

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: 03/29/2019
TO: Office of Commission Clerk
FROM: Bureau of Consumer Assistance, Office of Consumer Assistance & Outreach
RE: Customer Correspondence

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket _____ 20190024 _____.

RECEIVED-PPSC
2019 MAR 29 AM 10:15
COMMISSION
CLERK

Florida PSC Online Complaint Form

The Public Service Commission no longer has the authority to accept as many of the consumer telecommunications complaints as we have in the past. The PSC may still accept consumer complaints dealing with the Lifeline Program, Relay Service, and Pay Phone Service. Other consumer telecommunications complaints (excluding Slamming) should be filed with the Department of Agriculture and Consumer Services. Complaints about Slamming should be filed with the Federal Communications Commission.

For consumer telecommunications complaints, you may contact the Florida Department of Agriculture, Division of Consumer Services at: For slamming complaints you may contact the Federal Communications Commission at:

Florida Department of Agriculture and Consumer Services
 2005 Apalachee Parkway
 Tallahassee, FL 32399-6500
 General telephone number: 1-850-410-3800
 Toll-free Consumer Hotline (within Florida): 1-800-435-7352
 Toll-free Spanish Hotline: 1-800-352-9832
www.800helpfla.com

Federal Communications Commission
 445 12th Street SW
 Washington, DC 20554
 Toll-free Telephone: 1-888-225-5322
 TTY: 1-888-835-5322
www.fcc.gov/complaints

To learn about companies the PSC regulates, read [When to Call the PSC](#) (PDF Size 564 KB)

[Help - Instructions for using this form](#)

Company Information

<input checked="" type="radio"/> Electric <input type="radio"/> Natural Gas <input type="radio"/> Telecommunications <input type="radio"/> Water & Wastewater	<input type="radio"/> Delay in Service <input type="radio"/> Improper Billing <input type="radio"/> Service Outage <input type="radio"/> Repairs <input checked="" type="radio"/> Other Complaint
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<input type="checkbox"/> Duke Energy Florida, LLC d/b/a Duke Energy <input type="checkbox"/> Florida Power & Light Company <input type="checkbox"/> Florida Public Utilities Company <input type="checkbox"/> Gulf Power Company <input type="checkbox"/> Tampa Electric Company
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Companies Regulated by the PSC: 5 (Must select one)

Consumer Information

Contact Information (* required)

*First Name	Russell	*Last Name	Baldwin
Telephone	(727) 510-7327	Email	
*Home Address	4900 4th ST S		
*City	St. Petersburg	State	FL
		*Zip	33705

Service Account Information

*Account Name	Russell Baldwin	Account Number	
*Service Address	4900 4th ST S		
*City	St. Petersburg	*Zip	33705

PSC was contacted previously regarding this complaint

Service and Contact Information are the same

Complaint Details

I see where your board has allowed the tampa electric supplier to install smart meters. that's ok. But to charge the people who don't want them is unconscionable. They will be collecting info that is none of their business. Our privacy is being infringed by this move on your part. It won't bring our bills down but will raise the bills of people that want to maintain their privacy. I think this decision needs to be rethought. Privacy is more important than the energy companies wishes. They should only be concerned with the people paying their bills.Its none of their business how and when I use electricity as long as I pay for it.



TAMPA FL 335
SAINT PETERSBURG FL
26 MAR 2013 PM 10 L



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2540 Shumard Oak Blvd
Tallahassee, FL
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