

**Collin Roehner**

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**From:** Janet Brunson  
**Sent:** Monday, August 15, 2016 11:35 AM  
**To:** 'eutiva@comcast.net'  
**Cc:** Consumer Correspondence; Consumer Contact  
**Subject:** FPL Rate Increase -Docket No. 160021-EI

Dear Ms. Hauenstein:

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 were held in June 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 August 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:** Sandra Soto **On Behalf Of** Records Clerk  
**Sent:** Tuesday, August 09, 2016 10:59 AM  
**To:** 'eutiva@comcast.net'  
**Subject:** RE: FI P&L

Dear Ms. Hauenstein,

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

Sincerely,

Sandra Soto  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6010

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**From:** [eutiva@comcast.net](mailto:eutiva@comcast.net) [<mailto:eutiva@comcast.net>]  
**Sent:** Tuesday, August 09, 2016 10:08 AM  
**To:** Records Clerk  
**Subject:** FI P&L

Jacquelynn Hauenstein  
11010 Greenway Avenue  
Englewood, Florida 34224

Docket Number 1600212-E1

Please when considering this rate increase in order to generate higher profits for Florida Power & Lights, please keep in mind that those profits come at our expense, and that includes the Senior Community, many of whom are having extremely hard times of it.

Sincerely,  
Jacquelynn Hauenstein  
Englewood, Florida Customer