



## Brian Schultz

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**From:** Allison Waid <allywaid41@gmail.com>  
**Sent:** Saturday, September 24, 2022 8:07 PM  
**To:** Office of Commissioner Clark; Office of Chairman Fay; Office of Commissioner Graham;  
Office of Commissioner La Rosa; Office of Commissioner Passidomo;  
FPUCLEADS@fpuc.com  
**Subject:** Fwd: Gas Leak, monitoring & billing

I have not received any response

----- Forwarded message -----

**From:** Allison Waid <[allywaid41@gmail.com](mailto:allywaid41@gmail.com)>  
**Date:** Sun, Sep 18, 2022 at 3:57 PM  
**Subject:** Gas Leak, monitoring & billing  
**To:** <[Commissioner.LaRosa@psc.state.fl.us](mailto:Commissioner.LaRosa@psc.state.fl.us)>, <[Commissioner.Graham@psc.state.fl.us](mailto:Commissioner.Graham@psc.state.fl.us)>, <[Commissioner.Fay@psc.state.fl.us](mailto:Commissioner.Fay@psc.state.fl.us)>, <[Commissioner.Clark@psc.state.fl.us](mailto:Commissioner.Clark@psc.state.fl.us)>, <[Commissioner.Passidomo@psc.state.fl.us](mailto:Commissioner.Passidomo@psc.state.fl.us)>  
**CC:** <[FPUCLEADS@fpuc.com](mailto:FPUCLEADS@fpuc.com)>

Dear FPU and PSC Commissioners,

My name is Allison Waid, I live at 274 NE 6th Ct in Boca Raton. I am writing to each one of you to let you know what I have been dealing with for the past 2 weeks. On August 29th, I received an email stating that my autopay for my gas bill was going to be taken out on September 16th in the amount of \$861.75! Needless to say, I was shocked! My husband and I were only in our home for 3 weeks between 7/22 and 8/23 and are out of town again till October.

I immediately called FPU and was on hold for up to 45 minutes. I never got someone on the phone. I called back and just pushed the number for a "gas leak" emergency. After waiting about 8 minutes, I finally spoke to someone and told them I had a leak. At this point, I was just assuming. They sent someone over to check, and yes...we had a leak. A leak that apparently was going to our hot water heater. We as homeowners had no way of knowing we had a gas leak, how is someone to know this? FPU shut my gas off and the next day I had a plumber come out and fix the leak. He said he had to do a huge excavation to the pipes. Again, how was I supposed to know? Since August 30th, I have tried over and over and over to get someone on the phone to 1. get my gas turned back on and 2. to discuss what could be done to this outrageous gas bill. Finally after two weeks, I spoke to Lewis (I think he has some type of management role) who told me there was nothing he could do. I am perplexed at the fact that this bill of \$861.75 did not throw up some type of **RED FLAG** to FPU, considering my bill the month prior was \$22.83. How does this go unnoticed? This is a formal complaint for the fact that there are no procedures in place that will warn FPU or most importantly the customer of a possible leak. When there is such a difference in the amount of CCF's used month to month this should be recognized.

Unfortunately for me, the autopay took out the \$861.75 out of my account before I could get anyone on the phone, much less have someone answer my request for a call back off of the 3 emails I sent to FPU thru their website. I am asking for some type of credit for this bill, I do not feel that we are responsible for this bill, the gas was not used by my husband or I. I am sure a lot of homeowners do not walk around their property on a daily or weekly basis checking pipes, electrical wires, etc. that they

know nothing about. There has to be some type of procedure put into place where this does not happen to another customer of FPU.

Sincerely,

Allison Waid  
274 NE 6th Ct  
Boca Raton, Fl 33432

acct# 0489584-3

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Allison Waid

## Brian Schultz

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**From:** Patricia Kast <info@email.actionnetwork.org>  
**Sent:** Friday, September 23, 2022 8:12 PM  
**To:** Office of Commissioner Clark  
**Subject:** Docket No. 20220001-EI: No new electric rate hikes!

Chairman Gary Clark,

Docket No. 20220001-EI

I am writing as a concerned Florida resident and a electricity customer. I received notification that FPL, Duke and Tampa Electric intend to increase rates for customers like me. I am urging you to rethink this decision and not increase our bills.

This past year has been extremely challenging financially for many people in the state of Florida. A rate increase is the last thing we need, especially for vulnerable folks who may be on a fixed income or struggling to recover financially from the pandemic. We are all inundated with price increases on everything.

I urge you to reject these outrageous rate increases at this time.

Patricia Kast  
patk2008@yahoo.com  
338 niblick cir  
Winter Haven, Florida 33881

## Brian Schultz

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**From:** Richard Burkart <info@email.actionnetwork.org>  
**Sent:** Friday, September 23, 2022 8:02 PM  
**To:** Office of Commissioner Clark  
**Subject:** Docket No. 20220001-EI: Reject the new electric rate hikes!

Chairman Gary Clark,

Docket No. 20220001-EI

I am an electricity customer in Florida. I received notification that you will soon be considering proposals from FPL, Duke and Tampa Electric to increase my electricity rates next year.

This is outrageous. These companies have made windfall profits over the last few years, and yet each time they go crying to you, you have approved their rate increases. No amount is too high, apparently. When will you stand up for your own mission of setting fair rates for consumers in Florida?

Another electricity rate increase is the last thing we need, especially for vulnerable folks who may be on a fixed income or struggling to recover financially from the pandemic. We are all inundated with price increases on everything.

I urge you to reject these rate increases.

Richard Burkart  
dravenhoward00@yahoo.com  
4746 CORONADO CIR  
Crestview, Florida 32539

## Brian Schultz

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**From:** Thomas Jacobs <info@email.actionnetwork.org>  
**Sent:** Friday, September 23, 2022 7:50 PM  
**To:** Office of Commissioner Clark  
**Subject:** Docket No. 20220001-EI: Reject the new electric rate hikes!

Chairman Gary Clark,

Docket No. 20220001-EI

I am writing as a concerned Florida resident and a electricity customer. I received notification that FPL, Duke and Tampa Electric intend to increase rates for customers like me. I am urging you to reject these proposals and not increase our bills.

This past year has been extremely challenging financially for many people in the state of Florida. A rate increase is the last thing we need, especially for vulnerable folks who may be on a fixed income or struggling to recover financially from the pandemic. We are all inundated with price increases on everything.

I urge you to reject these rate increases at this time.

How many rate increases are you going to approve? When is enough enough? When will you stand up for your own mission of setting fair rates?

These companies are posting insane profits, how about we vote in an energy cost reduction rate? They are making too much money!!

Thomas Jacobs  
tomredbud@yahoo.com  
19800 Jasmine Rd  
Altoona, Florida 32702

## Brian Schultz

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**From:** Janice Dunn <info@email.actionnetwork.org>  
**Sent:** Friday, September 23, 2022 7:49 PM  
**To:** Office of Commissioner Clark  
**Subject:** Docket No. 20220001-EI: Reject the new electric rate hikes!

Chairman Gary Clark,

Docket No. 20220001-EI

I am writing as a concerned Florida resident and a electricity customer. I received notification that FPL, Duke and Tampa Electric intend to increase rates for customers like me. I am urging you to reject these proposals and not increase our bills.

This past year has been extremely challenging financially for many people in the state of Florida. A rate increase is the last thing we need, especially for vulnerable folks who may be on a fixed income or struggling to recover financially from the pandemic. We are all inundated with price increases on everything.

I urge you to reject these rate increases at this time.

How many rate increases are you going to approve? When is enough enough? When will you stand up for your own mission of setting fair rates?

Janice Dunn  
Babudunn@aol.com  
801 high vista drive  
Davenport, Florida 33837

## Brian Schultz

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**From:** Lori Williams <info@email.actionnetwork.org>  
**Sent:** Friday, September 23, 2022 7:25 PM  
**To:** Office of Commissioner Clark  
**Subject:** Docket No. 20220001-EI: Reject the new electric rate hikes!

Chairman Gary Clark,

Docket No. 20220001-EI

I am writing as a concerned Florida resident and a electricity customer. I received notification that FPL, Duke and Tampa Electric intend to increase rates for customers like me. I am urging you to reject these proposals and not increase our bills.

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I urge you to reject these rate increases at this time.

How many rate increases are you going to approve? When is enough enough? When will you stand up for your own mission of setting fair rates?

Lori Williams  
kwconch7342000.petition@gmail.com  
6823 Washington st  
New port Richey , Florida 34652



## Brian Schultz

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**From:** Sylvia Gheen <info@email.actionnetwork.org>  
**Sent:** Friday, September 23, 2022 6:47 PM  
**To:** Office of Commissioner Clark  
**Subject:** Docket No. 20220001-EI: Reject the new electric rate hikes!

Chairman Gary Clark,

Docket No. 20220001-EI

I am an electricity customer in Florida. I received notification that you will soon be considering proposals from FPL, Duke and Tampa Electric to increase my electricity rates next year.

This is outrageous. These companies have made windfall profits over the last few years, and yet each time they go crying to you, you have approved their rate increases. No amount is too high, apparently. When will you stand up for your own mission of setting fair rates for consumers in Florida?

Another electricity rate increase is the last thing we need, especially for vulnerable folks who may be on a fixed income or struggling to recover financially from the pandemic. We are all inundated with price increases on everything.

I urge you to reject these rate increases.

Sylvia Gheen  
slgheen@gmail.com  
530 Broxburn Ave  
Tampa, Florida 33617

## Brian Schultz

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**From:** Sandra Wright <info@email.actionnetwork.org>  
**Sent:** Friday, September 23, 2022 6:43 PM  
**To:** Office of Commissioner Clark  
**Subject:** Docket No. 20220001-EI: No new electric rate hikes!

Chairman Gary Clark,

Docket No. 20220001-EI

I am writing as a concerned Florida resident and a electricity customer. I received notification that FPL, Duke and Tampa Electric intend to increase rates for customers like me. I am urging you to rethink this decision and not increase our bills.

This past year has been extremely challenging financially for many people in the state of Florida. A rate increase is the last thing we need, especially for vulnerable folks who may be on a fixed income or struggling to recover financially from the pandemic. We are all inundated with price increases on everything.

I urge you to reject these outrageous rate increases at this time.

Sandra Wright  
suebittsy@yahoo.com  
3441 S. Pine Ave #6  
Ocala, Florida 34471

## Brian Schultz

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**From:** Linda Spiegel <findlin@msn.com>  
**Sent:** Friday, September 23, 2022 5:22 PM  
**To:** Office of Commissioner Clark  
**Subject:** Docket No. 20220001-EI: No new electric rate hikes!

Chairman Gary Clark,

Docket No. 20220001-EI

I am writing as a concerned Florida resident and a electricity customer. I received notification that FPL, Duke and Tampa Electric intend to increase rates for customers like me. I am urging you to rethink this decision and not increase our bills.

This past year has been extremely challenging financially for many people in the state of Florida. A rate increase is the last thing we need, especially for vulnerable folks who may be on a fixed income or struggling to recover financially from the pandemic. We are all inundated with price increases on everything.

I urge you to reject these outrageous rate increases at this time.

Linda Spiegel  
findlin@msn.com  
1436 Elkcam Blvd  
Deltona, Florida 32725

## Brian Schultz

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**From:** Rae Seiler <reo313@bellsouth.net>  
**Sent:** Friday, September 23, 2022 5:18 PM  
**To:** Office of Commissioner Clark  
**Subject:** Docket No. 20220001-EI: Reject the new electric rate hikes!

Chairman Gary Clark,

Docket No. 20220001-EI

I am writing as a concerned Florida resident and a electricity customer. I received notification that FPL, Duke and Tampa Electric intend to increase rates for customers like me. I am urging you to reject these proposals and not increase our bills.

This past year has been extremely challenging financially for many people in the state of Florida. A rate increase is the last thing we need, especially for vulnerable folks who may be on a fixed income or struggling to recover financially from the pandemic. We are all inundated with price increases on everything.

I urge you to reject these rate increases at this time.

How many rate increases are you going to approve? When is enough enough? When will you stand up for your own mission of setting fair rates?

Rae Seiler  
reo313@bellsouth.net  
74 majorca dr  
Winter Springs, Florida 32708

## Brian Schultz

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**From:** James Norton <jnorton3@tampabay.rr.com>  
**Sent:** Friday, September 23, 2022 4:53 PM  
**To:** Office of Commissioner Clark  
**Subject:** Docket No. 20220001-EI: Reject the new electric rate hikes!

Chairman Gary Clark,

Docket No. 20220001-EI

I am writing as a concerned Florida resident and a electricity customer. I received notification that FPL, Duke and Tampa Electric intend to increase rates for customers like me. I am urging you to reject these proposals and not increase our bills.

This past year has been extremely challenging financially for many people in the state of Florida. A rate increase is the last thing we need, especially for vulnerable folks who may be on a fixed income or struggling to recover financially from the pandemic. We are all inundated with price increases on everything.

I urge you to reject these rate increases at this time.

How many rate increases are you going to approve? When is enough enough? When will you stand up for your own mission of setting fair rates?

James Norton  
jnorton3@tampabay.rr.com  
3763 21st Ave N  
St. Petersburg, Florida 33713