

**Brandy Butler**

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**From:** Angie Calhoun  
**Sent:** Tuesday, April 03, 2018 9:50 AM  
**To:** Consumer Correspondence  
**Cc:** Janet Brunson; Diane Hood  
**Subject:** FW: To CLK Docket 20180084-EI

Customer correspondence for docket 20180804

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Tuesday, April 03, 2018 9:05 AM  
To: Consumer Contact  
Subject: E-Form Improper Billing TRACKING NUMBER: 126304

**CUSTOMER INFORMATION**

Name: Timothy / Nira Baggett  
Telephone: (407) 962-9575  
Email: [tbaggettlaw@yahoo.com](mailto:tbaggettlaw@yahoo.com)  
Address: 827 Spring Park Loop Celebration FL 34747

**BUSINESS INFORMATION**

Business Account Name: Niria Baggett  
Account Number: 85037-70196  
Address: 827 Spring Park Loop Celebration FL 34747

**COMPLAINT INFORMATION**

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

I called Duke Energy recently to inquire about having my meter physically checked. My electric bill throughout the winter months was still extraordinarily high even though there were weeks where the a/c wasn't even on. The agent refused to send out a service technician to check the meter and then argued with me that I was wrong, and the meter could be checked remotely. Duke Energy is by far the worst company I have ever dealt with-it's not even close. Their customer service is horrible, but why should they care since they were able to monopolize the area of Central Florida. None of my friends who have the good fortune of using other utility companies have electric bills near as high as mine, and we are very frugal with our usage. This is a disgrace that our elected representatives have left us at the mercy of these robber-barons. Please assist me in forcing this corrupt, unresponsive organization into actually coming out to read my meter, and meeting with me when they do so. I would not believe them if they simply told me they came out; shockingly, I have no doubt they would lie. Then consider allowing other companies to compete with them for electrical needs in our area. A little competition would go a long way into hopefully forcing them back under the rock from which they came. Also, please do not approve their 5% rate increase request on April 14th, 2018. I was just made aware of this by my neighbors, and people in my area are outraged they would even have the audacity to gouge people for even more money. Trust me, they have not earned this rate increase, and have already gouged Floridians under their control for more than enough. You may send this complaint, word for word, to them if you wish. I want them to know exactly how I feel about them, and their horrible, greedy, totalitarian business practices. I also want my meter checked like they should be required to do when a customer ask for it. I think they can afford the gas and time to drive out!!