

**Antonia Hover**

---

**From:** John Plescow  
**Sent:** Wednesday, July 5, 2023 11:35 AM  
**To:** Consumer Correspondence; Consina Griffin-Greaux  
**Subject:** FW: E-Form Other Complaints TRACKING NUMBER: 191283

Please, add to docket 20230001.

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

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> On Behalf Of Consumer Contact  
Sent: Wednesday, July 05, 2023 11:32 AM  
To: John Plescow <JPlescow@PSC.STATE.FL.US>  
Cc: Shonna McCray <SMcCray@PSC.STATE.FL.US>  
Subject: RE: E-Form Other Complaints TRACKING NUMBER: 191283

John,

Please send to clerk's office. I am awaiting your response. Case# 1424347C, I will add the notes once I receive an email back from you.

Thanks

Consina

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>  
Sent: Sunday, July 2, 2023 5:00 PM  
To: Consumer Contact <Contact@PSC.STATE.FL.US>  
Subject: E-Form Other Complaints TRACKING NUMBER: 191283

**CUSTOMER INFORMATION**

Name: Jennifer Deily  
Telephone: 7272446230  
Email: deily2@yahoo.com  
Address: 1546 Alert St Holiday FL 34690

**BUSINESS INFORMATION**

Business Account Name: Jennifer Deily  
Account Number: 910073597585  
Address: 1546 Alert St Holiday FL 34690

**COMPLAINT INFORMATION**

Complaint: Other Complaints against Duke Energy Florida, LLC d/b/a Duke Energy  
Details:

I find it extremely appalling that the company was allowed to increase the rates in Florida to the extent they have. I just received my new bill for cycle May 26 to June 27 2023 with a total electric usage of 1950 kwh for 33 days ran \$333.05 for just the electric charges. This exact same timeframe last year May 26 to June 27 , 2022 my account had a total electric usage of 1977 for 33 days ran \$290.20 for just the electric charges. This means we are paying \$42.85 more for the electric charges this year when we actually used 27 kwh less in 2023 than in 2022. Additionally we saw increases in the

product and services we subscribe to and the taxes. This is a HUGE increase to absorb. FPL has just announced their rates were decreasing. Why was this rate increase approved at such a high percentage? L