

July 10, 2019

Elizabeth S. Randle
Duke Energy Compliant
1702 Newark Street South
Email: thebazile2001@msn.com
Phone (252) 342-7596
St. Petersburg, Florida 33711

Florida Public Service Commission
c/o Adam J Teitzman
Commissions Clerk
2540 Shumard Oak Road
Tallahassee, Fl. 32399-0850

Dear Florida Public Service Commission:

I am filing a formal complaint against Duke Energy, 733 Alamanda Way S, Saint Petersburg, FL 33705 June 6, 2018 Duke Energy charged for services not rendered and stating to shut electric off is balance not paid. I had a 75.04 credit to my account at the end of May due to my paying two payments over the amount billed. The sent me out a bill requesting 87.96 dollars to be paid but I called informing them that payment was already rendered. After my concern I received a larger amount over the amount of energy used my amount used totals 120.00 but they are charging 398. There is no local entity for customers to go in to request a review of their accounts so my result is to report it to who hold companies responsible. This is in direct violation of Rule 25.6.100, 25.6.101, 25.6.101.

In addition, to the billing error, after it was noted on my account for services not to be disconnected until the Public Service Commission Office made a determination Duke Energy sent (Mr. Boyd) a staff to shut office electricity, in which I had to call for them to check the account to make sure there was a no shut off notice on the account in which the customer service representative stated it was then immediately had the electric turned back on.

The relief in which I am requesting immediate correction of my energy bill. The meter reading is reading inaccurately, so I am requesting for updated accurate reading of my meter to correct any errors.

Sincerely,

Miss Elizabeth S. Randle

[← All complaints \(.\)](#)

180620-3252292

CLOSED

✓ Submitted**STATUS**

Submitted to the CFPB on 6/20/2018

PRODUCT

Debt collection

ISSUE

False statements or representation

We received your complaint. Thank you.

We will review your complaint. Depending on what we find, we will typically:

- Send your complaint to the company for a response; or
- Send your complaint to another state or federal agency, or help you get in touch with your state or local consumer protection office; or
- Let you know if we need more information to continue our work.

YOUR COMPLAINT

June 6, 2018 Company is charging for services not rendered and stating to shut electric off is balance not paid. I had a 75.04 credit to my account at the end of May due to my paying two payments over the amount billed. The sent me out a bill requesting 87.96 dollars to be paid but I called informing them that payment was already rendered. After my concern I received a larger amount over the amount of energy used my amount used totals 120.00 but they are charging 398. There is no local entity for customers to go in to request a review of their accounts so my result is to report it to who hold companies responsible.

ATTACHMENTS

[4D3705BD-D6D0-4FCB-8F28-8D082C7F3E0C.jpeg](#) (3 MB)

Hide full complaint 

What product or service is your complaint about?

PRODUCT OR SERVICE

Debt collection

TYPE

Other debt

What type of problem are you having?

ISSUE

False statements or representation

HAVE YOU ALREADY TRIED TO FIX THIS PROBLEM WITH THE COMPANY?

Yes

What happened?

June 6, 2018 Company is charging for services not rendered and stating to shut electric off is balance not paid. I had a 75.04 credit to my account at the end of May due to my paying two payments over the amount billed. The sent me out a bill requesting 87.96 dollars to be paid but I called informing them that payment was already rendered. After my concern I received a larger amount over the amount of energy used my amount used totals 120.00 but they are charging 398. There is no local entity for customers to go in to request a review of their accounts so my result is to report it to who hold companies responsible.

I want the CFPB to publish this description on consumerfinance.gov so that others can learn from my experience.

The CFPB will take steps to remove my personal information from this description but someone may still be able to identify me. [Learn how it works.](#) I consent to publishing this description after the CFPB has taken these steps.

What would be a fair resolution to this issue?

A fair solution would be to bill for only electric used on account. To speak with Jessica and Julia the customer service representatives in regards to communication and responding to customers before stopping or starting a service.

1 attachment

View uploaded documents by clicking on the file name

4D3705BD-D6D0-4FCB-8F28-8D082C7F3E0C.jpeg (3 MB)

What company is this complaint about?

COMPANY INFORMATION

Unknown

INVOLVEMENT

Debt Collector

ACCOUNT NUMBER

2899881177

OTHER INFORMATION ABOUT THIS COMPANY

Duke Energy

P.O. Box 1004

Charlotte, North Carolina 28201

What people are involved?

YOUR CONTACT INFORMATION

Elizabeth Randle

thebazile2001@msn.com

1702 Newark Street south
St Petersburg, Florida 33711
United States

✓ Referred**STATUS**

CFPB referred complaint to the Federal Trade Commission (FTC) on 6/22/2018

REFERRED TO

Federal Trade Commission

We referred your complaint to the Federal Trade Commission.

We reviewed your complaint and weren't able to forward it to the company for a response either because the company is not on our complaint system, or because we do not currently handle complaints about this product or issue.

We also entered your complaint into the Consumer Sentinel Network, a secure online database operated by the Federal Trade Commission. Civil and criminal law enforcement authorities worldwide, including Consumer Financial Protection Bureau investigators, use the Consumer Sentinel Network to identify questionable business practices that may lead to investigations and prosecutions.

Options to consider

The CFPB can't give legal advice or represent individuals in legal matters. For additional help you can contact a private attorney. Or, contact your local legal aid office to see if free or low-cost legal aid is available to you. Visit the Legal Services Corporation website at [lsc.gov](http://www.lsc.gov) (<http://www.lsc.gov>) to see what's available in your area.




ADDITIONAL TOOLS AND RESOURCES

[Debt Collection \(https://www.consumerfinance.gov/consumer-tools/debt-collection/\)](https://www.consumerfinance.gov/consumer-tools/debt-collection/)

Privacy Act Statement

OMB #3170-0011

Have a question? ¿Preguntas?
(855) 411-2372

 An official website of the United States Government

der/Billing%20and%20Payment%20History.pdf%202.pdf

Billing and Payment History

BUDGET BILLING AMOUNT

\$360.02

Your account is in our Budget Billing Plan. Please see your bill image for more regarding your plan.

PAYMENT DATE	PAYMENT AMOUNT	PAYMENT STATUS
-----------------	-------------------	-------------------

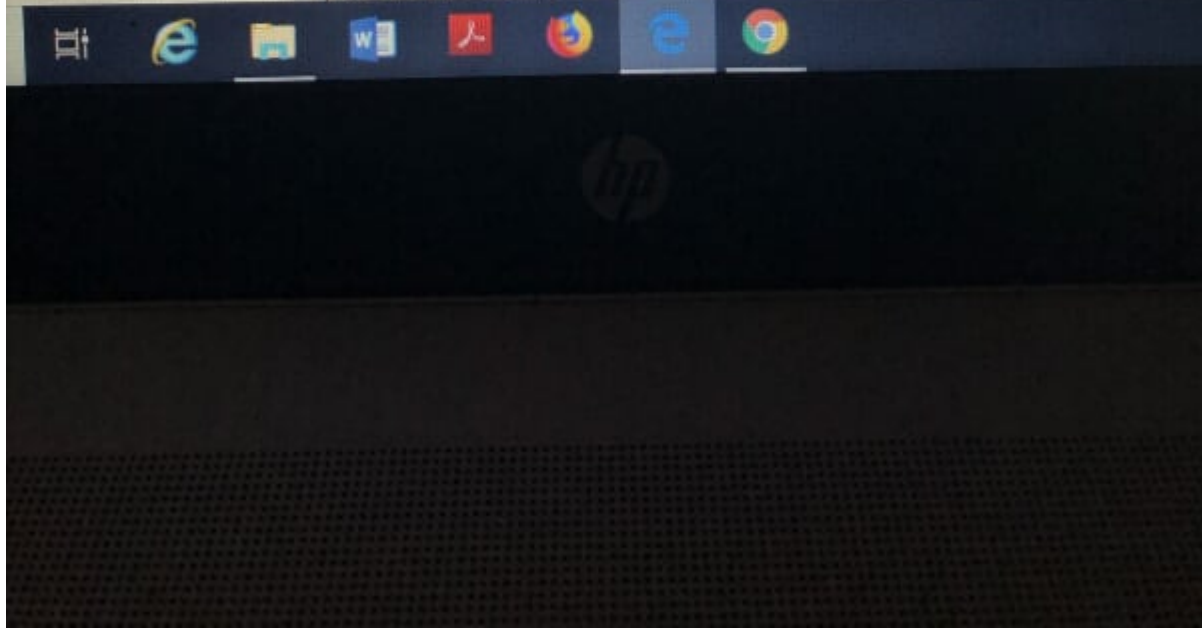
NO PAYMENTS TO DISPLAY AT THIS TIME. PAYMENTS PENDING WILL NOT BE DISPLAYED UNTIL POSTED.



GY. MAY 2018 2899

SERVICE OR TIONS CALL; duke-energy.com POWER OUTAGE:	ELIZABETH RANDLE 1702 NEWARK ST S ST PETERSBURG FL 33711 SERVICE ADDRESS 1702 NEWARK ST S ST PETERSBURG FL 33711	DUE DATE JUN 25 2018 NEXT READ DATE ON OR ABOUT JUN 06 2018 TOTAL AMOUNT DEPOSIT ON ACCO 260.00
---	---	---

55 INGS 001517367 JAL) 053832 JAL) 053177 000655 655 DEFERRED: UNT 111.34 RRED 248.68CR 248.68 ED .00	PAYMENTS RECEIVED AS OF MAY 25 2018 254.00 THANK YOU RS-1 001 RESIDENTIAL SERVICE BILLING PERIOD..04-05-18 TO 05-04-18 29 DAYS CUSTOMER CHARGE 8.82 ENERGY CHARGE FIRST 1000 KWH 655 KWH @ 7.132000 46.71 ABOVE 1000 KWH 0 KWH @ 8.559000 .00 FUEL CHARGE FIRST 1000 KWH 655 KWH @ 3.838000 25.14 ABOVE 1000 KWH 0 KWH @ 4.838000 .00 ASSET SECURITIZATION CHARGE 655 KWH @ 0.254000 1.66 LS-1 017 LIGHTING SER COMPANY OWNED/MAINTAINED BILLING PERIOD..04-05-18 TO 05-08-18 33 DAYS CUSTOMER CHARGE 1.20 ENERGY CHARGE 65 KWH @ 2.715000 1.76 FUEL CHARGE 65 KWH @ 3.945000 2.56 ASSET SECURITIZATION CHARGE 65 KWH @ 0.039000 0.03 =TOTAL ELECTRIC COST 87.88 EQUIPMENT RENTAL FOR: 1 WOOD 30/35 1 SV RW 16000 5.95 FIXTURE TOTAL 1.75 MAINTENANCE TOTAL
--	---




er/Billing%20and%20Payment%20History.pdf

Biling and Payment History

PAYMENT DATE	PAYMENT AMOUNT	PAYMENT STATUS
05/25/2018	\$120.00	APPROVED
05/15/2018	\$134.00	APPROVED

TOTAL KWH	COST PER DAY KWH	AVG KWH PER DAY
1,177	\$4.99	39

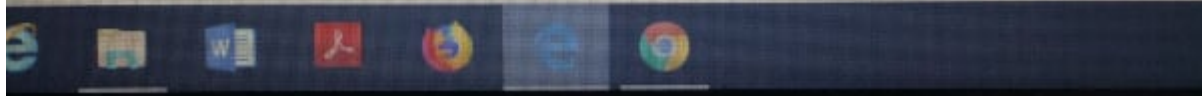


older/Billing%20and%20Payment%20History.pdf%204.pdf

Billing and Payment History

PAYMENT DATE	PAYMENT AMOUNT	PAYMENT STATUS
06/26/2018	\$108.38	APPROVED

TOTAL KWH	COST PER DAY KWH	AVG KWH PER DAY
737	\$3.10	23



older/Billing%20and%20Payment%20History.pdf%204.pdf

Billing and Payment History

PAYMENT DATE	PAYMENT AMOUNT	PAYMENT STATUS
06/26/2018	\$108.38	APPROVED

TOTAL KWH	COST PER DAY KWH	AVG KWH PER DAY
737	\$3.10	23





STATEMENT OF ELECT

JULY 2019
Duke Energ

**FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-727-443-2641**

WEB SITE: www.duke-energy.com

**TO REPORT A POWER OUTAGE:
1-800-228-8485**

ELIZABETH * RANDLE

1702 NEWARK ST S
ST PETERSBURG FL 337

SERVICE ADDRESS

1702 NEWARK ST S
ST PETERSBURG FL 337

PIN: 956361155

METER READINGS

METER NO.		001517367
PRESENT	(ACTUAL)	064563
PREVIOUS	(ACTUAL)	063983
DIFFERENCE		000580
TOTAL KWH		580

PAYMENTS RECEIVED AS OF JUL 05

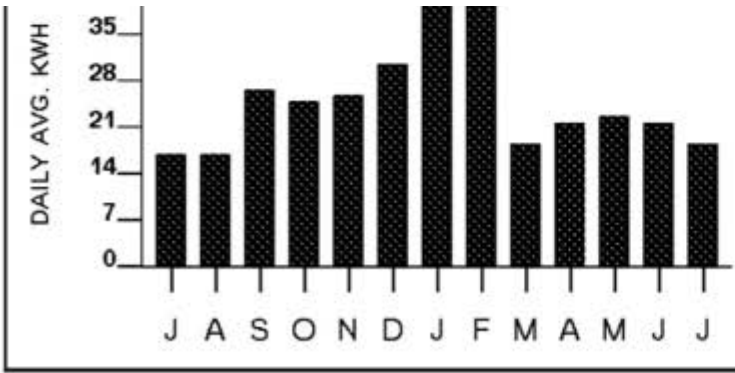
RS-1 001 RESIDENTIAL
BILLING PERIOD..06-05-19 TO 07
CUSTOMER CHARGE
ENERGY CHARGE
FIRST 1000 KWH
ABOVE 1000 KWH
FUEL CHARGE
FIRST 1000 KWH
ABOVE 1000 KWH
ASSET SECURITIZATION CHARGE

LS-1 017 LIGHTING SER
BILLING PERIOD..06-05-19 TO 07
CUSTOMER CHARGE
ENERGY CHARGE
FUEL CHARGE
ASSET SECURITIZATION CHARGE

*TOTAL ELECTRIC COST
EQUIPMENT RENTAL FOR:
1 WOOD 30/35
1 SV RW 16000
FIXTURE TOTAL
MAINTENANCE TOTAL
GROSS RECEIPTS TAX
MUNICIPAL FRANCHISE FEE

49

42



Payment of your bill prior to the a
late payment charge of \$5.00 or 1
Your account has a past due amo
service may be disconnected. Ple
If you're struggling to make ends
help make your electric service n
duke-energy.com/lifeline for more





