

**Sandra Soto**

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**From:** Sandra Soto on behalf of Records Clerk  
**Sent:** Tuesday, August 16, 2016 4:10 PM  
**To:** 'Jean Arnold'  
**Cc:** Consumer Contact  
**Subject:** RE: FPL Hike

Good afternoon, Ms. Arnold,

Thank you for contacting the Florida Public Service Commission. Your comments will be placed in consumer correspondence for Docket No. 160021-EI.

For further information on FPL's request, please review the PSC's Special Report:

[http://www.floridapsc.com/Files/PDF/Publications/SpecialReports/sr--2016-06-florida\\_power\\_light\\_company.pdf](http://www.floridapsc.com/Files/PDF/Publications/SpecialReports/sr--2016-06-florida_power_light_company.pdf).

Sincerely,

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

**From:** Jean Arnold [<mailto:jeanjam41@gmail.com>]  
**Sent:** Tuesday, August 16, 2016 3:39 PM  
**To:** Records Clerk  
**Subject:** FPL Hike

The proposed FPL increase will be a hardship for individuals on fixed incomes. It is a known fact that senior citizens' social security benefits have not increased in accord with the cost of living expenses.

What FPL should consider is ways to motivate individuals to use the available energy efficient bulbs and to purchase more efficient appliances and air conditioners. .

The increase in FPL rates will make it less likely for those on limited individuals to be able to purchase energy efficient bulbs. In my neighborhood many home owners have had to replace air conditioners every seven years which is a very large financial burden. FPL does not help with this cost.

Yes there will be more customers to serve as our population increases but there also will be increased revenue from these new customers. There is not indication in the FPL proposal that there are plans to modify the existing infrastructure to meet the expanded service needs.

It is true that FPL has provided excellent service, but we as customers pay for it and have no choice but to continue to pay for it no matter the cost.

Jean Arnold, Sarasota, FL