

**Brian Schultz**

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**From:** John Plescow  
**Sent:** Monday, June 20, 2022 8:23 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 20210015

Please, add to docket 20210015.

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**From:** Consumer Contact <Contact@PSC.STATE.FL.US>  
**Sent:** Monday, June 20, 2022 8:12 AM  
**To:** John Plescow <JPlescow@PSC.STATE.FL.US>  
**Subject:** To CLK Docket 20210015

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**From:** Elizabeth Diehl <[bandl8411@gmail.com](mailto:bandl8411@gmail.com)>  
**Sent:** Friday, June 17, 2022 5:56 PM  
**To:** Consumer Contact <[Contact@PSC.STATE.FL.US](mailto:Contact@PSC.STATE.FL.US)>  
**Subject:** Fwd: SURCHARGE?

Sent from my iPhone

Begin forwarded message:

**From:** Elizabeth Diehl <[bandl8411@gmail.com](mailto:bandl8411@gmail.com)>  
**Date:** June 17, 2022 at 11:59:21 AM CDT  
**To:** [store1753@theupsstore.com](mailto:store1753@theupsstore.com)  
**Subject:** Fwd: SURCHARGE?

Sent from my iPhone

Begin forwarded message:

**From:** DC DIEHL <[bandl83@aol.com](mailto:bandl83@aol.com)>  
**Date:** June 17, 2022 at 10:19:18 AM CDT  
**To:** Liz Diehl <[bandl83@aol.com](mailto:bandl83@aol.com)>  
**Cc:** Liz Diehl <[bandl8411@gmail.com](mailto:bandl8411@gmail.com)>  
**Subject:** SURCHARGE?

Mr. Eric Silagy, President  
FPL  
P. O. Box 025576  
Miami, FL 33102

June 16, 2022

Sir:

I have been an FPL customer from 1968-1988, as a single and later married person; and as a widow from 2013-to the present. I have always paid my bill in a timely fashion.

TODAY, I received an EMAIL assessing me \$27.21 due July 5. I left Florida on 20 April and paid the bills owed which were FORWARDED from 412 Elise Lane in Melbourne back to me here in Arkansas. One in the amount of \$70.79 check #2168; the closing one for \$33.34 from FLORIDA bank Marine Trust.

So I phoned to find why I was being assessed \$27.21 since it is now June and the power has been shut off at the trailer site since late April. I was told that I should have received via USPS a notice on May 13 telling me of this “new monthly charge.!”

I can ASSURE YOU, had I received such, I would have CLOSED THE account. I didn't so I couldn't. I HAVE NOW 1. Your supervisor told me that it's too late and that I will HAVE to pay this REGARDLESS!! Or go to COLLECTION!! For \$27.21???

This is one helluva way to keep happy customers. You are a monopoly and NOW, in the midst of BIDENFLATION, you start FURTHER PUNISHING your customers????

I've lived 80 years on this planet, and am now a widow living on a small, fixed income, and fight to keep my credit rating with the credit bureaus. Where I live gas is over \$5.25 A gallon. \$27 will buy me but a few gallons but to me, that is a great deal. It would only seem fair, sir, in the name of decency, for you to waive this what I consider to be a punitive charge. Really, what does leaving an account “in suspension” COST the MIGHTY MONOPOLY of FLORIDA POWER AND LIGHT??? Even mighty ATT lets me suspend service, as does my water utility here, my insurance company and many others. Why don't you get on board the DECENCY TRAIN??

Sincerely,

Elizabeth DIEHL  
412 Elise Lane  
Melbourne  
And  
8411 Cedar Terrace  
Rogers, AR 72756

EGL/os  
Florida Governor Ron DeSantis  
Florida Public Service Commission

Sent from my iPhone