

Brian Schultz

From: Consumer Contact
Sent: Wednesday, April 15, 2020 9:15 AM
To: Consumer Correspondence
Subject: FW: Docket 20200106
Attachments: Seco to Duke transfer letter with pictures.pdf

Customer correspondence for docket 20200106.

Sincerely,

Diana Vizcarrondo
Regulatory Specialist II
Office of Consumer Assistance

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: Greg Merchant <greg.merchant@ymail.com>
Sent: Tuesday, April 14, 2020 1:25 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: Docket 20200106

Please find attached a complaint letter against the transfer from SECO to Duke with pictures. If you need any further info please do not hesitate to let us know.

Thank You
Greg Merchant

Sent from [Mail](#) for Windows 10

Greg Merchant
14970 SE 73rd Lane
Morriston, Fl. 32668
(225)-931-5992

Re; Docket 20200106

We were recently notified of the SECO to Duke transfer decision and were not happy.

We had SECO as an energy provider in The Villages for 4 years and were very happy with the cost of the electricity and service. When we moved to our Morriston address we were very happy to be able to continue with SECO and they went above and beyond to have our new service installed quickly.

There are several reasons why we do not want to be transferred to Duke. We have neighbors that have been with Duke for years. They have told us in the past that they have lost power a number of times when their SECO neighbors still had power. Also, during the past 8 months we have seen SECO clearing the limbs from the power lines, replacing poles and power lines. Almost every time we are out we see SECO. We have seen Duke vehicles twice. Once when our neighbors had lightning strike their power lines and once when we saw a Duke truck at Wal-Mart. There are lines in our area that need clearing as they are in the trees and need to be cleared.

Another reason is our cost for power will go up and being retired on a fixed budget we really don't need additional money out of our check.

We are on a corner lot with 800 feet frontage on 73rd lane and 400 feet frontage on SE 150th Ave.

We purchased the SECO lightning protector and if we transfer we will get a portion of the price back but will have to pay a monthly fee for new surge protection which will increase our power cost. Also, the warranty amount if SECO is \$5000 per device/\$500,000 Max. Duke is \$10,000 Max. So, cost more less coverage.

We paid extra to have our power run underground from the pole across SE 150th street to the side of the house. The Duke poles are at both corners of our property and not real convenient to run power from. Also, we do not want poles all over the place trying to get power to the side of our home. SECO is not transferring all of 150th. The east side of the street is SECO and the west side is Duke.

It makes no sense to transfer just us to Duke with all the grief involved for everyone. Logistically and economically it makes more sense just to leave it alone. We do hope you will see our point and deny the transfer.

Thank you for your time,

Greg & Dace' Merchant



Duke power line in trees

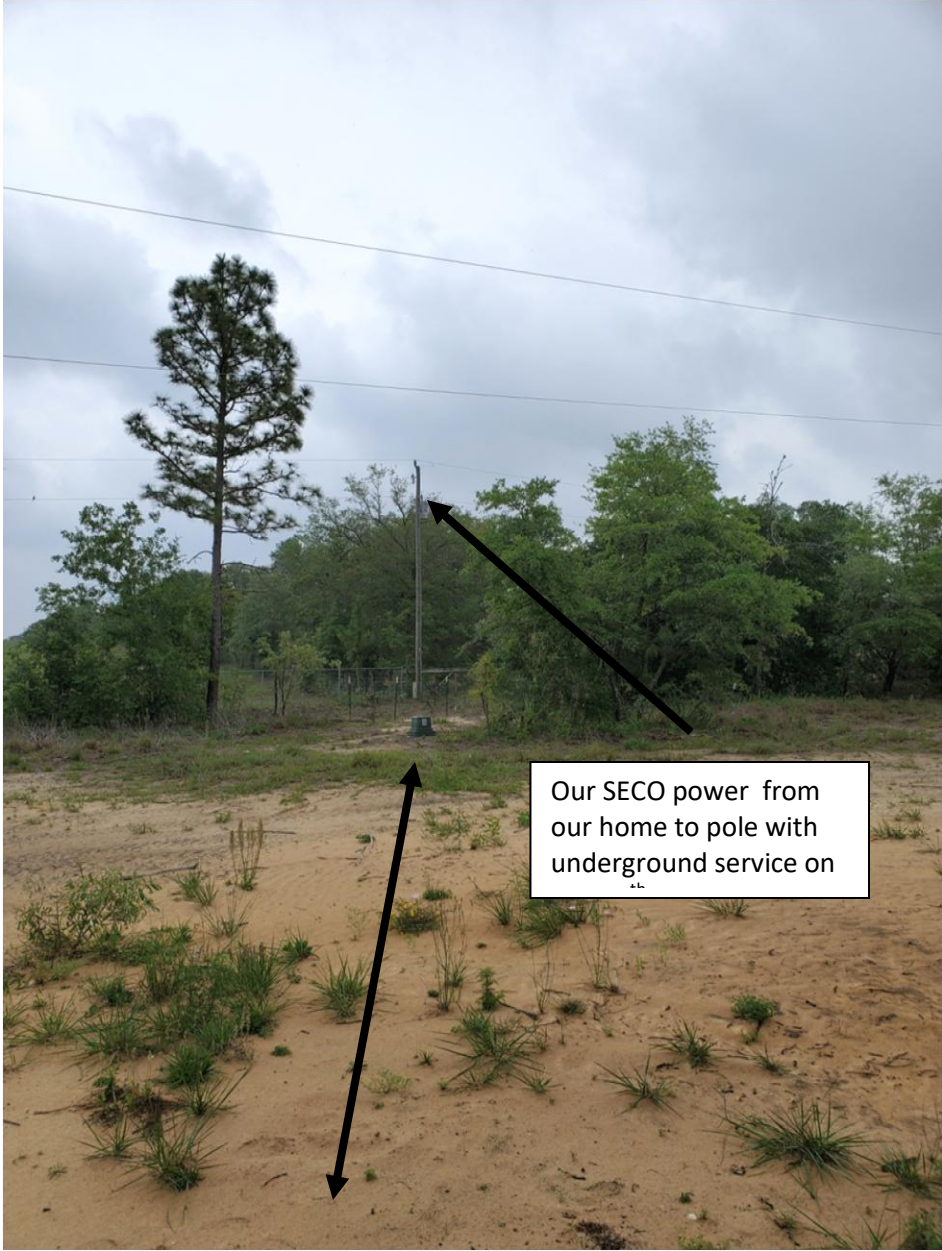


Duke power line in trees



Duke power line in trees





Our SECO power from
our home to pole with
underground service on



Underground service
from SE 150th Ave to our
home



Closest Duke power pole