

Tristan Davis

From: John Plescow
Sent: Monday, October 13, 2025 8:23 AM
To: Consumer Correspondence; Consina Griffin-Greaux
Subject: FW: Appreciation for Your Field Representatives and Concern About Escalating Rates

Please, add to docket 20250011.

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> **On Behalf Of** Consumer Contact
Sent: Monday, October 13, 2025 8:20 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: FW: Appreciation for Your Field Representatives and Concern About Escalating Rates

John,
Please forward to clerk's office. 20250011
C'Griffin-Greaux

From: Eric L. <eric.m.lyman@gmail.com>
Sent: Saturday, October 11, 2025 6:23 PM
To: lera.nieves@fpl.com
Cc: Steven Moes <struct1063@gmail.com>; flaglernewsweekly@gmail.com; jarleene@observerlocalnews.com;
Consumer Contact <Contact@PSC.STATE.FL.US>; citizenservices@myfloridalegal.com; [morrison@palmcoastgov.com](mailto:morris@palmcoastgov.com)
Subject: Appreciation for Your Field Representatives and Concern About Escalating Rates

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Dear Florida Power & Light,

I wanted to take a moment to commend the two gentlemen who recently visited my home at 70 Los Lagos Blvd., Palm Coast, FL 32137 to review my electric bill. They were professional, knowledgeable, courteous, and went out of their way to explain every detail they could to help us find ways to reduce our usage and costs. I truly appreciate their time and the respect they showed during their visit.

That said, I must express my deep frustration with the direction FPL's rates have taken. In the five years I've lived here, my electric bill has essentially doubled. These increases are crushing hardworking families who are simply trying to make ends meet. It's disheartening to realize that my earlier concerns about being overcharged were, in fact, correct.

While your representatives in the field deserve recognition for their professionalism, the company's rate practices feel exploitative and unsustainable. Something must give soon because the burden you are placing on Florida residents is unacceptable.

Thank you again to the two gentlemen who came out; they were the one bright spot in this whole situation. I sincerely hope FPL's leadership starts showing the same level of care and integrity that your field staff demonstrated.

Sincerely,
Eric Lyman
70 Los Lagos Blvd. Palm Coast, FL 32137

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Eric M. LYMAN
Palm Coast, FL

*Success is not final, failure is not fatal:
it is the courage to continue that counts.*