

Angela Charles

From: Dorothy Menasco on behalf of Records Clerk
Sent: Thursday, February 04, 2016 11:45 AM
To: 'drgarcia1428@yahoo.com'
Cc: Consumer Contact
Subject: Notification of Unaccepted Filing - (Email ID = 46773)
Attachments: 46773.pdf

The document presented has been reviewed by the Office of Commission Clerk and found to be ineligible for e-filing.

Electronic Filings

<u>id</u>	<u>submitter</u>	<u>title</u>	<u>docket</u>	<u>Date Submitted</u>	<u>Name</u>
46773	drgarcia1428@yahoo.com	Duke energy has been increasing my monthly payment to the point I am paying more every month when I haven't change my consumption pattern. This past December I couldn't pay my bill and my service was interrupted. Because of that they charged me \$50 dollars in January and over \$350 in February. They claim that the interruption cause a deposit payment. I already paid \$200 in deposit two months after I started service in my current apartment. The company didn't reconciliated this and now I am oblig		2/3/2016 7:52:22 PM	GARCIA DOEL

Complaints serve as a valuable source of information to the Florida Public Service Commission (PSC). For your convenience, we have forwarded your complaint to our Office of Consumer Assistance and Outreach, as they handle consumer complaints. If you have any questions, please contact our consumer assistance line at 850-413-6100 or toll-free at 1-800-342-3552.

For future reference, in order to allow the PSC to more efficiently process customer complaints, all customers are asked to send complaints to the PSC in one of the following ways:

* Toll-free fax: 1-800-511-0809

* On-line complaint form: <http://www.floridapsc.com/ConsumerAssistance/ComplaintForm>

OR

* E-mail: contact@psc.state.fl.us

The PSC's professional staff helps consumers solve issues with their utility services. For information on services the PSC does and does not regulate, see our brochure titled [When to Call the PSC](#).

*Dorothy Menasco
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
850-413-6770*

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.



STATEMENT OF ELECTRIC SERVICE

ACCOUNT NUMBER
43443 09097

FEBRUARY 2016
Duke Energy

**FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:**
1-800-700-8744

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

DOEL RENE GARCIA
8250 CIVITA DR
UNIT 405
DAVENPORT FL 33896

SERVICE ADDRESS
8250 CIVITA DR UNIT 405,
BLDG 6

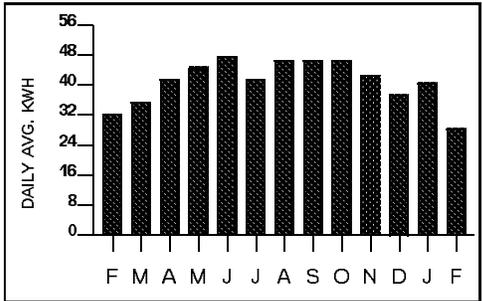
DUE DATE FEB 24 2016	TOTAL AMOUNT DUE 660.18
NEXT READ DATE ON OR ABOUT MAR 04 2016	DEPOSIT AMOUNT ON ACCOUNT NONE

PIN: 430272851

METER READINGS

METER NO.	000089756
PRESENT (ACTUAL)	062967
PREVIOUS (ACTUAL)	062116
DIFFERENCE	000851
TOTAL KWH	851

DEPOSIT	340.00
RS-1 001 RESIDENTIAL SERVICE	
BILLING PERIOD..01-04-16 TO 02-02-16	29 DAYS
CUSTOMER CHARGE	8.76
ENERGY CHARGE	
FIRST 1000 KWH	851 KWH @ 6.90100¢ 58.73
ABOVE 1000 KWH	0 KWH @ 8.26300¢ .00
FUEL CHARGE	
FIRST 1000 KWH	851 KWH @ 3.35300¢ 28.53
ABOVE 1000 KWH	0 KWH @ 4.35300¢ .00
<hr/>	
*TOTAL ELECTRIC COST	96.02
GROSS RECEIPTS TAX	2.46
COUNTY UTILITY TAX	6.07
LATE PAYMENT CHARGE FOR PREVIOUS BILL	5.00
<hr/>	
TOTAL CURRENT BILL	449.55
AMOUNT PAST DUE	210.63
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TOTAL DUE THIS STATEMENT	\$660.18



ENERGY USE

DAILY AVG. USE - 29 KWH/DAY
 USE ONE YEAR AGO - 33 KWH/DAY
 *DAILY AVG. ELECTRIC COST - \$3.31

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. Your account has a past due amount of \$210.63 and electric service may be disconnected. Please pay immediately. Duke Energy Florida utilized fuel in the following proportions to generate your power: Coal 23%, Purchased Power 17%, Gas 60%, Oil 0%, Nuclear 0% (For Prior 12 months ending December 31, 2015).

DETACH AND RETURN THIS SECTION EB72 0013705

DELINQUENT		CURRENT CHARGES	
AMOUNT	DUE DATE	AMOUNT	DUE DATE
210.63	PAST DUE	449.55	FEB 24 2016

ACCOUNT NUMBER - 43443 09097

P.O. BOX 1004
CHARLOTTE,
NC 28201-1004

TOTAL DUE
660.18

DOEL RENE GARCIA
8250 CIVITA DR
UNIT 405
DAVENPORT FL 33896 - 5415

PLEASE ENTER AMOUNT PAID

434430909760000006601830000002106330000004495530100000000009