

**Collin Roehner**

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**From:** Bev DeMello  
**Sent:** Tuesday, June 28, 2016 2:56 PM  
**To:** 'mcmemory@gmail.com'  
**Cc:** Janet Brunson; Consumer Correspondence  
**Subject:** FW: Docket # 160021-E1 Petition rate increase by FPL

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 comments, your correspondence is included in the file for Docket No.160021-EI.

As you know, the 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](http://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

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**From:** Consumer Contact  
**Sent:** Monday, June 27, 2016 8:15 AM  
**To:** Ruth McHargue  
**Subject:** FW: Docket # 160021-E1 Petition rate increase by FPL

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**From:** Angela Charles **On Behalf Of** Records Clerk  
**Sent:** Friday, June 24, 2016 4:42 PM

**To:** 'Mavis Carroll-emory'

**Subject:** RE: Docket # 160021-E1 Petition rate increase by FPL

Good afternoon Ms. Emory,

We will be placing your comments below in consumer correspondence in Docket No. 160021-E1 and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Angela M. Charles  
Commission Deputy Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee FL 32399-0850  
850-413-6826

**From:** Mavis Carroll-emory [<mailto:memory@gmail.com>]

**Sent:** Friday, June 24, 2016 4:34 PM

**To:** Records Clerk

**Subject:** Docket # 160021-E1 Petition rate increase by FPL

Dear PSC;

As June 15, WPB registered speaker # 51 I was unable to remain for the entire meeting, therefore this written statement is submitted. I Mavis Emory, FPL customer and Florida resident hereby voice my personal position to the stated rate increase request.

With each service improvement such as those sited during the meeting switch implementation, automated connection and others, FPL has reduced head count through technological benefits. Head count reduction reduces personnel expenditures while providing capital for expansions.

The issue is not whether FPL provides power nor it's responsiveness to outages as referenced by the majority of speakers prior to the first break taken during the 15 June meeting. The issue is FPL's need for capital to upgrade and expand. Given its current dividend outlay there is no question that the answer is affirmed. At no occasion has FPL reduced executive bonuses to cover capital expenditures but rather ask its client base to absorb cost it is able to bear within current profit margins.

Over the last few years consumer pay has increased on average 2.5% adjusted for inflation. During the same period numerous Floridians have lost jobs and many are unable to cover their present utility expenses, as evidence by the increased utility program assistance request. On what bases is it acceptable for a hugely and consistently profitable company to request a rate increase which outpaces the average wage increase and its clients ability to pay.

As a HR professional having remuneration expertise, I would sincerely request any and all rate increases granted FPL not exceed the adjusted area salary increase average.

Regards,

M.C.Emory,SPHR