

Antonia Hover

From: Angie Calhoun
Sent: Wednesday, May 20, 2020 4:09 PM
To: Antonia Hover; Ashley Quick; Brian Schultz; Hong Wang; Terrell Hill
Cc: Diane Hood
Subject: FW: To CLK Docket 20200001

Consumer correspondence for docket 20200001.

Thank you,

Angela Calhoun

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Tuesday, May 19, 2020 9:34 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Improper Billing TRACKING NUMBER: 181204

CUSTOMER INFORMATION

Name: Helen Wu
Telephone:
Email:
Address: 8399 134 Street Seminole FL 33776

BUSINESS INFORMATION

Business Account Name: Helen Wu
Account Number: 2833368131
Address: 8399 134 Street Seminole FL 33776

COMPLAINT INFORMATION

Complaint: Improper Billing against Duke Energy Florida, LLC d/b/a Duke Energy
Details:

After FL's electric providers announced last month that consumers should expect savings w great fanfare, I see the overall bill is barely down. Why is FL PSC still allowing 16% higher rates on energy charges, barely offset by the lower fuel charge? With overall electric bills almost flat and energy costs more than halved, the providers are laughing all the way to the bank when FL residents desperately need these savings.

Please FL PSC do the responsible thing and require rate relief equal to energy price declines.