

Antonia Hover

From: Ellen Plendl
Sent: Friday, July 2, 2021 1:36 PM
To: Consumer Correspondence
Subject: Docket No. 20150171 & 20210016
Attachments: FW E-Form Other Complaint TRACKING NUMBER 184160

See attached customer correspondence for Docket No. 20150171 & 20210016.

Antonia Hover

From: Consumer Contact
Sent: Friday, July 2, 2021 1:34 PM
To: Ellen Plendl
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 184160

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Friday, July 02, 2021 12:25 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaint TRACKING NUMBER: 184160

CUSTOMER INFORMATION

Name: Richard Guindon
Telephone: (407) 639-1226
Email: rlgundon777@gmail.com
Address: 490 W HOLLY DR Orange City FL 32763

BUSINESS INFORMATION

Business Account Name: Richard Guindon
Account Number: 0532028050
Address: 490 W HOLLY DR Orange City FL 32763

COMPLAINT INFORMATION

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

Details:

I would like to make a formal complaint regarding the continual increases in our (Duke) electric charges. I have done research since 2015 in regards to these charges including the added (asset securitization charge) in 2019. At a time when our countries citizens are struggling daily you continually are making significate increases, for example in 2015 when are electric meters were being read every month by a paid employee the customer charge was \$8.76 in 2019 this was raised to \$9.66 in 2020 raised again to \$10.63 and now currently \$11.52 only now there is not a paid employee that comes around every month to read the meter because it can be now done remotely. It is not enough that Duke energy is the only source of electric that we have to choose from, which from my understanding makes that a Monopoly. Which last I heard is against the law. In any case this my formal complaint and I am strongly apposed to these continual increases, something has to be done to provide fair and responsible charges that will not continually cripple us.