

Hiep Nguyen

From: John Plescow
Sent: Tuesday, July 12, 2022 1:46 PM
To: Consumer Correspondence; Diane Hood
Subject: FW: To CLK Docket 20210015

Please, add to docket 20210015.

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

From: Consumer Contact <Contact@PSC.STATE.FL.US>
Sent: Tuesday, July 12, 2022 10:47 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: To CLK Docket 20210015

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Tuesday, July 12, 2022 9:55 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaint TRACKING NUMBER: 187640

CUSTOMER INFORMATION

Name: Frank Curnow
Telephone: (386) 872-4944
Email: fcurnow69@gmail.com
Address: 1329 SUNLAND RD Daytona Beach FL 32114

BUSINESS INFORMATION

Business Account Name: Frank J. Curnow
Account Number: 68158-77417
Address: 1329 SUNLAND RD DAYTONA BEACH FL 32114

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

When I called, both the utility and Richard Gentry, Office of Public Counsel, suggested I file a complaint with your office. Mr. Gentry mentioned that the purpose of the new billing policy was to charge "snow birds" and solar users for the loss of revenue and inconvenience that the utilities face. I am neither a "snow bird" nor solar user, but an energy saving consumer, 75 years old and a 100% disabled veteran. My electric bill went up 62% because of this new policy. I was under the \$25 limit, but the taxes brought me over that limit. That is another obvious unfair and capricious ploy used by your organization. I would suggest that non-snow birds, and non-solar users be refunded the payments this unfair bill generated. It makes no sense whatsoever to have a customer who conserves energy to have his electric bill go up 62%. It is unfair, poorly conceived, and an attack on the people who conserve energy.

PSC was contacted previously