

Charlie Smith

From: John Plescow
Sent: Friday, February 7, 2025 1:13 PM
To: Consumer Correspondence
Cc: Consina Griffin-Greaux
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 208740

Please, add to docket 20240173.

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

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> On Behalf Of Consumer Contact
Sent: Friday, February 07, 2025 11:50 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: RE: E-Form Improper Billing TRACKING NUMBER: 208740

John,

Please forward to clerk's office.

C'Griffin-Greaux

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Wednesday, February 5, 2025 6:28 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Improper Billing TRACKING NUMBER: 208740

CUSTOMER INFORMATION

Name: Camisha Ivory
Telephone: 2244367273
Email: camishaivory17@hotmail.com
Address: 602 Georgia Avenue Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Camisha Ivory
Account Number:
Address: 602 Georgia Avenue Longwood FL 32750

COMPLAINT INFORMATION

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

Details:

I fail to understand why my electricity bill continues to rise despite my efforts to reduce usage—even to the point of turning it off entirely and enduring the cold. Now, I am receiving notifications of an additional rate increase due to hurricane-related costs, yet last year's hurricane impact was minimal. I can attest to this firsthand, as I typically experience power outages during major storms, but this year, I did not. There seems to be a serious issue with meter readings or billing calculations that must be addressed before customers are unfairly burdened with higher costs driven by corporate greed.