

Bendria Fugnole

From: Ellen Plendl
Sent: Thursday, July 9, 2026 8:48 AM
To: Consumer Correspondence
Subject: Docket No. 20260026
Attachments: FW: Consumer Inquiry 1493700G- Florida City Gas

See attached customer correspondence for Docket No. 20260026.

Bendria Fugnole

From: Shonna McCray
Sent: Thursday, July 9, 2026 7:20 AM
To: Ellen Plendl
Subject: FW: Consumer Inquiry 1493700G- Florida City Gas

From: patcas0910 <patcas0910@bellsouth.net>
Sent: Wednesday, July 8, 2026 7:51 PM
To: Shonna McCray <SMcCray@PSC.STATE.FL.US>
Subject: Re: Consumer Inquiry 1493700G- Florida City Gas

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

Ms McCray:

Thank you for assistance with my previous complaint regarding Florida City Gas. Once again, I am voicing my displeasure with this company. I received notification today that Florida City Gas is/has requested an increase in rates. And, from the novice consumer, it appears from the sites I have visited regarding this matter, that the PSC approved the company's increase in rates. That means, that I will probably pay close to, if not more than, \$75 a month to have hot water ONLY! You call this fair? Who protects the consumer? Where was my vote and all other consumers of Florida City Gas? Who protects us?

I welcome your comments.

Cordially,

Patricia Casarino

On Monday, January 26, 2026 at 01:57:03 PM EST, Shonna McCray <smccray@psc.state.fl.us> wrote:

Ms. Patricia Casarino
patcas0910@bellsouth.net

RE: FPSC Inquiry 1493700G

Dear Ms. Casarino:

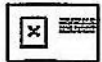
The Governor's office forwarded a copy of your email regarding Florida City Gas (FCG) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to assist you.

We have filed an inquiry with the company, and upon completion of the investigation, we will contact you. In the meantime, FCG staff will contact you regarding your service concern. Please be advised that if this is a billing complaint, FPSC staff may request account information from you or the company.

If you have any questions, please contact Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission



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