

Charlie Smith

From: John Plescow
Sent: Wednesday, March 12, 2025 9:23 AM
To: Consumer Correspondence; Consina Griffin-Greaux
Subject: FW: E-Form Other Complaints TRACKING NUMBER: 209149

Follow Up Flag: Follow up
Flag Status: Flagged

Please, add to docket 20250011.

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

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> On Behalf Of Consumer Contact
Sent: Wednesday, March 12, 2025 9:00 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: RE: E-Form Other Complaints TRACKING NUMBER: 209149

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, March 5, 2025 10:59 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaints TRACKING NUMBER: 209149

CUSTOMER INFORMATION

Name: Elizabeth Castellanos
Telephone: 5614202365
Email: castellanos.elizabeth@yahoo.com
Address: 3132, EGREMONT DR WEST PALM BEACH FL 33406

BUSINESS INFORMATION

Business Account Name: Elizabeth Castellanos Account Number:
Address: 3132, EGREMONT DR WEST PALM BEACH FL 33406

COMPLAINT INFORMATION

Complaint: Other Complaints against Florida Power & Light Company
Details:

COMES NOW, a customer of Florida Power & Light Company (FPL), and hereby files this formal complaint before the Florida Public Service Commission (PSC) regarding the unjust and prejudicial nature of the recent rate increase imposed by FPL. In support thereof, Complainant states as follows:

JURISDICTIONThe Florida Public Service Commission has jurisdiction over this matter pursuant to Chapter 366, Florida Statutes, which governs the regulation of public utilities in the State of Florida.

NATURE OF THE COMPLAINT

- a. The rate increase imposed by FPL is unreasonable and prejudicial to customers, particularly those on fixed incomes and retirees, who cannot afford continued rate hikes.
- b. FPL has made substantial investments in solar energy infrastructure, a business decision that should be financed by the company and its shareholders rather than being unfairly passed on to customers.
- c. The opening of new pipelines and the declining price of crude petroleum have resulted in increased profitability for FPL, further negating the necessity of additional rate hikes.
- d. Hurricane-related costs should not be passed onto customers as additional surcharges, as such contingencies are already factored into the existing rates and recovery mechanisms.
- e. The cost of living continues to rise while wages remain stagnant, creating undue hardship for customers. FPL has not provided adequate justification for how vulnerable populations, including seniors and low-income households, can sustain these continuous increases.
- f. The interests of consumers and the public are being neglected in favor of political influence, corporate profits, and lobbyist agendas, undermining the fair regulation of utilities in Florida.

RELIEF REQUESTED

- a. That the Florida Public Service Commission review and investigate the basis of the rate increase and whether it aligns with fair and reasonable utility practices.
- b. That FPL be required to justify its continued increases despite increased corporate profitability and reduced crude petroleum prices.
- c. That the Commission consider placing a moratorium on further rate increases until FPL provides transparency on its financials and demonstrates the necessity of such increases.
- d. That FPL cease passing hurricane-related surcharges onto customers when such costs are already factored into their operational budget and rates.
- e. That the Commission take into consideration the burden these rate increases place on fixed-income and retired individuals, and implement consumer protections to prevent excessive and unnecessary rate hikes.

WHEREFORE, Complainant respectfully requests that the Florida Public Service Commission take immediate action to investigate and address these concerns and provide relief to FPL customers.