

Charlie Smith

From: Charlie Smith on behalf of Records Clerk
Sent: Tuesday, March 5, 2024 9:05 AM
To: 'bill jones'
Cc: Consumer Contact
Subject: RE: Complaint about electric service

Good Morning William H. Jones,

We will be placing your comments below in consumer correspondence in Docket No. 20240000, and forwarding them to the Office of Consumer Assistance and Outreach.

Best regards,

Charlie Smith II

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
850-413-6770

PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your email message may be subject to public disclosure

From: bill jones <bj2649@gmail.com>
Sent: Monday, March 4, 2024 7:21 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Complaint about electric service

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Dear public service commission,

I am a recent resident of Florida and have discovered something disconcerting about my electric service.

I live in a condominium community in the keys which consists of 659 individual units. Each unit has an individual contract with keys energy for electric service. I recently discovered that keys energy states that they do not own the service line to the meter. If something happens to the service line I am no longer a customer until the line is repaired by a private electrician. Once repaired I am once again a customer. I do not understand how I can be a customer but not a customer. When I signed up for electricity I was not informed of this situation and felt that I could call the keys energy if I had problems with my electricity. I have been associated with different electric utilities during my 84 years lifetime. Always before the electric utility own the electric server line to the meter. Key energy states that they own the meter but not the line servicing it. They attach the meter to the meter box as a service. I believe in the rest of the United States that it is considered common knowledge

that the electric utility owns the service line to the meter. Why is this not true with keys energy in the Florida keys?

Could you explain to me how I can be a customer until the service line is no longer functioning and then I'm not a customer.

A Mr Matt Alphonso stated that Keys energy does not own the service lines by keys energy decision and not state statute. Whatever that means.

I feel that if that is true they should inform me at the time I sign up for electric service with them.

Hoping you can shed some light on this or at least be able to educate me about my rights as a customer-non-customer.

Thank you,
William h Jones
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