

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Tuesday, November 27, 2018 8:32 AM
To: 'beauadamblackwell@gmail.com'
Cc: Consumer Contact
Subject: FW: FPL: Final Notice to Avoid Disconnection

Good Morning, Mr. Blackwell.

I hope you had a blessed Thanksgiving.

We will be placing your comments below in consumer correspondence in Docket No. 20180000, and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you, and have a blessed day!

Toni Hover

*Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6467*

From: Mr. Beau Adam Blackwell [mailto:beauadamblackwell@gmail.com]
Sent: Tuesday, November 27, 2018 3:08 AM
To: FPLace6b3f1a4271539b6131e646480b5e5-RB@ecc.fpl.com; Margarita.Touron@fpl.com; FPL_Account_Management@email.fpl.com; FPL_Correspondence@fpl.com; FPL_Communications@fpl.com; Brian Schultz; Records Clerk; cynthiaklimasz@gmail.com; alys@alysdaly.com; oag.civil.eserve@myfloridalegal.com; carol.howell@mvfloridalegal.com; leslie.jacobs@myfloridalegal.com; AdministrativeCode@dos.myflorida.com; Consumer.Services@myfloridacfo.com; ADAContact@myfloridacfo.com; SecretaryofState@dos.myflorida.com; DORPTO@floridarevenue.com; emailDOR@floridarevenue.com; communications@floridarevenue.com; ombudsman@dos.state.fl.us; AdministrativeServices@dos.myflorida.com; Sarah.Revell@dos.myflorida.com; oig@dos.myflorida.com; Governor Press; scotttopengov@eog.myflorida.com; cig@eog.myflorida.com; James.Richardson@dms.myflorida.com; galvano.bill.web@flsenate.gov; baxley.dennis.web@flsenate.gov; bean.aaron.web@flsenate.gov; benacquisto.lizabeth.web@flsenate.gov; berman.lori.web@flsenate.gov; book.lauren.web@flsenate.gov; bracy.randolph.web@flsenate.gov; bradley.rob.web@flsenate.gov; brandes.jeff.web@flsenate.gov; braynon.oscar.web@flsenate.gov; broxson.doug.web@flsenate.gov; campbell.daphne.web@flsenate.gov; farmer.gary.web@flsenate.gov; flores.anitere.web@flsenate.gov; rodriguez.jose.web@flsenate.gov; taddeo.annette.web@flsenate.gov; lee.tom.web@flsenate.gov; PublicInfo@myfloridahouse.gov; Webmaster; Office Of Commissioner Graham; Consumer Contact; PSC Media; Office of Commissioner Brown; Office of Commissioner Polmann; Office Of Commissioner Clark; Office of Commissioner Fay; fccinfo@fcc.gov; azubaly@publicpower.com; knight.mavis@leg.state.fl.us; PublicRecordsRequest@myfloridalegal.com; stillman.kerrie@leg.state.fl.us; john.godwin@fchr.myflorida.com; Lorena.Holley@freshfromflorida.com; yvette.pressley@myfloridalicenses.com; Kandra.Bell@deo.myflorida.com; Teri.plichta@dep.state.fl.us; PublicRecordsRequest@flhealth.gov
Subject: Re: FPL: Final Notice to Avoid Disconnection

Dear Sirs/Madams,

Florida power and light has priced gouged, refused to provide requested information concerning my account and the compliance and maintenance of their internal smart meters, and employed retaliatory pressure so that so that I will drop my complaint against them with the Public Service Commission. This pertains to the unresolved dispute with Florida Power and Light for Docket No. 20180000. The case has not been resolved, yet, FPL is employing tactics in order to force me into accepting their position and not question them. They are using their powerful position of being able to turn of the lights so that they can force me to submit. I have asked for them to provide an extension pending resolution, yet, FPL has continued to hit me with penalties and unreasonable rates. Numerous law protect consumers against these violations, but FPL doesn't care. For example, FL Stat. 501.204 provides that "unconscionable acts or practices, and unfair or deceptive acts or practices in the conduct of any trade or commerce [is unlawful]." Florida Statutes 501.202 states that this section is intended to "protect the consuming public [from those who engage in] unconscionable, deceptive, or unfair acts or practices in the conduct of any trade or commerce."

I live in a two bedroom apartment with my wife. We have been charged over and around \$300 a month for electricity. We do not have kids or use excessive electricity. Florida Power and light sent a repair person out to our home and he stated that there is an error. I have even filed a complaint with the public service commission, still, FPL is threatening to turn off my power in the face of a pending investigation and their own staff stating they are not charging me correctly. Please help me correct this conduct by FPL. I look forward to hearing from you soon.

Thank you

On Mon, Nov 26, 2018 at 7:36 PM FPL Communications <FPL_Communications@ecc.fpl.com> wrote:

Your paper notifications can only do so much.
Now, there are more ways than ever to receive your bill and reminders with email, text and the mobile app.
Prefer paper? Update your preferences.

[UPDATE PREFERENCES](#)



[LOG IN](#)

[PAY BILL](#)

BEAU BLACKWELL
Account #: 06950-53520
BEAUADAMBLACKWELL@GMAIL.COM
[Update Email](#)

Please pay \$251.46 by Dec 4, 2018



FINAL NOTICE to avoid disconnection and additional fees

Your account is past due. This is your final notice before your power is disconnected remotely.

 **PAY NOW**

 **VIEW NOTICE**



Failure to pay will result in your power being turned off remotely



Accounts disconnected for non-payment will be connected within 24 hours of payment posting and will incur a \$13.00 reconnect fee

Important

As an FPL eBill™ customer, you will no longer receive past due notifications via U.S. Mail. If you prefer paper, you can [update your preferences](#).


Pay Online

Use a bank account to [pay the free and secure way](#)

Use credit or debit card with [Western Union Speedpay®](#)

Pay By Phone

Use a bank account, [view notice](#) for your area's specific number

Use credit or debit card with Western Union Speedpay®
[1-800-979-3967](tel:1-800-979-3967) 

Pay in Person

Find an authorized pay agent location

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Please do not reply to this email, this address is not monitored. For help, visit FPL.com

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Beau Blackwell