

**Charlie Smith**

**From:** Charlie Smith on behalf of Records Clerk  
**Sent:** Monday, June 24, 2024 9:18 AM  
**To:** 'mbrambilla@comcast.net'  
**Cc:** Consumer Contact  
**Subject:** RE: DOCKET NO. 20240025

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Good morning Michael Brambilla,

We will be placing your comments below in consumer correspondence in Docket No. 20240025, and forwarding them to the Office of Consumer Assistance and Outreach.

Best regards,

*Charlie Smith II*

Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850  
850-413-6770

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**From:** mbrambilla@comcast.net <mbrambilla@comcast.net>  
**Sent:** Sunday, June 23, 2024 2:43 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** DOCKET NO. 20240025

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To whom it may concern,

Duke Energy should NOT be granted the ability to raise rates without addressing the unnecessary strongarm tactics they are using on average customers who do not qualify for subsidies and have to pay thousands of dollars each year for their electricity. The summarized version of my experience recently having my electricity shut off - at the push of a button - for being only two weeks late on a payment is attached. Thankfully, it was a situation that I could remedy quickly otherwise, I could have suffered much more such as spoiled food, heat stroke of pets, they had no idea if I had anyone elderly or on medical equipment in the home. Just shut it off without adequate warning and for being only two weeks late.

There MUST be accountability on Duke to have to provide AMPLE warning before being able to shut off electricity, especially considering the monopoly-like hold they have in Citrus County, particularly Sugarmill Woods. Duke energy should have to either make live telephone calls, not automated until the party is reached

to resolve the payment, followed by/or a physical visit to the home with a notice attached to the door prior to being allowed to just shut off service at will, this is completely and utterly unacceptable under the circumstances I have described. To allow Duke to conduct themselves in the manner in which they did to me, and my family, is simply disgusting.

Regards,  
Michael Brambilla  
717-676-7181