

Charlie Smith

From: John Plescow
Sent: Friday, February 7, 2025 1:19 PM
To: Consumer Correspondence
Cc: Consina Griffin-Greaux
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 208632

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 11:01 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: RE: E-Form Improper Billing TRACKING NUMBER: 208632

John,

Please forward to clerk's office.

C'Griffin-Greaux

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Saturday, February 1, 2025 11:06 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Improper Billing TRACKING NUMBER: 208632

CUSTOMER INFORMATION

Name: Catrina Garcia
Telephone:
Email:
Address: 284 Hilltop Dr Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Catrina Garcia
Account Number:
Address: 284 Hilltop Dr Longwood FL 32750

COMPLAINT INFORMATION

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

Details:

Why are the prices being raised when people can barely afford their homes in the first place. Duke provided a month decrease only to increase it for the next year is absolutely ludicrous. With over 8.4 million customers that they provide service to, in states that are know for their storms why is there not a reserve they're keeping for emergency situations. Instead having the people pay for natural disaster relief.