

**Jacob Veughn**

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**From:** Jacob Veughn on behalf of Records Clerk  
**Sent:** Tuesday, June 29, 2021 4:48 PM  
**To:** 'Crystal Williamson'  
**Cc:** Consumer Contact  
**Subject:** RE: Florida Power & Light / Gulf Power rate increase Florida Power & Light Company - 20210015

Good Morning,

We will be placing your comments below in consumer correspondence in Docket No. 20210015 and forwarding your comments to the Office of Consumer Assistance and Outreach.

**Jacob Veughn**

Commission Deputy Clerk I  
Florida Public Service Commission  
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Tallahassee, Florida 32399  
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850.413.6656

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**From:** Crystal Williamson <crystal@pensacolarealtymasters.com>  
**Sent:** Tuesday, June 29, 2021 4:47 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Florida Power & Light / Gulf Power rate increase Florida Power & Light Company - 20210015  
**Importance:** High

Dear Florida Public Service Commission Members:

Since Florida Power and Light purchased Gulf Power last year, our service locally has drastically diminished. Not only were they slow to re-establish service after Hurricane Sally (not a major storm) but their customer service has been the worst. They have quadrupled (if not more) their service deposits and have massive billing problems. I cannot count how many times I have filed a billing complaint with PSC since the sale of Gulf Power. If you can't bill properly how do you expect customers to pay properly? Inefficiency at its best.

As you can see I work for a residential rental agency. Since the turnover to FP&L it has become next to impossible to establish transitional services in our managed properties. There is normally a 3 day to 2 week span of time once the expiring tenants return possession to us allowing for necessary repairs and maintenance to be done before new tenants can occupy. We used to have a blanket account that would allow us to email connection requests and service would be timely and reliably established for the duration of our maintenance through Gulf Power. FP&L discontinued blanket business accounts and the email option for service connections. This costs us money in additional personnel time and the homeowner valuable turn-around time for occupancy. Not only have they created additional costs in time for their customers but have proceeded to bill up to \$500 in deposits for each residence only to have it refunded after service is turned off within a few days. Efficiency is obviously not a part of their business operations. Inefficiency does not deserve a pay increase.

Florida Power and Light needs to be sent a message that the way they are currently operating is not acceptable for anyone, residents and businesses alike. Perhaps they should eliminate the bonuses being passed out to their executive staff whom should be looking at increasing the value of service before asking for more money from the public. I don't know who or why the sale of Gulf Power to FP&L was allowed but it was a huge mistake for Northwest Florida. This sort of thing would never happen within the rural electric cooperatives throughout the state and FP&L needs to look at their operation models to learn a few things.

The poorest counties within the state are all located in the Panhandle. Don't make us struggle even more. JUST SAY NO!

Thank you all for your time and your service.

<b>Crystal Williamson</b> , Bookkeeper	Realty Masters of Florida
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