

Charlie Smith

From: John Plescow
Sent: Thursday, February 27, 2025 2:28 PM
To: Consumer Correspondence; Consina Griffin-Greaux
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 209075

Please, add to docket 20250011.

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

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> On Behalf Of Consumer Contact
Sent: Thursday, February 27, 2025 11:49 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: RE: E-Form Improper Billing TRACKING NUMBER: 209075

John,
Please forward to clerk's office. 20250011 C'Griffin-Greaux

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Wednesday, February 26, 2025 10:21 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Improper Billing TRACKING NUMBER: 209075

CUSTOMER INFORMATION

Name: Destinee Wilson
Telephone: 8503318084
Email: destineewilson@hotmail.com
Address: 800 Spring Creek Blvd. Crestview FL 32536

BUSINESS INFORMATION

Business Account Name: Destinee Wilson
Account Number:
Address: 800 Spring Creek Blvd. Crestview FL 32536

COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company
Details:
Good evening,

I am writing to inquire as to what the justification is for a rate increase. FPL already has declining customer service, and it is quite difficult to get ahold of a representative to have assistance with billing.

The rates have already exceeded previous years for less energy usage.

FPL essentially charges you twice per month for billing, and also gives out a \$5 late charge if you pay on the "due by" date.

The manipulation, poor customer service and unjustifiable rate increase is highly questionable .

PSC was contacted previously