

**Jacob Veughn**

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**From:** Jacob Veughn on behalf of Records Clerk  
**Sent:** Thursday, September 24, 2020 8:42 AM  
**To:** 'NANCY NATILSON'  
**Cc:** Consumer Contact  
**Subject:** RE: Docket#20200219-EI; Please act with compassion

Good afternoon, Nancy Natilson

We will be placing your comments below in consumer correspondence in Docket No. 20200219 and forwarding your comments to the Office of Consumer Assistance and Outreach.

**Jacob Veughn**

Commission Deputy Clerk I  
Florida Public Service Commission  
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850.413.6656

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**From:** NANCY NATILSON <nmatilson@cs.com>  
**Sent:** Wednesday, September 23, 2020 6:01 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Docket#20200219-EI; Please act with compassion

Docket#20200219-EI

Dear Staff and Members of the Public Service Commission:

Thank you for all you do to serve the public of Florida.

It would be a grave *disservice to the people of Florida* for the PSC to permit any Florida utilities to disconnect the power of any Floridians who have fallen behind in their monthly electric bill payments. Our people are hurting economically during the COVID-19 pandemic, as well as in every other way. Many have lost jobs and income through no fault of their own. You all know that the big Florida utilities are permitted very healthy profit margins on their asset bases, that their annual profits are in the billions of dollars, and that they can easily absorb payment delays and losses during this pandemic.

You all know that it is simply not right to cut off electricity to struggling Floridians during this difficult time - how would you and your families like to have the power to your own homes arbitrarily shut off? Nor is there any valid economic or policy reason to permit the utilities to take such an extreme and cruel step.

Thank you for acting with compassion and humanely, and using your emergency rulemaking authority to prohibit Florida utilities from shutting off power for delinquency in bill payments, until such time as this pandemic has abated, the economy has recovered, and Floridians are able to pay their utility bills.

Best, Nancy Natilson, Hillsborough County Resident