

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: 11/23/2020
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 20200241

RECEIVED-FPSC
2020 NOV 23 PM 1:14
COMMISSION
CLERK

2357 Truman Ave
Pensacola, FL 32505-4249
November 16, 2020

Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

**RE: Gulf Power seeks to add charge to recoup Sally's losses PNJ dated 13
November 2020**

TO WHOM IT MAY CONCERN:

In response to the Pensacola News Journal dated 13 November 2020, I have grave concern as to how you can publish an article in the Pensacola News Journal and not given notice to people that have been affected. Where is there justice?

Just because people have service with your company does not justify you increasing their bills without notice. You never know the situation a person may be in nor their living situations.

I am a Medical Essential person on disability that's on medical necessary equipment that requires electricity, I was without electricity for 14 days and my bill was not adjusted, the month of October 2020, I lost power twice due to none of my fault and no adjustments were made to my bill and you want to do a price increase without my knowledge or input.

Before any increase is added to my bill, I need clarification as the why and who made the decision without my knowledge. The Federal Government gives grants to business to offset the encouragement of added expenses.

Sincerely,



Mrs. Marie W. Ball





Marie Ball
2357 Truman Ave.
Pensacola, FL 32505-4249

PENSACOLA FL 325

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FOREVER / USA

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*Florida Public Service Commission
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