

Jenae Thornberry

From: Shonna McCray
Sent: Thursday, January 16, 2025 8:13 AM
To: Consumer Correspondence
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 198420

Good morning,

Please add to Docket 20240025.

Thanks

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Wednesday, January 15, 2025 8:56 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Improper Billing TRACKING NUMBER: 198420

CUSTOMER INFORMATION

Name: Hector Nieves
Telephone: 4073608080
Email: Hsm31adventure@gmail.com
Address: 349 Bandon Dunes Loop Davenport FL 33837

BUSINESS INFORMATION

Business Account Name: Erme Robles Velez Account Number:
Address: 349 Bandon Dunes Loop Davenport FL 33837

COMPLAINT INFORMATION

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

Details:

Consuming solar energy and not consuming from Duke Energy. They are adjusting all bills minimum of \$30 monthly plus taxes. When I started with solar energy, the bill of Duke energy was \$12.45 monthly which was the customer charge. Please, need you help to stop this injustice charge with no sense.