

Jenae Thornberry

From: John Plescow
Sent: Thursday, February 6, 2025 2:38 PM
To: Consumer Correspondence; Consina Griffin-Greaux
Subject: RE: E-Form Improper Billing TRACKING NUMBER: 208601

Correction, the wrong docket number was provided.
Please, add to docket 20240149.

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

From: John Plescow
Sent: Thursday, February 06, 2025 1:54 PM
To: Consumer Correspondence <ConsumerCorrespondence@PSC.STATE.FL.US>; Consina Griffin-Greaux <CGriffin@psc.state.fl.us>
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 208601

Please, add to docket 20240143.

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

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> On Behalf Of Consumer Contact
Sent: Thursday, February 06, 2025 10:03 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: RE: E-Form Improper Billing TRACKING NUMBER: 208601

John,

Please forward to clerk's office. 20240172

C'Griffin-Greaux

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Friday, January 31, 2025 2:19 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Improper Billing TRACKING NUMBER: 208601

CUSTOMER INFORMATION

Name: Pamela Thomas
Telephone: 8505590466
Email: pdawnwhitlock@gmail.com
Address: 957 Jacobs Way Cantonment FL 32533

BUSINESS INFORMATION

Business Account Name: Pamela Thomas
Account Number:
Address: 957 Jacobs Way Cantonment FL 32533

COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company

Details:

I am reaching out to whoever oversees the company Florida Power and Light. The increase of billing because of added fees that are not related to the billed consumer's usage is seemingly fraud or theft at this point. This company claims it is adding an additional fee to fund solar centers even for consumers (such as myself) who have chosen to continue their electricity and not install solar. Why is it fair or even legal for that matter for the electric company that I have to have in my area to require me to pay to energize someone else's home? Another fee explanation is that it is for the recovery of the restoration of areas in Florida affected by hurricane's helene, milton and Debby. While I understand that the effects to these areas were significant and tragic, this did not cause any electrical damage to my area and therefore I should likely reserve what they are charging in the event that my area is devastated in the future. It should not be a requirement of residents who power their homes to also power and repair other areas. Additionally, while they claim not to have the money to fund their solar campaign and recovery, they JUST TODAY publicly announced they "donated" 20,000 dollars to SEA TURTLES! I encourage the commission to please review the "company's" charitable donation as mentioned in a news briefing at WEARTV.com (1/31/2025 post). I would venture to research on where these funds come from, since the company claims they need to continue to raise costs for companies to cover their own expenditures. How would I obtain the answers to my concerns? Also, we are powering residents in poverty? While I understand the devastating situation, I myself have worked hard, paid my bills on a low to middle class income, for approximately 6 years as a single working mother and receive no help. Why am I REQUIRED to help people in poverty, recovering from storm damages no where near my area, and rescue sea turtles? If I want to give a donation to these circumstances, that is MY personal decision to do so AFTER I provide the life essentials necessary for me and my own family and it should not be ADDED to a required utility bill. Can someone please look into the company, and decide if what they are doing is fair. Even if you think that it is, if they are acting legally and fair, then where is the extra money coming from to donate to a turtle?

Thank you for your time and please consider looking into my concerns before I am no longer able to afford to provide my family with utilities.