

**Antonia Hover**

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**From:** Betty Leland  
**Sent:** Monday, July 24, 2023 1:43 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: Request for assistance with Florida City Gas

Good Afternoon;

Please place this email in Docket #20220069.

Thanks.

Betty Leland, Executive Assistant to  
Commissioner Art Graham  
Florida Public Service Commission  
[bleland@psc.state.fl.us](mailto:bleland@psc.state.fl.us)  
(850) 413-6024

**From:** ALBERTO MANRARA <[almanrara@gmail.com](mailto:almanrara@gmail.com)>  
**Sent:** Monday, July 24, 2023 11:45 AM  
**To:** Office of Commissioner Graham <[Commissioner.Graham@PSC.STATE.FL.US](mailto:Commissioner.Graham@PSC.STATE.FL.US)>  
**Subject:** Request for assistance with Florida City Gas

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July 24, 2023

To: Commissioner Art Graham  
Florida Public Service Commission

From: Alberto G. Manrara  
Florida City Gas Customer #1092517  
511 Sevilla Avenue, Coral Gables, FL. 33134

Dear Commissioner Graham,

I write to you to seek your help in a matter with Florida City Gas. I have been a customer of the company for over 25 years.

In June, my wife and I added a new gas appliance, a tankless water heater, that qualifies for the rebate program. Bringing the gas line to the location of the water heater and the appliance itself cost us over \$3,000. The rebate program was an important consideration in making the decision to make this large capital outlay.

I followed all the requirements established by Florida City Gas to present my request for the rebate. Here are the relevant facts:

Rebate claim tracking #1020141215197660

Date rebate claim filed: June 21, 2023

Date rebate claim approved: June 23, 2023

Amount of rebate: \$675

It's been over 4 weeks since my rebate claim was approved. However, I have not received the rebate check. I have gone into the web site (<https://fcg.4myrebate.com/go/Rebate/>) established by Florida City Gas using the tracking number but the information on the web site has not changed since June 23, 2023.

I have called two times, first about a week ago and the 2nd call today, to the phone number (888-citygas) provided by Florida City Gas to obtain information regarding the rebate. The phone system at Florida City Gas is awful. There's a menu of options that repeats itself in a loop several times before a response is obtained. Then someone in Costa Rica responds and the quality of the call is very poor. This necessitates repeating over and over what you are saying.

The most recent call was this morning, July 24, 2023, at 9:35AM and a person identified as "Nick" answered. Nick, who indicated he was working from home but did not identify where, could not get his computer system working. After several minutes of delay I asked him for the address of the Florida Public Service Commission. He asked why I wanted the address. I asked him if he needed to approve my contacting the Commission. He evaded my requests for the contact information for the Commission and after 3 requests and his refusal to provide the address I bid my farewell and hung up.

A few minutes later, about 9:50AM, a person identified as "Natalie" and working for Florida City Gas called me at my house. Natalie wanted to know how I could be helped. I commented on the poor quality of the call and

asked her where she was located. She replied in Costa Rica.

I asked Natalie about the status of my rebate and her response was the boilerplate response that was reflected in the website which indicates when I filed the claim for the rebate and when the rebate was approved. I told her I already had that information since I used the instruction provided by Florida City Gas to check on the status of the rebate. I then asked her for the contact information for the Commission and only after 3 requests she provided the information.

Can you help me with getting information regarding the status of my rebate check?

Also, in your capacity as a Commissioner looking out for the interests of utility customers in Florida can you determine if the actions of Florida City Gas regarding the poor quality of phone responses and the delays in processing the rebate due to a Florida consumer are fair and justifiable?

Finally, there's something else that is troubling. I am concerned that the call I received from a Florida City Gas employee named Natalie came from a person who does not live and work in Florida or the USA. Our Governor works very hard to provide jobs for

Floridians. As a Florida resident and consumer of this utility which you regulate, I am perplexed if not upset that a company authorized to serve Florida consumers exports jobs, not just outside of Florida, but outside the USA.

Would you agree that exporting jobs to another country is not in the best interest of Florida or its residents and contrary to all the efforts of our Governor?

I am hopeful that in your capacity and responsibility to look out for the welfare of the utility customers in Florida you can look into how Florida City Gas can keep jobs related to their operating franchise in Florida within the State of Florida. Jobs Floridians can do should not be exported outside of Florida.

Thank you for your assistance with this request. Also thank you for your public service. It is very much appreciated.

Sincerely,

Alberto G. Manrara

cc: Governor Ron DeSantis (via US Postal letter)

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*"Rich people have money. Wealthy people have time. " - A retiree*

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