

**Antonia Hover**

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**From:** Diana Vizcarrondo  
**Sent:** Monday, March 16, 2020 3:44 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 20200062

Customer correspondence for docket 20200062.

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 <Contact@PSC.STATE.FL.US>  
Sent: Monday, March 16, 2020 3:33 PM  
To: Diana Vizcarrondo <dvizcarr@psc.state.fl.us>  
Subject: To CLK Docket 20200062

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>  
Sent: Monday, March 16, 2020 10:38 AM  
To: Consumer Contact <Contact@PSC.STATE.FL.US>  
Subject: E-Form Improper Billing TRACKING NUMBER: 160837

**CUSTOMER INFORMATION**

Name: Lisa Rodriguez  
Telephone: (407) 421-1840  
Email: ler1121@cfl.rr.com  
Address: 516 One Center blvd Apt. 303 AltamonteSprings FL 32701

**BUSINESS INFORMATION**

Business Account Name: Lisa Rodriguez  
Account Number: 4667271305  
Address: 516 One Center blvd Apt. 303 AltamonteSprings FL 32701

**COMPLAINT INFORMATION**

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

We received notification that again Duke Energy is going to raise it's rates. This is ridiculous. Energy costs are at a all time low and you continue to okay their increases. You gave them hundreds of millions of dollars in tax breaks and all they do is pocket the money and raise our rates. They raised our customer charge, continue to raise our energy charge and continue to have us pay an Asset Securization charge. Honestly how could you let an out of state company continue to take advantage and cheat Florida Customers? Now with this Corona Virus we will have to stay home and you will keep okaying their rate increases. Do you just not care about Florida customers or are you just on the payroll of Duke Energy? Every month or 2 we get a pamphlet with our energy bill saying the rates are going up. Do what's right for the people of Florida not Duke Energy who paid practically nothing in taxes in the last few years and continues to cheat Floridians. Do what's right for the people of Florida not some Money Hungry energy company like Duke Energy.