

**Antonia Hover**

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**From:** Antonia Hover on behalf of Records Clerk  
**Sent:** Tuesday, January 14, 2025 4:48 PM  
**To:** 'SOSHANI RICHARDSON'  
**Cc:** Consumer Contact  
**Subject:** RE: FPU Rate increase: Docket# 20240099-EL

Good Afternoon, Soshani Richardson.

We will be placing your comments below in consumer correspondence in Docket No. 20240099, and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you!

*Toni Hover*  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
Phone: (850) 413-6467

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**From:** SOSHANI RICHARDSON <tejah79@yahoo.com>  
**Sent:** Tuesday, January 14, 2025 2:27 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Cc:** crutchfielde@jacksoncountyfl.gov; spiresw@jacksoncountyfl.gov  
**Subject:** FPU Rate increase: Docket# 20240099-EL

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Hello,

I attended the meeting on January 8th and gave a brief summary of my concerns and suggestions. I would like to elaborate in more detail for the record.

Resident : Soshani Richardson  
2773 Cobblestone Ct  
Marianna, FL 32448

Issue: FPU increasing rates 44% . Current interim allowance 7.37%

**Point 1: Consider the Median Income of an area before approving rates.**

As a former resident of South Florida (Broward County), I have witness the greed get out of control with the allowance of REITS, investors, property management companies, and other landlords going crazy with rent hikes, charging well above the median income. Along with a growing population putting a strain on resources and the quality of living, the ENERGY BILL was the biggest complaint of affordability under rent. The city and county commissioners failed to protect their citizens from the predatory greed of investors mostly because some of them are not Native Floridians and are from the northern states where they are bringing higher incomes with them to be able to invest or buy property above value. Our state [representatives seem](#) to be self serving as opposed to serving the public as they become investors in these predatory companies and rule on the laws that govern them. There is an epidemic of Floridian living out of storage units because they had no where to go.

*A dramatic increase increase in rates would cause that same type of issue among the rural areas of the panhandle who will not have an increase income. Especially since Federal aid is disbursed according to population and the local governments do not generate enough revenue to fund community assistance.*

**Point 2: Lack of knowledgeable employees**

I was billed prematurely for service when I called to get a quote for starting service. I had to call every month for 4 months to get this issue resolved of properly crediting my bill the late fees, usage, and the taxes after acknowledging that the employee was in error for setting up service when she should have did a quote. . It wasn't until I contacted the the FPUC that a human contacted me to try and resolve the issue. The issue was resolved in October from May and even still the supervisor only credited me 4 out of the 5 days and non of the taxes. Not because she performed basic math, but deduced from her own logic that no one uses that much electricity in a day.

*As an update, I spoke with someone from FPU corporate after the meeting who is looking into this issue as she confirmed that the procedure was handled incorrectly. She just resolved the issues as I was writing this email.*

**Point 3: Where is the business Plan?**

My thing is there was no business plan to justify the rate increase they are proposing. Their letter addressed expansion but not improving on their existing service. I think a business plan should have been provided to the residence to justify how the rate increases would better improve services provided. This like

- eliminating fees to pay the bill over the phone especially since the local office was shut down.
- updating technology to eliminate middleman fees for payment processing, ie accepting ACH transactions
- absorbing payment processing fees as the cost of doing business
- employee training so that employees are more knowledgeable of policies and procedures to offer a better customer service experience.
- Better structural poles and transformers
- tighten up the low hanging powerlines

- tree trimming service that cuts branches and trims tress away from powerlines Especially during hurricane season
- Fiber optics
- Solar panel programs
- taking bids from independent contractors to objectively justify the costs

could have been addressed in a business plan.

### **Proposed Solution: A profit sharing plan**

I think since all these corporations seemed to be mostly concerned with their bottom line and appeasing their shareholders, that they should start implementing a profit sharing plan. An increase in rates means an increase of taxes on those rates.

*If the local government would use a percentage of the franchise Fee, and/or the Municipal tax to start a nonprofit that could buy access shares in the company on behalf of the number of business owners and residences in Jackson county using the dividends to credit customer accounts by a determined percentage of the monthly dividends receipts and number of residence allocation, and FPU does a profit sharing contribution of 5% of a residence's monthly and a profit sharing contribution of 15% of a business owner's monthly bill (for example) for those who pay their bills on time for 6 consecutive months. Then there would be something in place to offset rate increases for customers. FPU could also make this a program option as one of their cost savings program for each municipality.*

It would be a win-win for everyone. Instead of just passing on fees to customers so FPU can expand and generate more profits when the consumer dollar is it so many times with fees, surcharges, sales taxes, tolls, etc.. Consumers should not be the pack mules for large corporations to increase the bottom line. **Economics is cyclical and this is why the trickle down theory doesn't work. you have to give back to the consumers so they can keep the businesses running. Straining every dollar they make causes them to consume less, cause the company to increase rates, which causes inflation. basic economics tells us that there has to be a balance.**

Individuals Income

**Before getting paid:** Federal Income tax

State income tax (in some states)

Local tax (in some states)

Social Security

Medicare tax

**After getting paid:** Sales tax

Utility taxes

Property taxes

Surcharges for paying bills (so that service providers can conveniently receive payment)

Interest of car payments

Interest on Mortgage

Monthly Bank fees for maintenance (although this fee has no justification since the banks make money off the account holders).

Car registration

Toll roads

Parking fees

The American dollar gets hit so many times that people are becoming discouraged and desperate trying to keep up.

Please take these things into consideration when making your decision.

Thank you,

Soshani Richardson