

State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

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**DATE:** 04/18/2022  
**TO:** Office of Commission Clerk  
**FROM:** Bureau of Consumer Assistance, Office of Consumer Assistance & Outreach  
**RE:** Customer Correspondence

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Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 20210016.

RECEIVED-FPSC  
2022 APR 18 AM 10:10  
COMMISSION  
CLERK

APRIL 12, 2022

TO: FLORIDA PUBLIC COMMISSION / FLORIDA UTILITIES COMMISSION  
2540 SHUMARD OAK BLVD.  
TALLAHASSEE, FL. 32399-0850

FROM: GAIL MERKEL  
8711 SE 126TH PLACE  
BELLEVIEW, FL. 34420  
(352) 817-4236

\* ADDRESS IN QUESTION \*

GAIL MERKEL  
8699 SE 126TH PL.  
BELLEVIEW, FL. 34420



TO WHOM IT MAY CONCERN;

UPON RECEIVING MY JAN 2022 DUKE ENERGY STATEMENT I SAW AN EXTRA CHARGE OF \$10.91 FOR A "MINIMUM BALANCE ADJUSTMENT" WHICH IN ESSENCE IS A CHARGE FOR NOT USING ENOUGH POWER.

I SPOKE WITH ALFRED WITH DUKE ENERGY TO ASK WHY I WAS BEING PENALIZED FOR BEING CONSERVATIVE AND NOT WASTING OUR PRECIOUS RESOURCES. UNFORTUNATELY ALBERT COULD NOT HELP ME, OTHER THAN TO PLACATE ME.

I AM UPSET, APPALLED, AND DISPLEASED WITH THIS FRAUDULENT CHARGE AND I FEEL YOU SHOULD RE-EVALUATE THIS DECISION TO CHARGE ME FOR SOMETHING I'M NOT USING.

MOST OF US SENIOR CITIZEN'S ARE ON A FIXED INCOME AND THE EXTRA \$11.00 PER MONTH IS A HARDSHIP ON US.

IT IS MY UNDERSTANDING THAT THE "DUKE GOOD OLE BOYS" HAVE BILLIONS OF DOLLARS AND SHOULDN'T BE ALLOWED TO "FINANCIALLY ABUSE" IT'S PATRONS.

PLEASE HELP ME RECTIFY THIS EXTRA CHARGE CALLED "A MINIMUM BALANCE ADJUSTMENT" AT THE ABOVE ADDRESS ON THE LEFT OF THIS PAGE.

Respectfully  
Gail Merkel

**Gail Merkel**  
8711 SE 126th Pl.  
Belleview, FL 34420

JACKSONVILLE FL 320



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2022 APR 18 AM 7:23

*Florida Public Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Fl. 32399*

RECEIVED  
APR 18 2022  
FLORIDA PUBLIC SERVICE COMMISSION  
CONSUMER ASSISTANCE

32399-085099



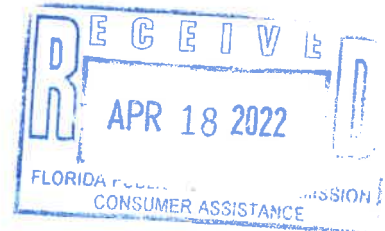
APRIL 12, 2022

To: FLORIDA PUBLIC COMMISSION / FLORIDA UTILITIES COMMISSION  
2540 SHUMARD OAK BLVD.  
TALLAHASSEE FL. 32399-0857

FROM: GAIL MERKEL  
8711 SE 126<sup>TH</sup> PLACE  
BELLEVIEW, FL. 34420  
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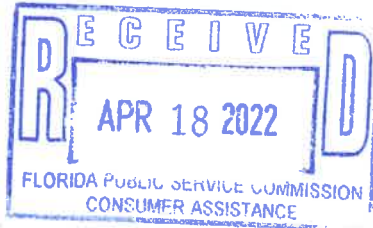
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Florida Utilities Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Fl. 32399-0850



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