

Antonia Hover

From: John Plescow
Sent: Thursday, July 31, 2025 3:25 PM
To: Consumer Correspondence; Consina Griffin-Greaux
Subject: FW: Docket #2025-0011

Please, add to docket 20250011.

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> **On Behalf Of** Consumer Contact
Sent: Thursday, July 31, 2025 3:08 PM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: FW: Docket #2025-0011

John,
Please forward to clerk's office.
C'Griffin-Greaux

From: Courtney Bagans <courtneybagans@gmail.com>
Sent: Thursday, July 31, 2025 12:48 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: Docket #2025-0011

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Hello,

My name is Courtney Bagans. I was a resident at 6001 SW 7th AVE #342, South Miami, FL 33143 for two years. During that time, I had electric service provided by FPL. I'm writing to relay how wonderful their customer service was. From the first time I applied for electricity through the disconnect process when I moved to attend graduate school, the process was easy and efficient. I paid my bill on their mobile phone application, which was easy to use and accurately credited my account each month. In fact, in the time that I had service with FPL, I never had to contact them for any issues, making my customer experience enjoyable -- which is not the case with other utilities that I have had service with.

I understand FPL is applying for a rate increase, and if that is what it takes to continue to provide the outstanding service that I experienced, I am in full support of the increase.

Sincerely,
Courtney Bagans