

Tristan Davis

From: John Plescow
Sent: Monday, November 24, 2025 10:35 AM
To: Consumer Correspondence; Carlos Caro-Rora
Subject: FW: E-Form Other Complaints TRACKING NUMBER: 213428 - 1490237C

Please, add to docket 20250011.

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

From: Carlos Caro-Rora <CCaro-Ro@psc.state.fl.us>
Sent: Monday, November 24, 2025 9:02 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: FW: E-Form Other Complaints TRACKING NUMBER: 213428 - 1490237C

Morning John,

Please forward to clerk's office.

Thanks,

Carlos

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

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> On Behalf Of Consumer Contact
Sent: Friday, November 21, 2025 9:40 AM
To: Carlos Caro-Rora <CCaro-Ro@psc.state.fl.us>
Subject: FW: E-Form Other Complaints TRACKING NUMBER: 213428

20250011 - sent to john as well

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Friday, November 21, 2025 9:05 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaints TRACKING NUMBER: 213428

CUSTOMER INFORMATION

Name: Ryan Kallio
Telephone: 6199295193
Email: ryankallio@gmail.com
Address: 2500 SW Edgarce St, Port Saint Lucie FL 34953

BUSINESS INFORMATION

Business Account Name: Ryan Kallio
Account Number:
Address: 2500 SW Edgarce St, Port Saint Lucie FL 34953

COMPLAINT INFORMATION

Complaint: Other Complaints against Florida Power & Light Company

Details:

To the Florida Public Service Commission,

As a Port St. Lucie resident and a 100% Permanently and Totally Disabled Veteran on a fixed income, I am concerned about the cumulative impact of utility rate increases. The PSC must balance utility infrastructure needs with ratepayer affordability, especially for fixed-income households like mine.

Port St. Lucie residents face multiple cost pressures, including the FPL rate plan through 2029. While each increase may be justified, together they create an unsustainable burden for disabled veterans and vulnerable populations. For those on fixed federal disability compensation, affordability is crucial for maintaining basic services.

My situation is urgent due to unexpected medical expenses for my companion dog, Orion, who is vital to my recovery and mental health. These costs conflict with my ability to pay rising utility bills.

I urge the PSC to consider the impact of compounding increases on Floridians with limited resources. Disabled veterans, seniors, and medically vulnerable residents face disproportionate hardship. I ask the Commission to:

1. Review existing programs and low-income protections for disabled veterans and ensure effective access.
2. Evaluate or encourage enhanced affordability measures, such as discounted rates or expanded hardship programs, within statutory authority.
3. Incorporate robust affordability analysis for vulnerable populations in future rate cases.

I respect the Commission's role and the complexities of utility regulation. My situation represents many Floridians falling behind. For us, the difference between an approved and mitigated rate increase is the difference between stability and crisis.

Thank you for considering the human impact of these decisions. I hope the Commission ensures essential utility services remain accessible to all Floridians, including those who have served and sacrificed.