

February 3, 2025

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BY E-FILING

Mr. Adam Teitzman, Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 20240099-EI - Petition for rate increase by Florida Public Utilities Company

Dear Mr. Teitzman:

As the Commission is aware, customer service hearings were conducted in this proceeding on December 4, 2024, in Fernandina Beach, Florida, and on January 8, 2025, in Marianna, Florida. At each hearing, several customers presented testimony. The Company committed to speak with each customer and, to the extent they raised a billing or service concern, to work with them to address that concern. The Company has since done so and provides the following update to the Commission in that regard:

<u>Customer Name</u>	<u>Issue</u>	<u>Location</u>	<u>Solution</u>
Philip Chapman	Tree trimming contractors	Fernandina Beach	A representative called the customer and informed him that the Company replaced the tree trimming contractor.
Kathleen Ross	Billing and meter reading clarification request	Fernandina Beach	Representatives attempted contact by phone twice, then mailed a letter requesting a return call.
Lawrence Trolano	Office closure	Fernandina Beach	A representative called the customer and provided him with various options to pay their bill.
Leah Ward-Lee	Rate increase formula request	Fernandina Beach	Representatives attempted contact by phone twice. Then mailed a letter requesting a return call.

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Sharon Baris	Rate case calculations	Fernandina Beach	Representative reviewed the rate increase numbers with the customer.
Walter Sturges	Office closure Payment options	Fernandina Beach	Representatives attempted contact by phone twice, then mailed a letter requesting a return call.
Michael Fletcher	Solar Billing	Fernandina Beach	A representative reviewed the solar billing with the customer and explained that the company is adding a section on their website specific to solar billing, how to read their bill, and answers to frequently asked questions. In addition, the company is redesigning the customer invoices to include more details that will be available in January of 2026.
Jack Imber	Tree trimming contractor	Fernandina Beach	A representative called the customer and informed him that the Company replaced the tree trimming contractor.
Coleman Langshow	Rates	Fernandina Beach	A representative called the customer and reviewed the rates.
Ron Bowman	Rates	Fernandina Beach	A representative called the customer and provided an overview of the rate increase. The customer expressed concerns that the hearing was not as informative as he expected.
Pete Wilking	Solar Billing	Fernandina Beach	A representative reviewed solar billing with the customer. The company is also adding a

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			section on their website specific to solar billing, how to read their bill, and answers to frequently asked questions. In addition, the company is redesigning the customer invoices to include more details that will be available in January of 2026.
Elizabeth Drury	Solar Billing	Fernandina Beach	A representative called the customer, and they discussed solar bill presentation and if the bills would display the net amount and credits. The representative emailed the customer her solar bill and explained that the company is adding a section on their website specific to solar billing, how to read their bill, and answers to frequently asked questions. In addition, the company is redesigning the customer invoices to include more details that will be available in January of 2026.
Antonio Diaz-Jimenez (<i>didn't speak</i>)		Marianna	The customer declined speaking at the customer service hearing when his name was called. After the hearing, a representative called the customer, but a message stated that their phone number was no longer in service.
Amanda Williams (<i>didn't speak</i>)	Rates	Marianna	The customer declined speaking at the customer service hearing when his name was called. A representative

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			called the customer to discuss rates, but instead the customer inquired about a street light repair. The representative dispatched a technician to her residence and after inspection of the light, they are scheduled to repair it.
Ilene Grier	Rates Long hold times on phone	Marianna	After the customer hearing, while onsite, a representative explained the rate calculation. A representative explained that the company has hired additional resources to assist with the call volume, placed a focus on call handling best practices and performance monitoring to maximize the caller's experience, and is currently cross training the representatives to handle all call types across the business. Also, the representative informed her that the company will be adding a customer portal to simplify requests on usage from assistance agencies.
Virginia Beard	Rates Payment Options	Marianna	A representative informed her of the improvements made to its facilities and service. Provided the customer with several options to pay her bill.
Anita Helton	Rates	Marianna	Representatives attempted contact by phone twice, then mailed a letter requesting a return call.

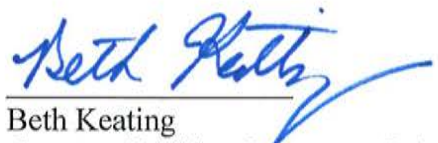
<u>Customer Name</u>	<u>Issue</u>	<u>Location</u>	<u>Solution</u>
John Mattock	Rates	Marianna	A representative called customer and discussed the rate increase.
Matthew White	Rates	Marianna	Representatives attempted contact by phone twice, then mailed a letter requesting a return call.
Mark Jakelsky	Rates	Marianna	Representatives attempted contact by phone twice, then mailed a letter requesting a return call.
Jim Dean	Improvements Inquiry Net metering	Marianna	Representatives attempted contact by phone twice, then mailed a letter requesting a return call.
Sid Riley	Office closure	Marianna	Representatives attempted contact by phone twice, then mailed a letter requesting a return call.
Lavon Pope	Rusty Pole and Transformer	Marianna	Representatives spoke to the customer at the hearing and scheduled a technician to conduct a site visit and inspect the pole and transformer. After the site visit, the technician installed a new pole and transformer.
Michael Kilts	Rates	Marianna	Representatives attempted contact by phone twice, then mailed a letter requesting a return call.
Leigh Beauleu (Farmhouse Chick)	Rates	Marianna	Representatives attempted contact by phone twice, then

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			mailed a letter requesting a return call.
Steve Danitz	Billing	Marianna	Representatives attempted contact by phone twice, then mailed a letter requesting a return call.
Kyle Peddie	Rates	Marianna	A representative called the customer and assured him this rate increase applies to current rates and is not expected to change until the next rate case. The representative also explained there is a Public Authority designation which has some tax benefits.
William Long	Rates	Marianna	Representatives attempted contact by phone twice, then emailed the customer requesting a return call.
Rex Torbett	Rates	Marianna	Representatives attempted contact by phone twice, then mailed a letter requesting a return call.
Charles Collins	Rates	Marianna	A representative called the customer and discussed the rate increase and how it is applied throughout the electric territories.
Meghan Austin/Andy Eade (Southern Craft Creamery)	Payment Options and Fees	Marianna	A representative called the customer and reviewed the payment options and fees. The customer may enroll in our online bill management solution, EZ-BILLING, which would eliminate the fees associated with paying her bill. EZ-Billing allows the customer

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			to pay the bill automatically on a specified day of the billing cycle or on the due date. If the customer is enrolled but the automatic option in EZ-Billing is not used, although there is no fee, the system would still require inputs in increments of \$750 even though there is no extra charge to the customer. Please refer to the response to Staff's Data Request 27 number 1. In future contract negotiations with the vendor, the Company will try to eliminate this requirement.
Roy Baker	Rates	Marianna	Representatives attempted contact by phone twice, then mailed a letter requesting a return call
Dean Wickham <i>(did not speak)</i>	Did not speak	Marianna	The customer declined speaking at the customer service hearing when his name was called. A representative contacted the customer by phone and explained the rate structure and how rates are calculated.
Soshani Richardson	Billing Long hold time Taxes	Marianna	After the hearing, while on site, a representative spoke to the customer and together they reviewed her account. After the hearing, a representative called the customer and informed her a credit was applied to her account balance.

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			<p>A representative explained that the company has hired additional resources to assist with the call volume, placed a focus on call handling best practices and performance monitoring to maximize the caller's experience, and is currently cross training the representatives to handle all call types across the business. Also, the company will be adding a customer portal to simplify customer. A representative reviewed the taxes with the customer.</p> <p>A representative reviewed the taxes with the customer.</p>
Gwendolyn Borders	Office Closure Billing	Marianna	<p>A representative provided the customer with our various payment options.</p> <p>An energy audit and high bill investigation has been scheduled to be completed for the customers residence.</p>
Kelley Riley	Storm Fees	Marianna	Representatives attempted contact by phone twice, then mailed a letter requesting a return call.

Sincerely,



Beth Keating
 Gunster, Yoakley & Stewart, P.A.
 215 South Monroe St., Suite 601
 Tallahassee, FL 32301

Cc: (Service List)