

Charlie Smith

From: John Plescow
Sent: Wednesday, March 5, 2025 9:42 AM
To: Consumer Correspondence; Consina Griffin-Greaux
Subject: FW: Lack of communication

Please, add to docket 20240173.

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> **On Behalf Of** Consumer Contact
Sent: Wednesday, March 05, 2025 8:30 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: RE: Lack of communication

John,
Please forward to clerk's office. 20240173
C'Griffin-Greaux

From: Clay Lalbachan <clalbachan@gmail.com>
Sent: Wednesday, March 5, 2025 6:10 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: Re: Lack of communication

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

I have sent this information 3 times.

Duke energy

Lindsay lalbachan, Francis lalbachan
(727)831-8138

7715 Bass Ln, New Port Richey, FL 34653

These rate hikes are ridiculous. They are already charging over \$500 for a 1400 square foot home and we don't have hardly anything running. No pools, nothing big., I think we were given a defective meter and I have complained about it and when the guy came out he was a real prick to my wife. Because he didn't want to go behind the fence to put it in. We're not the ones that installed it. They are..

Also, I want to know how it's justifying to hit everybody with a rate hike when they have already been making record profits and their CEOs make a fortune and we get a horrible customer service, exorbitant bills.

On Tue, Mar 4, 2025, 8:13 AM Consumer Contact <Contact@psc.state.fl.us> wrote:

3/4/25

Dear Mr. Clay Lalbachan:

This email is in response to your recent inquiry to the Florida Public Service Commission (FPSC).

It would be beneficial if you could provide the following information:

- The name of the Utility in question
- The name on the account
- The account number
- The address on the account
- The customer's mailing address
- A telephone number where the customer can be reached
- A brief description of the service or billing problem

You may send this information to me by reply e-mail or at the address and/or fax number listed below. If you have a complaint regarding a matter regulated by the FPSC, please contact us toll free at 1-800-342-3552, by fax at 1-800-511-0809 or by email at contact@psc.state.fl.us.

Sincerely,

John Plescow

Regulatory Program Administrator

Office of Consumer Assistance & Outreach

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: Clay Lalbachan <clalbachan@gmail.com>
Sent: Tuesday, March 4, 2025 6:34 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: Lack of communication

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I have written this board many times with only one response and nothing after., pretty easy to see why the utility companies get to take advantage of us because of people like all of you who can respond to a simple email., I will be contacting the governor., and other entities to see how we can [make.you](#) more efficient, this board is a joke and we will look into replacing.