

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Wednesday, January 11, 2017 2:15 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160186

Customer correspondence

-----Original Message-----

From: Consumer Contact  
Sent: Wednesday, January 11, 2017 1:32 PM  
To: Ruth McHargue  
Subject: To CLK Docket 160186

Copy on file, see 1233012C. Also the warm transfer is 1233011E. DHood

-----Original Message-----

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Wednesday, January 11, 2017 1:22 PM  
To: [customerservice@gulfpower.com](mailto:customerservice@gulfpower.com)  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 122146

Email sent to [customerservice@gulfpower.com](mailto:customerservice@gulfpower.com) with CC to PSC.

**CUSTOMER INFORMATION**

Name: Cathy Ingram  
Telephone: (850) 356-5677  
Email: [cathy@masterinsulation.com](mailto:cathy@masterinsulation.com)  
Address: 890 Old Novak Rd Cantonment FL 32533

**BUSINESS INFORMATION**

Business Account Name: Cathy Ingram  
Account Number:  
Address: 890 Old Novak Rd Cantonment FL 32533

**COMPLAINT INFORMATION**

Complaint: Other Complaint against Gulf Power Company  
Details:

The power company is trying to do another rate increase, I talked with them years ago about my power going up and up. They told me then that when gas is up then so is power rates. Well gas has been down for a while now and there has been no decrease. I have 5 grandkids and their mom living with me and I am the only adult in the house working (as day care would eat up any money their mom would make). I cannot keep up with rate increase after rate increase, it would be different if employers gave pay increases with the power increases, sadly it doesn't work that way. We have not had any hurricanes lately and gas is down, what is the reason for more increases? Please check into this, they seem to be a monopoly and we are at their mercy. If I ask them they say you need to do the select billing etc. That is not it, it is a full house.

Sincerely,  
Cathy Ingram