

Antonia Hover

From: Shonna McCray
Sent: Thursday, April 3, 2025 11:13 AM
To: Consumer Correspondence
Subject: FW: E-Form Delay in Service TRACKING NUMBER: 209454

Good morning

Please add to Docket 20240099.

Thanks

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Tuesday, April 1, 2025 10:38 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Delay in Service TRACKING NUMBER: 209454

CUSTOMER INFORMATION

Name: Tim Title
Telephone: 6784465884
Email: dovetl@bellsouth.net
Address: 628 TARPON AVE Fernandina Beach FL 32034

BUSINESS INFORMATION

Business Account Name: Tim Title
Account Number: 200000011581
Address: 628 TARPON AVE Fernandina Beach FL 32034

COMPLAINT INFORMATION

Complaint: Delay in Service against Florida Public Utilities Company
Details:

FPU has filed a rate increase and sent a mailing out the week of March 24th. The mailer contains a website to review the filings. The site, psc.state.fl.us/clerks-office-dockets-level2?DocketNo=20240099 is not valid. Their mailer, which is advising how to view the filings is WRONG.

I am requesting the PSC invalidate the FPU document and require them to remail and refile their rate increase with the correct, accurate website. FPU is consistently providing poor customer service and poor payment postings as per my many previous PSC complaints.

Tim Title