

Brandy Butler

From: Ruth McHargue
Sent: Friday, December 15, 2017 10:27 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20170183

Customer correspondence

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

From: Consumer Contact
Sent: Friday, December 15, 2017 8:09 AM
To: Ruth McHargue
Subject: To CLK Docket 20170183

Copy on file, see 1265017C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Thursday, December 14, 2017 7:32 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 125442

CUSTOMER INFORMATION

Name: Lisa Rodriguez
Telephone: (407) 421-1840
Email: ler1121@cfl.rr.com
Address: 516 One Center Blvd apt. 303 Altamonte Springs FL 32701

BUSINESS INFORMATION

Business Account Name: Lisa Rodriguez
Account Number: 46672 71305
Address: 516 One Center Blvd apt. 303 Altamonte Springs FL 32701

COMPLAINT INFORMATION

Complaint: Improper Billing against Duke Energy Florida, LLC d/b/a Duke Energy

Details:

I just received yet again another Notice from Duke Energy that they are raising our rates and that your committee agreed to it. What the hell is wrong with you people? Every time they want to raise our rates you okay. We got hit by hurricane Irma in Sept and you okay an increase by Duke Energy in Oct. What the hell is wrong with your committee? Yet again with get a BS notice saying as part of a settlement we are committed to keeping costs down. But they are raising the customer charge and the fuel and energy charge again for customers who use under 1000 KW. But not they people who use the most energy. We are elderly. We live in Florida, we broil in the summer and in the freeze in the winter and you penalize us for saving energy by letting them charge us more. How many billions does Duke energy have to make? How many times must we get screwed over as customers of Duke Energy. How much money are the committee members being paid by Duke Energy in order to keep letting them screw over FLoridans who have the misfortune to have Duke Energy as an energy Supplier.