

Collin Roehner

From: Ruth McHargue
Sent: Wednesday, January 25, 2017 1:45 PM
To: Consumer Correspondence
Cc: Janet Brunson; Diane Hood
Subject: docket 160186

Customer correspondence and response

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

From: Ruth McHargue
Sent: Wednesday, January 25, 2017 1:45 PM
To: 'ilemten@gmail.com'
Subject: Gulf Power

Dear Ms. Mueller,

Thank you for contacting the Florida Public Service Commission (PSC) about Gulf Power Company's (Gulf) rate increase petition. Your correspondence is included in Gulf's rate case docket file (No. 160186-EI) to give Commissioners and staff an opportunity to review and understand your concerns.

Service hearings are an integral part of the PSC's transparent rate-setting process, and the Commissioners want and need customer input to make decisions in the public interest. In scheduling service hearings, the PSC evaluates the location of the customers served by the utility, identifies the best central location, and then searches for appropriate meeting facilities. As would be expected, some customers prefer morning hearings, while others prefer evening hearings. The PSC attempts to schedule hearings either in the morning or early evening to best accommodate customers and ensure ample time for customer testimony.

If you cannot attend a Gulf service hearing, you can submit comments to clerk@psc.state.fl.us, or call the PSC's toll-free number, 1-800-342-3552. All customer comments—written and verbal—become a part of the record and will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on Gulf's petition.

Gulf's technical hearing before the PSC will be in March in Tallahassee. Witnesses from the utility, the Commission staff, the Office of Public Counsel (representing Gulf customers), and other intervenors in the case will present testimony, introduce exhibits, and be cross-examined before the Commissioners. Commissioners will review Gulf'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. In its petition, Gulf based its request on several factors, including transmission projects and replacing and repairing infrastructure. The PSC will ensure that final customer rates reflect only those costs that are prudent and necessary for Gulf to deliver quality electric service.

You can find Gulf rate case information on the PSC's website, www.FloridaPSC.com. Access the Clerk's Office tab, then hit Dockets and type in Docket No. 160186. All case submissions can be found in the Documents Filing Index. If you have additional questions or need further assistance, please call PSC Consumer Assistance at 1-800-342-3552.

Sincerely,
Ruth McHargue
Regulatory Program Consultant

Bureau of Consumer Assistance
Florida Public Service Commission
1-800-342-3552
contact@psc.state.fl.us

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: contact@psc.state.fl.us [<mailto:contact@psc.state.fl.us>]
Sent: Tuesday, January 24, 2017 5:46 PM
To: Webmaster
Cc: ilemten@gmail.com
Subject: PSC Contact Form

Contact from a Web user

Contact Information:

Name: Irene Mueller
Company: Retired
Primary Phone: (850) 271-1735
Secondary Phone:
Email: ilemten@gmail.com

Response requested? Yes
CC Sent? Yes

Comments:

Why is it so hard to find a way to let you know that the proposed Gulf Power Base Rate increase is outrageous. It is a PUBLIC utility and should serve the public, not just its shareholders. Why is the only meeting scheduled in Bay county in the middle of the day when poor, working people are unable to attend? They will be the most affected, but given no change to provide they input the to Commission.