

Antonia Hover

From: John Plescow
Sent: Thursday, January 26, 2023 10:48 AM
To: Consumer Correspondence; Diane Hood
Subject: FW: To CLK Docket 20230001

Please, add to docket 20230001.

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

From: Consumer Contact <Contact@PSC.STATE.FL.US>
Sent: Monday, January 23, 2023 8:33 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: To CLK Docket 20230001

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Friday, January 20, 2023 11:01 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Delay in Service TRACKING NUMBER: 189501

CUSTOMER INFORMATION

Name: Lauren Leblanc
Telephone: 8037275190
Email: lel2844@gmail.com
Address: 1960 Martina Street Apopka FL 32703

BUSINESS INFORMATION

Business Account Name: Lauren Leblanc
Account Number: 910060832407
Address: 1960 Martina St. Apopka FL 32703

COMPLAINT INFORMATION

Complaint: Delay in Service against Duke Energy Florida, LLC d/b/a Duke Energy

Details:

Although we have not changed our usage habits, our power bill has skyrocketed. All the "tips" to conserve electricity and save money, we are already doing. If you call Duke, the reps put all the blame on the customer and none on them for the rate increase. It's to the point now that I have to figure out which bills I'm going to have to pay this month because the outrageous power bills have thrown a wrench into everything. As for the energy checks, they say they will do all these Duke people want to do is check insulation, nothing else.