

**Jenae Thornberry**

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**From:** John Plescow  
**Sent:** Thursday, February 20, 2025 11:36 AM  
**To:** Consumer Correspondence; Consina Griffin-Greaux  
**Subject:** FW: E-Form Improper Billing TRACKING NUMBER: 208972

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Please, add to docket 20240173.

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

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> On Behalf Of Consumer Contact  
Sent: Thursday, February 20, 2025 11:33 AM  
To: John Plescow <JPlescow@PSC.STATE.FL.US>  
Subject: RE: E-Form Improper Billing TRACKING NUMBER: 208972

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: Thursday, February 20, 2025 9:13 AM  
To: Consumer Contact <Contact@PSC.STATE.FL.US>  
Subject: E-Form Improper Billing TRACKING NUMBER: 208972

**CUSTOMER INFORMATION**

Name: Elaine Philippa  
Telephone: 4079223095  
Email:  
Address: 3155 Pine Run Trail Deland FL 32724

**BUSINESS INFORMATION**

Business Account Name: Duke Energy  
Account Number:  
Address: 3155 Pine Run Trl North Deland FL 32724

**COMPLAINT INFORMATION**

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

I understand that Duke Energy will be charging each consumer an additional \$32 per month for hurricane relief services that were spent..Really? So \$32xa possible 8,000 customers equals approx. \$256,000. What about the government aid that the State is being granted? I would ask you to please review first of all the kilowatt price as opposed to our

neighboring county of Flagler's FPL rates...and I could understand a small increase if needed but \$32.00? They are sufficating the public with their fees if you ask me especially coming into the summer season shortly. Thank you