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STATE OF FLORIDA



OFFICE OF COMMISSION CLERK
ADAM J. TEITZMAN
COMMISSION CLERK
(850) 413-6770

Public Service Commission

NOTICE OF COMPLAINT

TO

Duke Energy Florida, LLC
106 East College Avenue, Suite 800
Tallahassee, FL 32301
(via Certified Mail No. 7015 0640 0001 2706 3974)

Re: Docket No. 20190139-EI- - Complaint against Duke Energy Florida, LLC d/b/a Duke Energy regarding billing errors and inaccurate meter readings, by Elizabeth Randle.

Notice is hereby given, via certified U.S. mail, that the above-referenced complaint was filed with the Public Service Commission on July 10, 2019, 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 11th day of July, 2019.

Sincerely,

A handwritten signature in black ink, appearing to read "Adam J. Teitzman".

Adam J. Teitzman
Commission Clerk

RECEIVED-FPSC
2019 JUL 11 AM 10:15
COMMISSION
CLERK

AJT/BMS

Enclosure

cc: Elizabeth S. Randle
Office of Public Counsel
Office of General Counsel
Office of Consumer Assistance & Outreach
Docket File

July 10, 2019

Elizabeth S. Randle
Duke Energy Compliant
1702 Newark Street South
Email: thebazile2001@msn.com
Phone (252) 342-7596
St. Petersburg, Florida 33711

Florida Public Service Commission
c/o Adam J Teitzman
Commissions Clerk
2540 Shumard Oak Road
Tallahassee, Fl. 32399-0850

Dear Florida Public Service Commission:

I am filing a formal complaint against Duke Energy, 733 Alamanda Way S, Saint Petersburg, FL 33705 June 6, 2018 Duke Energy charged for services not rendered and stating to shut electric off is balance not paid. I had a 75.04 credit to my account at the end of May due to my paying two payments over the amount billed. The sent me out a bill requesting 87.96 dollars to be paid but I called informing them that payment was already rendered. After my concern I received a larger amount over the amount of energy used my amount used totals 120.00 but they are charging 398. There is no local entity for customers to go in to request a review of their accounts so my result is to report it to who hold companies responsible. This is in direct violation of Rule 25.6.100, 25.6.101, 25.6.101.

In addition, to the billing error, after it was noted on my account for services not to be disconnected until the Public Service Commission Office made a determination Duke Energy sent (Mr. Boyd) a staff to shut office electricity, in which I had to call for them to check the account to make sure there was a no shut off notice on the account in which the customer service representative stated it was then immediately had the electric turned back on.

The relief in which I am requesting immediate correction of my energy bill. The meter reading is reading inaccurately, so I am requesting for updated accurate reading of my meter to correct any errors.

Sincerely,

Miss Elizabeth S. Randle

Consumer Financial
Protection Bureau[\(https://www.consumerfinance.gov/\)](https://www.consumerfinance.gov/)[← All complaints \(.\)](#)

180620-3252292

CLOSED

✓ Submitted**STATUS**

Submitted to the CFPB on 6/20/2018

PRODUCT

Debt collection

ISSUE

False statements or representation

We received your complaint. Thank you.

We will review your complaint. Depending on what we find, we will typically:

- Send your complaint to the company for a response; or
- Send your complaint to another state or federal agency, or help you get in touch with your state or local consumer protection office; or
- Let you know if we need more information to continue our work.

YOUR COMPLAINT

June 6, 2018 Company is charging for services not rendered and stating to shut electric off is balance not paid. I had a 75.04 credit to my account at the end of May due to my paying two payments over the amount billed. The sent me out a bill requesting 87.96 dollars to be paid but I called informing them that payment was already rendered. After my concern I received a larger amount over the amount of energy used my amount used totals 120.00 but they are charging 398. There is no local entity for customers to go in to request a review of their accounts so my result is to report it to who hold companies responsible.

ATTACHMENTS

[4D3705BD-D6D0-4FCB-8F28-8D082C7F3E0C.jpeg \(3 MB\)](#)

Hide full complaint 

What product or service is your complaint about?

PRODUCT OR SERVICE

Debt collection

TYPE

Other debt

What type of problem are you having?

ISSUE

False statements or representation

HAVE YOU ALREADY TRIED TO FIX THIS PROBLEM WITH THE COMPANY?

Yes

What happened?

June 6, 2018 Company is charging for services not rendered and stating to shut electric off is balance not paid. I had a 75.04 credit to my account at the end of May due to my paying two payments over the amount billed. The sent me out a bill requesting 87. 96 dollars to be paid but I called informing them that payment was already rendered. After my concern I received a larger amount over the amount of energy used my amount used totals 120.00 but they are charging 398. There is no local entity for customers to go in to request a review of their accounts so my result is to report it to who hold companies responsible.

I want the CFPB to publish this description on consumerfinance.gov so that others can learn from my experience.

The CFPB will take steps to remove my personal information from this description but someone may still be able to identify me. [Learn how it works.](#) I consent to publishing this description after the CFPB has taken these steps.

What would be a fair resolution to this issue?

A fair solution would be to bill for only electric used on account. To speak with Jessica and Julia the customer service representatives in regards to communication and responding to customers before stopping or starting a service.

1 attachment

View uploaded documents by clicking on the file name

4D3705BD-D6D0-4FCB-8F28-8D082C7F3E0C.jpeg (3 MB)

What company is this complaint about?

COMPANY INFORMATION

Unknown

INVOLVEMENT

Debt Collector

ACCOUNT NUMBER

2899881177

OTHER INFORMATION ABOUT THIS COMPANY

Duke Energy

P.O. Box 1004

Charlotte, North Carolina 28201

What people are involved?

YOUR CONTACT INFORMATION

Elizabeth Randle

thebazile2001@msn.com

1702 Newark Street south
St Petersburg, Florida 33711
United States

✓ Referred**STATUS**

CFPB referred complaint to the Federal Trade Commission (FTC) on 6/22/2018

REFERRED TO

Federal Trade Commission

We referred your complaint to the Federal Trade Commission.

We reviewed your complaint and weren't able to forward it to the company for a response either because the company is not on our complaint system, or because we do not currently handle complaints about this product or issue.

We also entered your complaint into the Consumer Sentinel Network, a secure online database operated by the Federal Trade Commission. Civil and criminal law enforcement authorities worldwide, including Consumer Financial Protection Bureau investigators, use the Consumer Sentinel Network to identify questionable business practices that may lead to investigations and prosecutions.

Options to consider

The CFPB can't give legal advice or represent individuals in legal matters. For additional help you can contact a private attorney. Or, contact your local legal aid office to see if free or low-cost legal aid is available to you. Visit the Legal Services Corporation website at [lsc.gov](http://www.lsc.gov) (<http://www.lsc.gov>) to see what's available in your area.



ADDITIONAL TOOLS AND RESOURCES

[Debt Collection \(https://www.consumerfinance.gov/consumer-tools/debt-collection/\)](https://www.consumerfinance.gov/consumer-tools/debt-collection/)

Privacy Act Statement

OMB #3170-0011

Have a question? ¿Preguntas?
(855) 411-2372

 An official website of the United States Government

der/Billing%20and%20Payment%20History.pdf%202.pdf

Billing and Payment History

BUDGET BILLING AMOUNT

\$360.02

Your account is in our Budget Billing Plan. Please see your bill image for more regarding your plan.

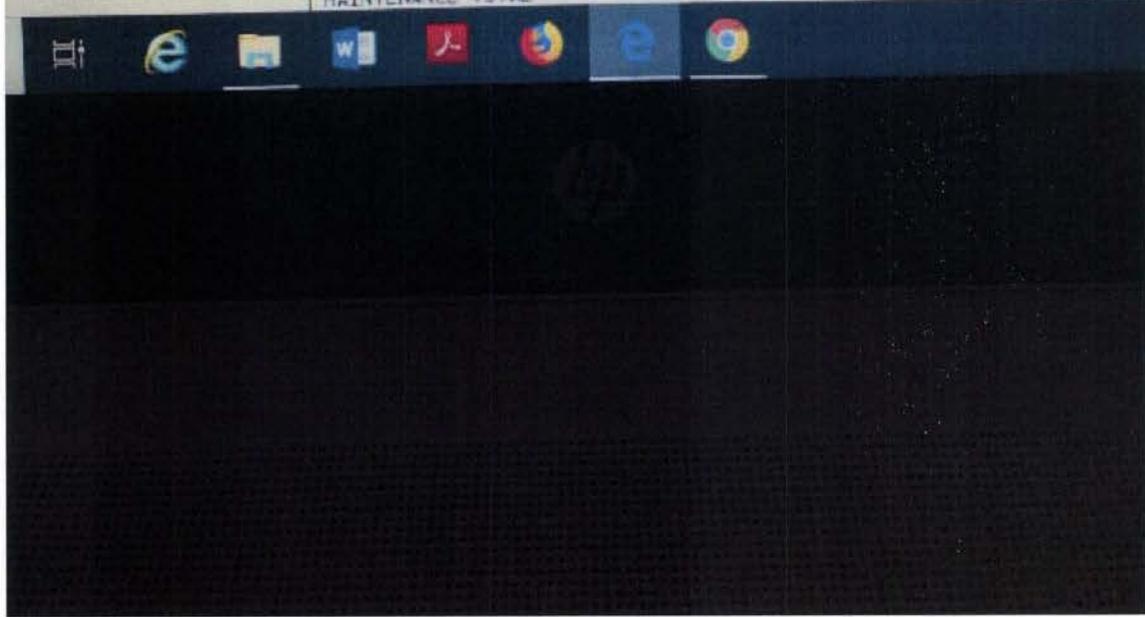
PAYMENT DATE	PAYMENT AMOUNT	PAYMENT STATUS
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NO PAYMENTS TO DISPLAY AT THIS TIME. PAYMENTS PENDING WILL NOT BE DISPLAYED UNTIL POSTED.

GY. MAY 2018 2891

<p>SERVICE OR TIONS CALL:</p> <p>duke-energy.com</p> <p>POWER OUTAGE:</p>	<p>ELIZABETH RANDLE</p> <p>1702 NEWARK ST S ST PETERSBURG FL 33711</p> <p>SERVICE ADDRESS</p> <p>1702 NEWARK ST S ST PETERSBURG FL 33711</p>	<p>DUE DATE JUN 25 2018</p> <p>TOTAL AMOUNT</p> <p>NEXT READ DATE ON OR ABOUT JUN 06 2018</p> <p>DEPOSIT ON ACCOUNT 260.00</p>
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<p>55</p> <p>INGS</p> <p>001517367</p> <p>JUL) 053832</p> <p>JUL) 053177</p> <p>000655</p> <p>655</p> <p>DEFERRED:</p> <p>UNT 111.34</p> <p>RRRED 248.68CR</p> <p>248.68</p> <p>ED .00</p>	<p>PAYMENTS RECEIVED AS OF MAY 25 2018 254.00 THANK YOU</p> <p>RS-1 001 RESIDENTIAL SERVICE</p> <p>BILLING PERIOD .04-05-18 TO 05-04-18 29 DAYS</p> <p>CUSTOMER CHARGE 8.82</p> <p>ENERGY CHARGE</p> <p>FIRST 1000 KWH 655 KWH @ 7.132000 46.71</p> <p>ABOVE 1000 KWH 0 KWH @ 8.559000 .00</p> <p>FUEL CHARGE</p> <p>FIRST 1000 KWH 655 KWH @ 3.838000 25.14</p> <p>ABOVE 1000 KWH 0 KWH @ 4.838000 .00</p> <p>ASSET SECURITIZATION CHARGE 655 KWH @ 0.254000 1.66</p> <p>LS-1 017 LIGHTING SER COMPANY OWNED/MAINTAINED</p> <p>BILLING PERIOD .04-05-18 TO 05-08-18 33 DAYS</p> <p>CUSTOMER CHARGE 1.20</p> <p>ENERGY CHARGE 65 KWH @ 2.715000 1.76</p> <p>FUEL CHARGE 65 KWH @ 3.945000 2.56</p> <p>ASSET SECURITIZATION CHARGE 65 KWH @ 0.039000 0.03</p> <p style="text-align: right;">87.68</p> <p>*TOTAL ELECTRIC COST</p> <p>EQUIPMENT RENTAL FOR:</p> <p>1 WOOD 30/35</p> <p>1 SV RW 16000</p> <p>FIXTURE TOTAL 5.95</p> <p>MAINTENANCE TOTAL 1.75</p>
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er/Billing%20and%20Payment%20History.pdf

Billing and Payment History

PAYMENT DATE	PAYMENT AMOUNT	PAYMENT STATUS
05/25/2018	\$120.00	APPROVED
05/15/2018	\$134.00	APPROVED

TOTAL KWH	COST PER DAY KWH	AVG KWH PER DAY
1,177	\$4.99	39



older/Billing%20and%20Payment%20History.pdf%204.pdf

Billing and Payment History

PAYMENT DATE	PAYMENT AMOUNT	PAYMENT STATUS
06/26/2018	\$108.38	APPROVED

TOTAL KWH	COST PER DAY KWH	AVG KWH PER DAY
737	\$3.10	23



older/Billing%20and%20Payment%20History.pdf%204.pdf

Billing and Payment History

PAYMENT DATE	PAYMENT AMOUNT	PAYMENT STATUS
06/26/2018	\$108.38	APPROVED

TOTAL KWH	COST PER DAY KWH	AVG KWH PER DAY
737	\$3.10	23





STATEMENT OF ELECT

JULY 2019
Duke Energy

**FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-727-443-2641**

WEB SITE: www.duke-energy.com

**TO REPORT A POWER OUTAGE:
1-800-228-8485**

ELIZABETH * RANDLE

1702 NEWARK ST S
ST PETERSBURG FL 337

SERVICE ADDRESS

1702 NEWARK ST S
ST PETERSBURG FL 337

PIN: 956361155

METER READINGS

METER NO.	001517367
PRESENT (ACTUAL)	064563
PREVIOUS (ACTUAL)	063983
DIFFERENCE	000580
TOTAL KWH	580

PAYMENTS RECEIVED AS OF JUL 05

RS-1 001 RESIDENTIAL
BILLING PERIOD..06-05-19 TO 07

CUSTOMER CHARGE
ENERGY CHARGE

FIRST 1000 KWH
ABOVE 1000 KWH

FUEL CHARGE
FIRST 1000 KWH
ABOVE 1000 KWH

ASSET SECURITIZATION CHARGE

LS-1 017 LIGHTING SER
BILLING PERIOD..06-05-19 TO 07

CUSTOMER CHARGE
ENERGY CHARGE

FUEL CHARGE

ASSET SECURITIZATION CHARGE

*TOTAL ELECTRIC COST
EQUIPMENT RENTAL FOR:

1 WOOD 30/35
1 SV RW 16000

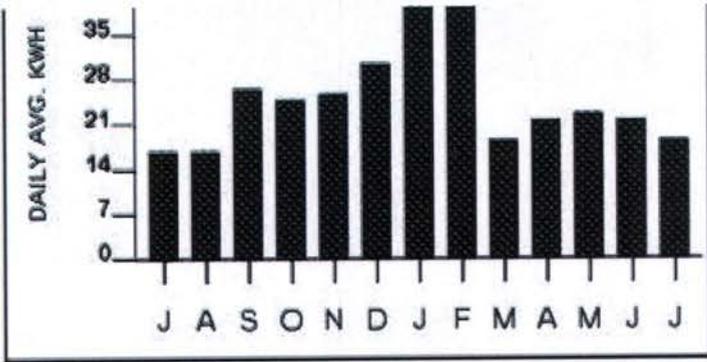
FIXTURE TOTAL

MAINTENANCE TOTAL

GROSS RECEIPTS TAX

MUNICIPAL FRANCHISE FEE

49
42



Payment of your bill prior to the a late payment charge of \$5.00 or 1
Your account has a past due amo service may be disconnected. Ple
If you're struggling to make ends help make your electric service n
duke-energy.com/lifeline for more

ENERGY USE



