

Dorothy Menasco

From: lorjon1991@aol.com
Sent: Tuesday, December 02, 2014 11:41 AM
To: Filings@psc.state.fl.us
Subject: Fwd: duke

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

From: lorjon1991 <lorjon1991@aol.com>
To: lorjon1991 <lorjon1991@aol.com>
Sent: Tue, Dec 2, 2014 11:31 am
Subject: duke

TO WHOME IT MAY CONCERN. I received my electric bill for aug of this year it was over \$90.00 I was still in Michigan, I called duke told them I was not in florida and could hane used that much electric. She come back at me and said I must have used it she was not very friendly so I ask for a new meter I was told they do not replace meters unless they are DEFECTIEVE I told her I wanted to dispute my bill and not pay she told me they would cut my electric off if it was not paid..i told her not to take it out of my account they did it anyway when I told them the meter must have spiked or took a hit I was told it can't happen. this is when I filed a complaint with the PSC. I called the company that installed the unit it is only 2 years old mark went out to my condo check the voltage input and the Freon level he caied me back and said that it was normal however he could not get into my condo to start the unit I thanked him called duke back and told them what I found out same story with them you must have used it. when I got to florida I found a note from duke that they replaced my meter now why would they do that?. I then tried to start my air it would not work I called mark for a service call they found the problem a surge had fried ill called it a board for lack of the real name. wellit cost me \$224.00 for that repair I called duke to file a damage complain; have not heard from them to this day...yes im not happy if I had used it I would pay. I check with other unit owners and their bills average from \$12.00 dollars to about \$21.00 dollars my next door neighbor pam lives here year around her bill was less than mine they know what they are doing that is why they took the old meter and put a new one on ..because it happened just like I said they just don't want to admit they wrong. if they would have took an average of my bill for that month and just charged me and paid for the damage they caused for the spike when they switched meters thay tamperd with and destroyed my unit by the way all these units are around 650 to 800 square feet. thank you.....john evanish