

**Collin Roehner**

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**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Wednesday, February 08, 2017 4:42 PM  
**To:** 'hollaturgirl@cox.net'  
**Subject:** RE: Rate Increase-Docket#160186

Good afternoon Ms. Pryor,

We will be placing your comments below in consumer correspondence in Docket No. 160186-EI and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

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

From: [hollaturgirl@cox.net](mailto:hollaturgirl@cox.net) [<mailto:hollaturgirl@cox.net>]  
Sent: Wednesday, February 08, 2017 4:41 PM  
To: Records Clerk  
Subject: Rate Increase-Docket#160186

Glenda Pryor  
515 Union St Unit 1 B  
Fort Walton Beach, Fl. 32547

I am protesting the above rate increase request from Gulf Power, as it would have a significant impact on my family budget. Due to the increase in gas prices, I would also like to add that I pay the majority of my bills by check/credit card every month by phone or online. Gulf Power is the only company that refuses to accept debit/credit cards directly from the company as a regular form of payment. As a result, Gulf Power, forces their customers to pay through a third party correspondence which charges a fee, in addition to the payment that is due from Gulf Power. This is simply unfair. This practice alone is a substantial amount of increase on Gulf Power's clients, I am sure they are receiving a percentage from these third party companies. So the question is how much more money does Gulf Power feel they need from an already strapped consumer base? The American Pulbic is constantly looking for more and better ways to balance their family budget. The ROI i feel is just an excuse, this is just another method of charging more money, shame on them!