

Sandra Soto

From: Ruth McHargue
Sent: Thursday, October 20, 2016 10:58 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 160128

Customer correspondence

-----Original Message-----

From: Consumer Contact
Sent: Thursday, October 20, 2016 10:16 AM
To: Ruth McHargue
Subject: To CLK Docket 160128

Copy on file, see 1225688C. DHood

-----Original Message-----

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Wednesday, October 19, 2016 8:26 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 121618

CUSTOMER INFORMATION

Name: Eddie Rodriguez
Telephone: (407) 421-1840
Email: ler1121@cfl.rr.com
Address: 516 One Center Blvd Apt 303 Altamonte Springs FL 32701

BUSINESS INFORMATION

Business Account Name: Lisa Rodriguez
Account Number: 46672 71306
Address: 516 One Center Blvd Apt 303 Altamonte Springs FL 32701

COMPLAINT INFORMATION

Complaint: Improper Billing against Duke Energy Florida, LLC d/b/a Duke Energy
Details:

I received yet another notice from Duke energy that they are raising our rates yet again. This is disgusting. It is even more disgusting that yet again FPSC has yet again okayed another increase. Energy prices are low yet we continually have our damn rates increased. So many of us in the winter go with little heat its too expensive, in the summer we sweat because it is to expensive to run the A/C. And Starting in November we have to pay another increase. What the hell is wrong with you people at the FPSC? We have already paid Billions of dollars for a power plant that never got made and have not had that money returned to us, again with your approval. We are paying a BS Asset Securitization charge which is just another way of saying we have to continue to pay for a defunct closed plant. Duke energy continues to make record profits and why not they just keep raising out rates and passing the costs of business to us, while stating we are lowering your rates. Bullshit. If you lower my rate by a few pennies but charge me a hell of a lot more you have done nothing for me but enrich your pocket. Why the hell should I have to pay another 50.00 in light if I bust my ass trying to keep my energy costs lower so I can actually eat when you keep allowing them duke energy to raise them. And than your going to look at in Feb to increase my bill by another 1.50 per 1000 kw usage huh. A lot of Florida families

cant afford this crap stop being so damned crooked and actually represent the people of Florida and stop okaying these increases every time Duke energy blows their noses. Take a stand for the people of Florida even if it just serves your best interest especially if you plan to have a career beyond The PSC. E. Rodriguez