receive that one month we must go to an office in downtown West Palm Beach with all of our documents, records, etc. I cannot drive. So, we are out of luck and now you are going to heap more upon us. This is the way it has always been. I have never seen any rate increase denied.