

Iris Rollins

From: John Plescow
Sent: Tuesday, November 29, 2022 10:45 AM
To: Consumer Correspondence; Diane Hood
Subject: FW: Please review and advise

Please, add to docket 20220001.

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

From: Consumer Contact <Contact@PSC.STATE.FL.US>
Sent: Tuesday, November 29, 2022 10:17 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: Please review and advise

File for docket 20220001 and send the fuel charge letter? DHood

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Sunday, November 27, 2022 5:31 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Improper Billing TRACKING NUMBER: 188998

CUSTOMER INFORMATION

Name: David Bradshaw
Telephone: (727) 460-5321
Email: dcbrad@tampabay.rr.com
Address: 8194 83rd Ave Seminole FL 33777

BUSINESS INFORMATION

Business Account Name: David Bradshaw
Account Number: 910072560687
Address: 8194 83rd Ave Seminole FL 33777

COMPLAINT INFORMATION

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

Details:

Current rate increase does not make any since because I'm on a quarterly average billing. I see what the fuel charge increase is but since my electric usage is with in 100kwh of usage for years I do not understand why there would be approximately \$50 increase per month (\$600per year) as an average increase to \$188.55. My bill currently states that there is a yearly difference of \$248.39 from actual cost vs charging or payments. This would make since due to lower payments during summer and higher usage during that time but averages out this time of year when usage is lower so payment is more than cost. My usage during summer is around 1200kwh vs 850kwh during winter. So, if there needs to be an increase due to fuel I see that and have no problem also if there needed to be an increase to average out the the delta listed then I can see something in the neighbor hood of \$10 a month since this is again an increase based on an average. I also received a text from Duke stating my cost was going up to \$175 per month then received other information after I complained to Duke that their calculation was wrong and some numbers of the previous amount were transposed. Current bill states that they had an error and corrected and stated "Your new monthly payment amount has been adjusted upward to include a portion of your accumulated balance." Please take a look at this as this

seems extremely high and I'm sure that the commission would not expect an average house hold to have to take on an extra \$600 per year and that number is adjusted quarterly. Thanks, David Bradshaw