

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Wednesday, September 14, 2022 11:40 AM
To: 'Julia Angel'
Cc: Consumer Contact
Subject: RE: Docket # 20220069-GU

Good Morning, Julia Angel.

We will be placing your comments below in consumer correspondence in Docket Number 20220069, and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you!

Toni Hover

*Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6467*

From: Julia Angel <jbduba@gmail.com>
Sent: Wednesday, September 14, 2022 11:14 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket # 20220069-GU

Florida City Gas has the absolute worst customer service. They make it nearly impossible to get any requests done over the phone, sometimes simply hanging up on you, and their online portal is not at all user-friendly. A simple search of their Google reviews reveals a slew of complaints and even people who were left without hot water and gas for days because of the company's negligence. If FCG wants to charge us customers more, then they MUST improve their services by 100x for it to be fair. If I had the option of switching to another company, I would. They don't deserve this price hike.

-Julia Angel
Palmetto Bay, FL