

**Darius Robinson**

**From:** John Plescow  
**Sent:** Friday, June 23, 2023 8:54 AM  
**To:** Consumer Correspondence; Consina Griffin-Greaux  
**Subject:** FW: E-Form Delay in Service TRACKING NUMBER: 191171

Please, add to dockets 20230001 and 20230010.

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

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> On Behalf Of Consumer Contact  
Sent: Friday, June 23, 2023 8:50 AM  
To: John Plescow <JPlescow@PSC.STATE.FL.US>  
Subject: FW: E-Form Delay in Service TRACKING NUMBER: 191171

John,

Please send to clerk's office. I am awaiting your response. Case# 1423785C, I will add the notes once I receive an email back from you.

Thanks

Consina

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>  
Sent: Thursday, June 22, 2023 2:46 PM  
To: Consumer Contact <Contact@PSC.STATE.FL.US>  
Subject: E-Form Delay in Service TRACKING NUMBER: 191171

#### CUSTOMER INFORMATION

Name: Jeannie Schneider  
Telephone: 2012746338  
Email: jeanniebasenese@gmail.com  
Address: 11766 Quail Village Way Naples FL 34119

#### BUSINESS INFORMATION

Business Account Name: Jeannie M. Schneider Account Number: 99700-53477  
Address: 11766 Quail Village Way Naples FL 34119

#### COMPLAINT INFORMATION

Complaint: Delay in Service against Florida Power & Light Company  
Details:

I am writing to you with a concern with the increments of FPL this year of 30%. I have not been diligent about my electric until yesterday. I did a comparison of last year to this year and my increment is up by 33% for each month starting in January 2023.

I contacted FPL and explained my bill because I thought it was erroneous charges and she told me in January 2023 there was an increment of 9% then in March there was another increment approximately of 20%. I questioned this and the FPL representative said it was approved by the FPSC. Is this true?

I believe my findings are accurate. I can understand a small increment but this is ridiculous. Please investigate and support my view and fight to restrict these types of increments.

Thank you for your anticipated cooperation in this matter.

Sincerely,  
Jeannie M. Schneider  
jeanniebasenese@gmail.com