

Antonia Hover

From: Diana Vizcarrondo
Sent: Wednesday, July 18, 2018 8:35 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20180001

Customer correspondence.

Sincerely,

Diana Vizcarrondo
Regulatory Specialist II
Office of Consumer Assistance

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: Consumer Contact
Sent: Wednesday, July 18, 2018 8:17 AM
To: Diana Vizcarrondo
Subject: To CLK Docket 20180001

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Tuesday, July 17, 2018 8:58 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 127084

CUSTOMER INFORMATION

Name: Timothy Baggett
Telephone: (407) 962-9575
Email: tbaggettlaw@yahoo.com
Address: 827 Spring Park Loop Celebration FL 34747

BUSINESS INFORMATION

Business Account Name: Timothy Baggett
Account Number: 85037 70196
Address: 827 Spring Park Loop Celebration FL 34747

COMPLAINT INFORMATION

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

Details:

I am protesting the proposed rate increase that Duke Energy is asking for in the upcoming FPSC meeting later this year. I have posted the following quote from the Tampa Bay Times:

""Duke "works to actively manage its fuel contracts and keep costs as low as possible for customers," the company said in a news release. "Fuel costs for 2016 and 2017 were higher than projected. Rather than continuing to under-collect for the remainder of 2017 and accumulate a larger true-up in 2018, the company is providing customers with a timely and more immediate rate correction.""

This is a blatant lie! I have spoken with solar power company installers, employees of Kissimmee Utility Authority, other electrical providers, and even Duke Energy employees who state that Duke is charging higher rates than other providers already. Please do not let this robber baron corporation continue to gouge the residents of Central Florida. Since they took over for Progress Energy, our bills have gone through the roof with these people - not to mention trying to charge deposits if you're an hour late paying your bill. The State of Florida has turned us over to a pack of wolves. I am contacting Senator Nelson as well to see if this can be stopped. Everyone neighbor I speak with, without exception, is sick of Duke Energy and their extortion of us that comes with the monopoly Florida has given them. Other electrical companies are not asking for rate increases, so why are you letting Duke Energy gouge us even more? We have neighbors who have taken our loans against their residences to install solar panels because they cannot afford to even use Duke Energy in moderate amounts.

I am asking for a formal inquiry into why they are so much more expensive already, and wish to charge even more. If you choose not to defend us from this onslaught, then hopefully Senator Nelson will.