

Charlie Smith

From: John Plescow
Sent: Monday, December 2, 2024 4:18 PM
To: Consumer Correspondence; Cassandra Williams
Subject: FW: From the Florida Attorney General's Office

Please, add to docket 20240099.

From: Cassandra Williams <CaWillia@psc.state.fl.us> **On Behalf Of** Consumer Contact
Sent: Monday, December 02, 2024 3:59 PM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: FW: From the Florida Attorney General's Office

Forwarding

Cassandra

From: attorney.general@myfloridalegal.com <attorney.general@myfloridalegal.com>
Sent: Tuesday, November 26, 2024 3:04 PM
To: LETROIANO@YAHOO.COM
Subject: From the Florida Attorney General's Office

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Dear Laurence Troiano,

Florida Attorney General Ashley Moody received your email regarding your concerns with Florida Public Utilities. Attorney General Moody asked that I respond.

We appreciate hearing from you, and I am sorry for your difficulties. Because the Florida Public Service Commission (PSC) regulates investor-owned utilities in this state, I am forwarding your correspondence to the PSC for review. You may follow up with the PSC at:

Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-6100
Toll-free in FL: 1-800-342-3552
Website: <http://www.psc.state.fl.us>

The PSC posts an online brochure "When to Call the PSC" which may be helpful:

https://www.floridapsc.com/pscfiles/website-files//PDF/Publications/Consumer/Brochure/When_to_Call_the_PSC.pdf

Finally, because our office is not at liberty to give legal opinions to individual consumers, if you need legal guidance, please consult a private attorney. The Florida Bar offers a Lawyer Referral Service toll-free at (800) 342-8011 or online at <https://www.floridabar.org/public/lrs/>.

Another resource for Florida residents aged 60 or older is the Florida Senior Legal Helpline, a free statewide telephone advice and referral service toll-free within Florida at (888) 895-7873 (see <https://bals.org/senior-legal-helpline>).

Thank you for contacting Attorney General Moody's Office. I hope this proves helpful.

Sincerely,

Beverly B.
Office of Citizen Services
Florida Attorney General's Office
PL-01, The Capitol
Tallahassee, Florida 32399-1050
Telephone: (850) 414-3990
Toll-free within Florida: (866) 966-7226
Website: www.myfloridalegal.com

PLEASE DO NOT REPLY TO THIS E-MAIL. THIS ADDRESS IS FOR PROCESSING ONLY.

To contact this office please visit the Attorney General's website at <http://www.myfloridalegal.com> and fill out the on-line contact form. Again, thank you for contacting the Office of the Florida Attorney General.

INTERNET CONTACT FORM RECEIVED BY FLORIDA ATTORNEY GENERAL'S OFFICE ON 11/20/2024

LAURENCE TROIANO
1511 COASTAL OAKS CR
Fernandina Beach, FL 32034
Phone: (305) 783-8859
Email: letroiano@yahoo.com

BUSINESS/PERSON REFERENCED: Florida Public Utilities
PO BOX 610
MARIANNA, FL 32447
PHONE: (850) 413-7080
WEBSITE: <https://fpuc.com/electric-rates/>
DATE OF TRANSACTION: 11/20/2024
AMOUNT PAID:

COMPLAINT: The FPU electric company has notified us in writing of a huge price crease in electricity of over 40% next year. This appears to be excessive. It means they were either not running the company efficiently , or have over estimated the increase giving them a huge profit. Their service has not been very good, and their communications on repairs such has the last hurricane Milton were almost non existent. Poor customer service. I wish someone from the State AGs office would to look into this matter of price gouging, for a utility company to its customers.. I have a copy of the letter and the amount of rate increases they provided. There is a meeting scheduled for the public on December 4th at 1: pm at City Hall in Fernandina Beach that I plan to attend.