

Larry K. Muse
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Lake Mary, FL 32746

July 20, 2016

Commission Clerk, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

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COMMISSION
CLERK

RE: **Docket 160021-EI** (Petition for rate increase by Florida Power & Light Company)

To Whom It May Concern:

I am in favor of FPL's proposed rate adjustment. In fact, I strongly support their request.

The correspondence posted on your webpage confirms the fact that people will often take the time to criticize or complain about something, but will less frequently take the time to recognize or compliment exemplary service. This compelled me to share my opinion with you.

I have two homes in Florida, one is served by FPL and another is served by Duke Energy. I mention this as, in my situation, it would be only natural to compare the cost and quality of service provided by the two companies. FPL is clearly my preferred energy provider.

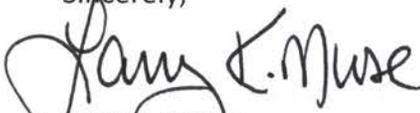
Of the two utilities, not only is FPL the low-cost provider today, I pay Duke Energy more per 1000 kWh now (\$111.26), than I would pay FPL four years from now, in the year 2020, if their rate request were approved.

In regard to service level, FPL leads the way for other utilities to follow. I believe this is due to the investments they have made to strengthen the infrastructure used to deliver electric energy within the State, and their use of smart grid technologies.

In fact, thanks to their smart grid technologies, FPL has allowed me to become a better, more educated consumer. With the information they provide me, I can better control my energy usage and cost. This (energy conservation) is good for me – and the environment. It's important to note, this same service/level of information is not available from Duke Energy ... again, whose rates are currently higher than what FPL is requesting.

From my experience, FPL has "raised the bar" to levels other utilities need to strive to achieve. Again, I strongly support their request for a rate increase, as I believe it will allow them (FPL) to continue along this path ... benefiting their customers and our environment.

Sincerely,


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