

**Antonia Hover**

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**From:** Ellen Plendl  
**Sent:** Thursday, August 08, 2019 4:45 PM  
**To:** Consumer Correspondence  
**Subject:** Docket 20190038  
**Attachments:** FW Help! - Frank Collins; Consumer Inquiry - Gulf Power Company

Please see attached correspondence and response and add to the correspondence side of Docket 20190038.

## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Thursday, August 08, 2019 4:24 PM  
**To:** Ellen Plendl  
**Subject:** FW: "Help!" - Frank Collins

Dear Ellen:

Please find email below received by Governor Ron DeSantis's Office of Citizen Services. This correspondence is forwarded to your office for review and any action you deem appropriate.

Thank you.

Sincerely,

Tyler L. Andrew  
Office of Citizen Services  
Executive Office of the Governor  
Telephone: (850) 488-7146

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

From: WordPress <[wordpress@flgov.com](mailto:wordpress@flgov.com)>  
Sent: Wednesday, August 07, 2019 11:25 AM  
To: [GovernorRon.DeSantis@eog.myflorida.com](mailto:GovernorRon.DeSantis@eog.myflorida.com)  
Subject: "Help!"

From: Frank Collins <[forfranko@yahoo.com](mailto:forfranko@yahoo.com)>  
Subject: Help!  
County: Bay

Message Body:

Firstly, thanks for your service and your time. Not sure why we're paying the highest gas prices in the state. Or the third highest electric rates. Part of our Gulf Power bill is for storm recovery. I (and others) consider this price gouging. Are they not insured? What if every other industry operated similarly? I don't expect something for nothing, or a hand out. But do feel taken advantage of. Thanks again!

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This e-mail was sent from a contact form on Florida Governor Ron DeSantis website (<https://www.flgov.com>)

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Thursday, August 08, 2019 4:42 PM  
**To:** 'forfranko@yahoo.com'  
**Subject:** Consumer Inquiry - Gulf Power Company

Mr. Frank Collins  
[forfranko@yahoo.com](mailto:forfranko@yahoo.com)

RE: FPSC Inquiry 1317042C

Dear Mr. Collins:

The Governor's office forwarded your concerns regarding Gulf Power Company to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

You expressed concerns about Gulf Power Company's petition for a limited proceeding for recovery of incremental storm restoration costs related to Hurricane Michael.

We will add your comments to the correspondence side of Docket No. 20190038.

If you want further case information, visit the FPSC's website, [www.floridapsc.com](http://www.floridapsc.com) and click on the Clerk's Office tab, then hit Dockets and type in Docket number 20190038; all submissions can be found by accessing the Document Filing Index.

If you have any questions or concerns please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl  
Regulatory Consultant  
Florida Public Service Commission  
Office of Consumer Assistance & Outreach  
1-800-342-3552 (phone)  
1-800-511-0809 (fax)