

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Wednesday, June 18, 2025 10:40 AM
To: 'Sharon Foust-Mills'
Cc: Consumer Contact
Subject: RE: 2025011-EI

Good Morning

We will be placing your comments below in consumer correspondence in Docket No. 20250011, and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you,
Nick Holmes
Commission Deputy Clerk II
Office of Commission Clerk
Florida Public Service Commission
850-413-6770

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From: Sharon Foust-Mills <smills2569@gmail.com>
Sent: Wednesday, June 18, 2025 10:35 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: 2025011-EI

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I'm writing about the FPL rate increase. Too many people are struggling with higher food prices, higher utilities, higher gas and so many other things that have a huge financial impact on them. FPL's parent company has recently announced their highest earnings and dividends for investors in their history. It's ridiculous to let them continue increasing charges when they are already earning a higher than predicted amount.

Their service isn't great either. Power surges and power outages occur daily! That never happened under Gulf Power. They have no customer service assistance that can be reached by phone. They only let you make one payment a month, so if you don't have all the money at once, you end up being charged fees for splitting payments. They've made hundreds of mistakes, in cases where it should be obvious that there is an error (a bill that has been around \$200 a month for years is suddenly \$500) and they refuse to correct it, claiming there's no problem and if the person literally can't pay it, they disconnect their power. They are making customers who have had power in the same location for 10 years or more suddenly need to make a service deposit, often \$1500-2000 and they send a letter demanding it within 21 days or they cut off their power and won't restore it until they pay the deposit, plus current bill plus disconnect and reconnect fees! It's insane.

Many of their current business operations should be illegal. We need state laws that protect people from their dishonest business practices.

They should not be allowed to increase prices. They did this during COVID and promised our bills would go down for three consecutive years after that year, and that decrease never happened. They make promises they never keep. They breach contract with no consequences.

Sharon Mills