

Antonia Hover

From: Office of Chairman Fay
Sent: Friday, February 11, 2022 11:21 AM
To: Commissioner Correspondence
Subject: FW: Florida Power and Light

Please place the email below in Docket No. 20210015

Thanks

Veronica D. Washington

Executive Assistant to Chairman Andrew Giles Fay
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From: Trisha Pyzik <trishapyzik@gmail.com>
Sent: Friday, February 11, 2022 10:44 AM
To: Office of Chairman Fay <Commissioner.Fay@psc.state.fl.us>; Office of Commissioner Graham <Commissioner.Graham@PSC.STATE.FL.US>; commissioner.larosa@psc.state.fl.us; commissioner.clark@psc.state.fl.us; Office of Commissioner Passidomo <Commissioner.Passidomo@psc.state.fl.us>; governornon.desantis@eog.myflorida.com
Subject: Florida Power and Light

All,

I'd like to know what all of you are doing to fix the issues with thousands of people's electric bills from Florida Power and Light since they switched over? Most of these issues are either technical or conversion related. Electric bills don't go from an average of \$200 up to \$1000 or \$14,000.

Consistently FPL and their representatives have belittled and demeaned people over their own issues. Their customer service reps are awful. They refuse to admit any fault.

YOU did this. YOU need to fix it. YOU work for US.

I invite you to join the Gulf Power/ FPL SCAM FB page and see the proof that people are posting about the issues happening all over the Florida panhandle. Meters that don't read correctly. Meters that have data bouncing all over the place. Shut off notices after bills have been paid. Power being shut off after bills have been paid. It's atrocious.

None of you were qualified for the positions you are in however here you are and you have work to do.

You owe the people an explanation and we better see you fighting FOR us regarding this issue. There are way too many people in extreme situations having their power cut off and literally freezing at night. It's awful and you all are disgraceful for not speaking up.

Trisha Pyzik
An unhappy FPL customer.