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STATE OF FLORIDA



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

Public Service Commission

June 21, 2016

Ms. Debbie Shuler
Cliff Shuler Auctioneers & Liquidators, Inc.
Shuler & Shuler Real Estate Auctioneers, Inc.
422 Julia Street
Titusville, Florida 32796

RECEIVED-FPSC
2016 JUN 21 PM 12:20
COMMISSION
CLERK

Dear Ms. Shuler:

Thank you for your recent letter to the Florida Public Service Commission (PSC) about Florida Power & Light Company (FPL). Your complaint has been forwarded to FPL's senior management for an expedited review and resolution. Within 48 hours, you should hear from the FPL representative assigned to your case. FPL will investigate your complaint and provide a written report to PSC staff on its resolution.

This month, the PSC is holding hearings on FPL's proposed rate request and service quality in its service territory so that Commissioners can hear directly from customers. Hearings near you in Daytona Beach and Melbourne were held on June 16, 2016. You can still submit written comments, which will be included in the docket file, Docket No. 160021-EI.

An evidentiary hearing on FPL's rate request will be held in Tallahassee in August. Witnesses from the utility, intervenors, Commission staff, and the Office of the Public Counsel will present testimony and evidence during the hearing and be cross-examined before the Commission. Commissioners will examine the utility's need for a rate increase, the utility's existing and proposed rate structure, and the utility's ability to provide safe and reliable service to FPL's customers.

PSC staff will review all complaints and customer comments and will use its findings when preparing a recommendation to the Commissioners on FPL's proposed final rates.

Again, thank you for your letter, and I hope you are satisfied with your complaint resolution.

Sincerely,

Handwritten signature of Cynthia Muir.
Cynthia Muir
Director

CLM/jmb

cc: Office of Commission Clerk

Janet Brunson

From: Bev DeMello
Sent: Monday, June 20, 2016 11:22 AM
To: Ruth McHargue; Janet Brunson
Cc: Cindy Muir
Subject: RE: To CLK Docket 160021

Okay, thanks Ruth! Janet—a B letter.

From: Ruth McHargue
Sent: Monday, June 20, 2016 11:21 AM
To: Bev DeMello
Cc: Cindy Muir
Subject: RE: To CLK Docket 160021

The customer is concerned with power surges so we are treating it like a complaint. I have talked with Ceil and they are going to contact the customer and are expecting the customer to get a "B" letter.

Thanks,
Ruth

From: Bev DeMello
Sent: Monday, June 20, 2016 11:14 AM
To: Ruth McHargue
Cc: Cindy Muir
Subject: FW: To CLK Docket 160021

I'll make sure we send out the B letter. For some reason, I thought we were only doing the A, since the B addressed complaints. Cindy, do you remember?

From: Ruth McHargue
Sent: Monday, June 20, 2016 11:12 AM
To: Bev DeMello
Subject: FW: To CLK Docket 160021

Please send out the "B" letter to this customer.
Thanks,
Ruth

From: Ruth McHargue
Sent: Monday, June 20, 2016 11:12 AM
To: Consumer Correspondence
Subject: FW: To CLK Docket 160021

Customer correspondence

From: Consumer Contact
Sent: Monday, June 20, 2016 8:21 AM
To: Ruth McHargue
Subject: To CLK Docket 160021

Copy on file, see 1214952C.

From: Shuler Auctions [<mailto:soldfor@soldfor.com>]
Sent: Saturday, June 18, 2016 10:02 AM
To: Consumer Contact
Subject: FPL comment

Although FP&L is provided a necessary service, a rate increase should not be considered at this time. Our home & business is in the downtown Titusville area, where power lines & poles are from the 1930's. And our power surges quite regularly. Innovation is great however one must maintain what they have.
Thank you

Debbie Shuler
Cliff Shuler Auctioneers & Liquidators, Inc.
AB#9/AU#14
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