

Antonia Hover

From: John Plescow
Sent: Thursday, February 6, 2025 1:13 PM
To: Consumer Correspondence; Consina Griffin-Greaux
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 208616

Please, add to docket 20240173.

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

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> On Behalf Of Consumer Contact
Sent: Thursday, February 06, 2025 12:20 PM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: RE: E-Form Improper Billing TRACKING NUMBER: 208616

John,

Please forward to clerk's office. 20240173

C'Griffin-Greaux

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Saturday, February 1, 2025 10:35 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Improper Billing TRACKING NUMBER: 208616

CUSTOMER INFORMATION

Name: Melissa Jablonski
Telephone: 9735735197
Email: Melissaj88@live.com
Address: 118 w Greentree In Lake Mary FL 32746

BUSINESS INFORMATION

Business Account Name: Melissa jablonski Account Number:
Address: 118 w Greentree In Lake Mary FL 32746

COMPLAINT INFORMATION

Complaint: Improper Billing against Duke Energy Florida, LLC d/b/a Duke Energy
Details:

Bill keeps going up for the same type of appliances and lights being used all year around. Cannot afford them to go up again when they said they were going to bring prices down.

Antonia Hover

From: John Plescow
Sent: Thursday, February 6, 2025 2:52 PM
To: Consumer Correspondence; Consina Griffin-Greaux
Subject: FW: Commission decision to allow electric companies to recover fees

Please, add to docket 20240173.

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

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> On Behalf Of Consumer Contact
Sent: Thursday, February 06, 2025 2:22 PM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: FW: Commission decision to allow electric companies to recover fees

John,

How should I handle this one? See customer contact number below.

Thanks

C'Griffin-Greaux

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

From: Thomas Barry <TBarry62@outlook.com>
Sent: Thursday, February 6, 2025 10:28 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: Commission decision to allow electric companies to recover fees

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

I just read the article where this Commission authorized the power companies to raise fees to recover the expenses from the 3 hurricanes in 2024.

Based on your decision, one would have to question if the Commission is unbiased or biased with regards to the utility companies. The decision you have made is outrageous. You reward bad behavior, so the interpretation you leave everyone with is you are in allegiance to these Utility Companies. You don't show any representation to the residents and businesses that are subject to the burdens you have chosen to place on us!

These companies:

1. Record record profits year after year
2. Pay outrageous compensation packages to the top tier of management.
3. The CEO compensation is absolutely unbalanced, and you allow them continued higher utility increases so they can continue these outrageous compensation packages... off the back of the customers.
4. Add 1, 2, and 3, and the Commission continues to reward the Utility Companies with agreements to let them raise rates.
5. Duke Energy had a failed communication system when the storms hit. They were unable to properly keep customers up to date regarding restored services. I have documentation where they dropped the ball, they had a software failure because they failed to properly have it tested in the case of an emergency. The upper management (located out of

state) was none existent and failed to get things properly handled which delayed the power being restored in several areas. This commission should have fined Duke Energy for their shortcomings, and instead you just rewarded them. 7. This commission should have, at minimum, required the Utility Companies reinvest 50% of this new revenue into bettering their ability to handle future disasters. Upgrade their software to better notify consumers on a timely manner. Have a better Emergency Response Plan in place. Require the Senior Management Team have boots on the ground to evaluate the devastation instead of hiding behind a wall of call banks so they aren't having to handle the difficult situations.

Based on the Commission's decisions lately, I respectfully ask for each person to resign. You have failed the State, the Residents and Businesses, Tax Payers, and the Government of which you serve to represent!

I would love the opportunity to appear before this commission to be heard about the failings you so effortlessly rewarded to the Utility Companies...at our expense!

Sincerely,

Thomas Barry
2394 Silver Palm Dr
Kissimmee, FL 34747
(413) 575-0666
Sent from my iPhone