

Eric Fryson

120297-E1

From: natalie ragland [mrs.natalie.ragland@gmail.com]
Sent: Tuesday, November 20, 2012 12:43 PM
To: Filings@psc.state.fl.us
Subject: Marlowe Ragland
Attachments: progressive_energy[1].docx

Hello

Attached is a formal complain that I would like to file against Progressive energy. I am new to Florida so feel free to reach me via email or at 314-374-3084 or my wife about this complaint

/s/ Marlowe Ragland
1087 Sailing Bay Dr
Clermont, Fl 34711

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FPSC-COMMISSION CLERK

11/20/2012

November 20, 2012

Public commission

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Marlowe Ragland

1087 Sailing Bay Dr.

Clermont, Florida 34711

Re: Progressive Energy

Acct # 27751 53245

This is a letter to file a formal complaint against Progressive Energy. We have completed the steps in filing an informal complaint with your company and have been advised to now file a formal complaint.

Our biggest complaint is being disconnected multiple times without receiving a disconnection notice. This has happened since March of this year. We have been disconnected four times. March 24, April 19th, July 21, August 17th. All but maybe one, we still have not received a disconnected notice. And the one we received was a sample one and not one for our address. This is our reason for contacting your office. Compared to our neighbors and prior bills that were in the owner's name, we do not understand why our bill is so high. Our neighbors don't have the same problems as we do with them and have a home as big as ours. We have the same size bill when we did not have cable services or out of town, even less people living in our home. We have requested for this company to come evaluate our home but they have not yet.

We were informed about a deposit to start service but now we are asked to pay another deposit that will be placed on next month's bill. We were never informed that this will occur when we set up service.

We are given poor service from staff at Progressive Energy and feel that we are being retaliated against for filing complaint against them. They have even refused to provide us with the dates of

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disconnection over the phone to make sure that are correct. This company has it out for us and we are not taking it lying down. They give poor service and rude.

Why?

- Staff members Brittany, refusing to transfer me to other staff members or supervisor. She kept me on hold for more than an hour

- We are charged an extra deposit this month. If they were to inform us according to your regulations then our electric would not have been turned off and we would not be charged a extra deposit.

- My husband was sitting outside and a worker came up to shut off service. We had no received a notice nor do they ever leave a notice at the home when service is disconnected. This worker walked right by my husband and shut off service and refused to address him or speak to him stating he can only speak to the account holder which was my husband.

- All four times we were disconnected we never received a notice at the home that we are disconnected or anything as other utilities even rent a center will leave a notice that they came to your home.

This is the only company that offers services in this area. They refuse to allow us to make payment arrangements; they refuse to offer any type of assistance or get help numbers. This company is not consumer friendly. I am even able to make arrangements with my landlord or even the water company allows make payment arrangements. Then add that we are not receiving disconnection notice. Please look at this from a consumer's view. This company is not consumer friendly. Other company like this one offer a phone call or some type of documented contact with their customers before service is interrupted but not this one. We have never received a notice placed on our door after our service is interrupted which should be required.

This matter has now escalated to us being behind in rent and was not able to keep arrangements made to our landlord on more than two occasions. Our car is under repossession and we have lost things in the pawn shop that we pawned to get services on. The reason is because we are made to pay 600-900 bills in less than 30 days from each other or electric disconnected with out notice. We have asked that Progressive come and evaluate our home to see why our bill is so high and have not had anyone to contact us yet. It has been more than a couple months ago.

We are asking for someone to look at our bills and compare the amount used with other homes in the area with the same amount of people or more. We would like the deposit to be waved because they did not provide us with notification as the law requires. We are asking for any and all legal services we are allowed to be put into place. We are not about to be evicted our of a home we had intentions to purchase. We are new to Florida so we don't know all the laws and do not have family here which means we are to be homeless without family to live with. If we find another home we will not be able to have services and other financial problems with moving, deposits. If we are allowed to stay we will have to pay 2400.00 to live here because of arrears and our broken promised to pay. Our children uprooted

out of school, in threat of loosing items we have worked very hard for. This has cause great stress in our life and hardship. Please contact us about this complaint .

Sincerely,

/s/ Marlowe Ragland