

**Ashley Quick**

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**From:** Ruth McHargue  
**Sent:** Wednesday, May 18, 2016 2:49 PM  
**To:** Consumer Correspondence  
**Cc:** Angie Calhoun  
**Subject:** docket 160021

Customer correspondence

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Tuesday, May 17, 2016 10:15 AM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 120488

**CUSTOMER INFORMATION**

Name: Gary Yeomans  
Telephone: (386) 274-6700  
Email: [g2yeomans@aol.com](mailto:g2yeomans@aol.com)  
Address: 1420 tomoka farms road daytona beach FL 32124

**BUSINESS INFORMATION**

Business Account Name: terry taylor ford Account Number: 83323-20053  
Address: 1420 tomoka farms road daytona beach FL 32124

**COMPLAINT INFORMATION**

Complaint: Other Complaint against Florida Power & Light Company

**Details:**

we have several accounts, i am not sure if we open complaints on all the accounts. we have been at this site for 15 years, and we have paid to improve all the site utilities to service our businesses. we where contacted by fpl that they where applying for assistance thru the psc that would effect out bill at one location around 50,000.00 per year. when asked why we where told to cover the cost of additional service to the area and a rate increase.

we strongly object with this additional billing.

how do we get this resolved? the person from fpl also indicated we suffered a similar increase back some years ago that we have no record of being notified of. we are asking you to look into that increase as well and offer a reason why we where billed for items that did not benefit us then or now. i will say there's a lot of construction in our area, but i dont feel we should have to refund fpl for them improving the service to the area to cover the additional needs.