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STATE OF FLORIDA



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COMMISSION CLERK
(850) 413-6770

Public Service Commission

NOTICE OF COMPLAINT

TO

DUKE ENERGY INC.
106 EAST COLLEGE AVENUE, SUITE 800
TALLAHASSEE, FLORIDA 32301-7740
(via Certified Mail No. 7010 0780 0002 2864 5729)

Re: Docket No. 140230-EI -- Complaint No. 1158528E by John Evanish against Duke Energy Florida, Inc. d/b/a Duke Energy

Notice is hereby given, via certified U.S. mail, that the above-referenced complaint was filed with the Public Service Commission on December 2, 2014, a copy of which is attached.

You may file a response to this complaint with the Office of Commission Clerk at the address below, with a copy sent to the complainant. The Commission also accepts documents for filing by electronic transmission provided the electronic filing requirements are met. For information regarding these requirements, visit the Commission's website at www.floridapsc.com.

Noticed this 3rd of December 2014.

A handwritten signature in blue ink that reads "Carlotta S. Stauffer".

Carlotta S. Stauffer
Commission Clerk

CSS/amc
Enclosure

cc: John Evanish
Office of Public Counsel
Office of General Counsel
Office of Consumer Assistance & Outreach
Docket File

Dorothy Menasco

From: lorjon1991@aol.com
Sent: Tuesday, December 02, 2014 11:41 AM
To: Filings@psc.state.fl.us
Subject: Fwd: duke

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

From: lorjon1991 <lorjon1991@aol.com>
To: lorjon1991 <lorjon1991@aol.com>
Sent: Tue, Dec 2, 2014 11:31 am
Subject: duke

TO WHOME IT MAY CONCERN. I received my electric bill for aug of this year it was over \$90.00 I was still in Michigan, I called duke told them I was not in florida and could hane used that much electric. She come back at me and said I must have used it she was not very friendly so I ask for a new meter I was told they do not replace meters unless they are DEFECTIEVE I told her I wanted to dispute my bill and not pay she told me they would cut my electric off if it was not paid..i told her not to take it out of my account they did it anyway when I told them the meter must have spiked or took a hit I was told it can't happen. this is when I filed a complaint with the PSC. I called the company that installed the unit it is only 2 years old mark went out to my condo check the voltage input and the Freon level he caied me back and said that it was normal however he could not get into my condo to start the unit I thanked him called duke back and told them what I found out same story with them you must have used it. when I got to florida I found a note from duke that they replaced my meter now why would they do that?. I then tried to start my air it would not work I called mark for a service call they found the problem a surge had fried ill called it a board for lack of the real name. wellit cost me \$224.00 for that repair I called duke to file a damage complain; have not heard from them to this day...yes im not happy if I had used it I would pay. I check with other unit owners and their bills average from \$12.00 dollars to about \$21.00 dollars my next door neighbor pam lives here year around her bill was less than mine they know what they are doing that is why they took the old meter and put a new one on ..because it happened just like I said they just don't want to admit they wrong. if they would have took an average of my bill for that month and just charged me and paid for the damage they caused for the spike when they switched meters thay tamperd with and destroyed my unit by the way all these units are around 650 to 800 square feet. thank you.....john evanish

Angela Charles

From: lorjon1991@aol.com
Sent: Tuesday, December 02, 2014 11:48 AM
To: Filings@psc.state.fl.us
Subject: duke

Carlotta I forget to put my first complaint # here it is 1158528E thank you john