

Collin Roehner

From: Janet Brunson
Sent: Thursday, February 23, 2017 9:12 AM
To: 'Morgan Willming'
Cc: Consumer Correspondence
Subject: Docket No. 160168-EI - RE: Gulf Power Company Rate Increase

Dear Mr. Willming:

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.

January service hearings were held in Pensacola and Panama City. 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,

Bev DeMello
Assistant Director

From: Morgan Willming [<mailto:morgan.willming@gmail.com>]
Sent: Wednesday, February 22, 2017 2:47 PM
To: Consumer Contact
Subject: Gulf Power Rate Increase (docket #160186-EI)

I am a Gulf Power customer in Pensacola, FL. I am writing in opposition to Gulf Power's proposed rate increase (docket #160186-EI). I live in a one bedroom apartment and seek to conserve energy. My bill would disproportionately increase under the proposed rate structure. In the last 12 months, I only used an average of 525 kWh per month, and my average bill would increase from about \$75 to \$98 per month, which is a 32% increase! The "average" user was told they would only have a \$10 per month increase.

The increase in the proposed "base rate" from \$19 to \$48 is absurd. This is a fee not a rate. Those consumers who only use minimal energy should not have to face a 150% increase in cost for no increase in service, while those who use the most energy have a decrease in their bill.

Furthermore, it is unclear how Gulf Power calculates the "average" user. Is this simply the average of all households and driven by a few very high usage households? How many low usage households are actually being forced to pay more? These are potentially deceptive numbers on the part of Gulf Power used to justify a small increase for the "average" consumer.

Gulf Power also lacks transparency in their billing and proposed rate increases. Their website links to understanding billing and rates have been "down for maintenance" for weeks, making it nearly impossible for consumers to understand billing structure and proposed rate increases.

(<https://www.gulfpower.com/business/savings-and-energy/rates-and-billing/understanding-your-bill>). Clear information on the proposed increases and rate structures has been difficult to find and was not accurately reflected in notices to consumers.

Gulf Power's proposed rate increases are deceptive and do not have consumers in mind. I understand that energy infrastructure improvements have costs, but this should be done fairly and transparently. The increases will disproportionately impact those with low energy bills, low income residents, seniors, or those seeking to conserve energy. If you use more energy, you should pay more (That's how rates should actually work). Consumers should NOT be penalized for conserving energy. Low energy users should NOT subsidize the highest users.

Please do not support the proposed rate increase.

Thank you,
Morgan Willming

Pensacola, FL 32502