

**Tristan Davis**

**From:** John Plescow  
**Sent:** Tuesday, October 7, 2025 10:28 AM  
**To:** Consumer Correspondence; Consina Griffin-Greaux  
**Subject:** FW: Stop rate hikes

Please, add to docket 20240173.

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**From:** Consina Griffin-Greaux <CGriffin@psc.state.fl.us> **On Behalf Of** Consumer Contact  
**Sent:** Tuesday, October 07, 2025 7:30 AM  
**To:** John Plescow <JPlescow@PSC.STATE.FL.US>  
**Subject:** RE: Stop rate hikes

Case 1486624C

John,  
Please forward to clerk's office. 20240173  
C'Griffin-Greaux

**From:** [bostonaaa@yahoo.com](mailto:bostonaaa@yahoo.com) <[bostonaaa@yahoo.com](mailto:bostonaaa@yahoo.com)>  
**Sent:** Monday, October 6, 2025 7:37 PM  
**To:** Consumer Contact <[Contact@PSC.STATE.FL.US](mailto:Contact@PSC.STATE.FL.US)>  
**Cc:** [bostonaaa@yahoo.com](mailto:bostonaaa@yahoo.com)  
**Subject:** RE: Stop rate hikes

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Subject: Concerns Regarding Rising Utility Costs and Application Process for Fuel Assistance

Dear Ms. Griffin-Greaux,

I appreciate your prompt response. I am reaching out to discuss not only my personal circumstances but also to shed light on the challenges faced by many individuals dealing with increasing living expenses, particularly the soaring utility prices. I understand that your department will soon be making decisions regarding additional rate hikes, which will be subject to public input. We are keen to engage in this conversation. In my own situation, despite meeting the criteria for fuel assistance based on my income, I have encountered significant difficulties with the application process. Applicants are required to call a designated phone line daily, with only a limited number of slots available each day. This system poses a barrier for individuals seeking to access the benefits they are eligible for. For example, I had to give up after two weeks of daily calls as it appeared nearly impossible to submit my application. As a two-person household in Massachusetts earning under \$60,000 annually, we qualified for a reduced low-income rate for electricity and gas. In contrast, the income threshold in Florida is \$30,000, with utility expenses considerably higher than what we paid in Massachusetts. The disparity in costs between the two states is troubling, especially when factoring in other financial obligations such as water bills, property taxes, and home insurance. I am a customer of Duke Energy at 416 Prestwick Drive in Davenport, Florida 33897. Thank you for your attention to this matter. Sincerely, Arnold Fernandes Silva

