

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: Jan. 12, 2016
TO: Office of Commission Clerk
FROM: Bureau of Consumer Assistance, Office of Consumer Assistance & Outreach
RE: Customer Correspondence

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 160186.

COMMISSION
CLERK

2017 JAN 12 AM 10:26

RECEIVED-FPSC

7 January 2017

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

Dear Sir/Madame:

I am writing in response to the Notice to Customers indicating electricity rates will increase. I would like an explanation of three things:

1. While the notice states that the total residential price is lower than it was in 2015, and it will be even lower in January 2017, mainly due to decreased fuel prices, the residential customer's total monthly bill will increase by 6.9 percent. How can that be?
2. What causes a kilowatt hour to cost more when delivered to a business as opposed to a residence?
3. Why does Gulf Power charge so much more per kilowatt hour than Florida Power?

I look forward to and thank you for your response. My address is 127 Biltmore Pl., Panama City Beach, FL 32413.

Sincerely,



Lorraine Lechner

Copy to:
Office of Public Counsel

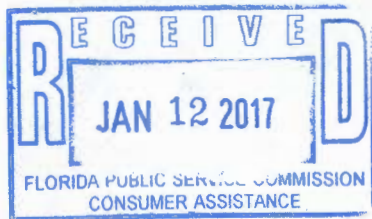


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Lorraine Lechner
127 Biltmore Pl.
P. C. Beach, FL 32413

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07 JAN 2017 PM 2 L



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