

Jacob Veaghn

From: Jacob Veaghn on behalf of Records Clerk
Sent: Wednesday, September 30, 2020 9:30 AM
To: 'Helen Andersen'
Cc: Consumer Contact
Subject: RE: Docket # 20200219-EI

Good afternoon, Helen Andersen

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 Veaghn

Commission Deputy Clerk I
Florida Public Service Commission
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Tallahassee, Florida 32399
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850.413.6656

From: Helen Andersen <hmp2102@gmail.com>
Sent: Wednesday, September 30, 2020 9:19 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket # 20200219-EI

Dear Public Service Commission,

I am writing regarding Docket # 20200219-EI

I am concerned that there are areas more hard hit by the pandemic than others, continuing to suffer financially, physically and emotionally. Individuals and families who were already struggling to put food on the table, may have lost their jobs and are now still unable to find stable work. For example, a single dad who worked 40 hours/week in the pest control business, went down to 8 hours/week and didn't have enough money to pay his rent, let alone the utility bills. Community members like this, who work hard to contribute to our community and take care of their families should receive assistance instead of having their utilities shut off. Utilities may be willing to work with them, yet we've also heard there is fear in reaching out, and many people who are in need are not comfortable calling the utilities directly for assistance. We need to make the pathway to assistance as easy and clear as possible. Please help us build a bridge between community members and the utilities that serve us. Help us take care of each other during a pandemic that is impacting some families way more than others.

Thank you for considering my comments. I trust that with creativity, determination, and compassion we can find an approach that helps our communities thrive as well as the utilities that serve us.

Sincerely,
Helen Andersen
732-500-7099
8136 115th Ave. East
Parrish, FL 34219