

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: July 7, 2026

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Adria E. Harper, General Counsel *AEH*

RE: Correspondence for Filing in Docket No. 20260078-EI

Please place the attached correspondence from Karen Kostantis in Docket No. 20260078-EI.

Thank you.

RECEIVED FPSC
2026 JUL -7 PM 4:06
COMMISSION
CLERK

SPECIAL - PRIVATE - PRIORITY
CONFIDENTIAL - RESTRICTED - NON ASSUMPSIT

30 June 2026

From:

karen rose, from the house DeCola,
also known as Karen DeCola Kostantis
Executrix, KAREN ROSE DECOLA, Estate
General Post | c/o 3438 East Lake Road, Suite 14 | Palm Harbor, Florida Republic

To:

Adria E. Harper, Office of General Counsel and
Attention: Adam Teitzman, Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Formal Complaint Against Duke Energy Florida LLC | Docket Number 20260078-EI

Dear Adria and Adam,

This follows my letter of 26 May 2026, sent by U.S. mail, with no written response. Please confirm in writing that it was entered into Docket 20260078-EI, the date entered, and provide all panel meeting dates over the past year, including around 9 June 2026, and all dates scheduled going forward (copy enclosed of the 5/26/2026 letter). **Exhibit A**

On 30 June 2026, Duke disconnected service at the service location while this Complaint remains pending. Payment was again tendered under protest and duress to restore service - no agreement to any account, tax ID, undisclosed terms, or "opt-out," Duke itself being the cause of any "opt-in" at a location with long standing non consent to smart meter.

Upon calling in, agent Diane, Case No. 1037052951, transferred the funds of 96.34 lawfully tendered approximately 6 February 2026 from account 5339 to 2470 and placed removal Order No. 100023017313 - directly contradicting Duke's representation in this Complaint that funds could not be transferred between accounts.

Duke has claimed since 6 February 2026 that the 96.34 was returned. Diane admitted today it was sent to 4425 Rutledge Drive - not the mailing location that Duke has consistently mailed all billing to since 2013, which Duke has known the entire time. For nearly five months Duke fails to return or apply the smart meter removal installed without consent; today, on one call, it was done instantly. What Duke called impossible was a choice.

No accounting has been provided for account 5339, 31 October 2025 through Duke's non-consensual disconnection 2 December 2025 and billing up to the February billing statement. Itemized accounting is still required for that time.

Please enter this letter, today's disconnection and protest tender, Case No. 1037052951, and Order No. 100023017313 into Docket 20260078-EI for the pending hearing.

Respectfully,
By: Karen rose
karen rose, from the house DeCola
also known as Karen DeCola Kostantis
General Post | c/o 3438 East Lake Road, Suite 14 | Palm Harbor, Florida Republic

Also enclosed Exhibits B: Notice of Dispute / Demand Acct'd 4/23/26 + C: Tender Payment

Add to Docket!

SPECIAL - PRIVATE - PRIORITY
CONFIDENTIAL - RESTRICTED - NON ASSUMPSIT

5/20/26

Exhibit A, Page 1 of 2

**SPECIAL - PRIVATE - PRIORITY
CONFIDENTIAL - RESTRICTED - NON ASSUMPSIT**

Karen :DeCola Kostantis
In Care of: 3438 East Lake Road, Suite 14
Palm Harbor, Florida. ZIP Code Exempt
Non-Domestic

26 May 2026

Office of General Counsel, Adria E Harper, and
Attention: Jennifer Crawford
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Formal Complaint Against Duke Energy Florida LLC
Docket Number 20260078-EI

Dear Adria and Jennifer,

As a preliminary matter, please address all future correspondence to me simply as Karen. I do not use titles or surnames in my communications and respectfully request the Commission honor that preference going forward.

I received your letter dated May 8, 2026, and another by email on May 21, 2026 that I have not yet received by United States mail. Please be advised that I do not consent to service or communication by email alone. All correspondence, filings, notices, and documents of any kind must be sent to me via United States mail at my address of record. Going forward, please discontinue email communication entirely and send everything exclusively by regular mail.

I now turn to a significant concern. Your letter states that all documents must be e-filed through the clerk and that the clerk does not accept submissions by email. I must respectfully challenge that characterization on two independent grounds.

First, the Commission's own publicly available materials say otherwise. The FPSC Consumer Assistance portal at psc.state.fl.us states: "If you want to file an on-line utility complaint, use our on-line complaint form or you can email, contact@psc.state.fl.us." The Commission's published consumer brochure, titled "If You Have a Problem with Utility Service or Rates," likewise provides the email address contact@psc.state.fl.us as an accepted method of contact and complaint submission, alongside telephone, fax, online form, and mail. In addition, for e-filing assistance, the clerk's office itself provides its own email at clerk@psc.state.fl.us. If email were a prohibited submission method, the Commission would not be publishing email addresses and inviting anyone to use them for exactly that purpose. I am aware of no FPSC rule that prohibits a formal complaint from being initiated or submitted via email.

Second, and more importantly, after I submitted my formal complaint materials, I personally spoke with Adam of the clerk's office to inquire about the status of my docket. At no point did the clerk advise me that my submission was procedurally deficient or that email was an unacceptable filing method. To the contrary, the clerk informed me directly that he could not yet assign a docket number because he was

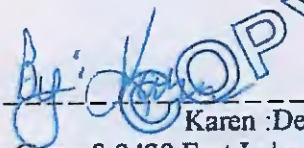
Exhibit A, Page 2 of 2

waiting on direction from the attorneys. The hold was on the attorney side, not a procedural rejection by the clerk. To now represent that the clerk does not accept email submissions is inconsistent with what the clerk himself communicated to me. If the decision to require e-filing was made by the attorneys, then it should be attributed to the attorneys, not mischaracterized as a limitation imposed by the clerk.

Finally, I understand from your letter that the Commission clerk will provide notice to Duke Energy Florida LLC and that the utility will have an opportunity to respond. I have since received an indication that Duke Energy may have already responded or been notified. However, if no docket was officially opened at the time of that notification, I would appreciate clarification as to what exactly Duke Energy was responding to, and under what procedural authority notice was issued before a docket existed. Please provide me with copies of any notice sent to the utility and any response received, forwarded to me by United States mail.

Thank you for your attention to these matters. I look forward to your written response at my mailing address.

Respectfully,

By:  **COPY**

Karen DeCola Kostantis
In Care of: 3438 East Lake Road, Suite 14
Palm Harbor, Florida. ZIP Code Exempt
Non domestic

SPECIAL - PRIVATE - PRIORITY
CONFIDENTIAL - RESTRICTED - NON ASSUMPSIT

Exhibit B

**PRIVATE - SPECIAL
RESTRICTED - PRIORITY - CONFIDENTIAL**
All Rights Reserved and Unalienable

Karen DeCola Kostantis
In Care of: 3438 East Lake Road, Suite 14
Palm Harbor, Florida ZIP Exempt
Non-Domestic

Notice to Agent is Notice to Principal, Notice to Principal is Notice to Agent

**NOTICE OF DISPUTE, DEMAND FOR ACCOUNTING,
AND DEMAND FOR IMMEDIATE CORRECTION OF RECORDS
WITH RESERVATION OF ALL RIGHTS**

Date: 23 April 2026

To: Duke Energy Florida, LLC
c/o Registered Agent
1200 S Pine Island Road
Plantation, Florida 33324

Re: Tender of Payment made by necessity 4/22/2026, Defective Account Records, Unreturned Funds (\$96.34), and Improper Billing Conduct

To Whom It May Concern:

This correspondence constitutes tender of payment made 4/22/2026 by necessity, demand for accounting, and demand for immediate correction of materially defective records associated with your Duke account associated with my name and mailing location.

On or about March 31, 2026, I tendered payment in good faith to Duke's account ending 2470 created by its agents without my authority through an authorized third-party location. The receipt issued reflects my name and contact information, yet lists an unrelated address in Lake Mary, Florida. The payment agent and Duke agent have both confirmed that such billing data is system-generated by your company. Walmart agent was able to correct it.

Additionally, I tendered the lawful amount 96.34 for the specific purpose of smart meter removal, supported by medical certification. Your company has represented that this amount was "refunded" on or about February 27, 2026. No such refund has been received nor AMI meter removed. Despite the outstanding status of these funds and unresolved billing defects, your company continues coercive collection conduct, including repeated threats of service interruption. Accordingly:

1. All payments are tendered under protest, by necessity, without waiver, and with full reservation of rights.
2. Demand is hereby made for all billing records from October 30 to date for the accounts ending 5339 and 2470.
3. Your records are disputed in their entirety to the extent inaccurate and must be corrected immediately.
4. Provide refund and full written accounting of the alleged 96.34 refund, including proof of mailing/delivery details.
5. Provide explanation for the unrelated Lake Mary address appearing on tender of payment records from March 2026.
6. Preserve all records related to this matter for regulatory compliance and official dispute.

Tender Payment 22 April 2026 Reference: 1702357476

This notice is submitted without prejudice and with full reservation of all rights.

By: [Signature]

**PRIVATE - SPECIAL
RESTRICTED - PRIORITY - CONFIDENTIAL**
All Rights Reserved and Unalienable

Exhibit C

**SPECIAL - PRIVATE - PRIORITY
CONFIDENTIAL - RESTRICTED - NON ASSUMPSIT**

Karen from the family DeCola Kostantis
In Care of: 3438 East Lake Road, Suite 14
Palm Harbor, Florida near [34685] Non-Domestic

Notice to Agent is Notice to Principal. Notice to Principal is Notice to Agent

May 20, 2026

NOTICE TO AGENT IS NOTICE TO PRINCIPAL, NOTICE TO PRINCIPAL IS NOTICE TO AGENT

Attention: Duke Energy Florida Agents and Florida Public Service Commission Agents – Sent via US mail and electronically to FPSC agent and to DUKE ENERGY FLORIDA agent

Tender of payment in the amount of (152.53) one hundred fifty-two and 53/100 was lawfully made on this day, 20 May 2026, under protest, under necessity, and under extreme duress, toward Duke Energy Florida's account number 9101 9368 2470, which was created by Duke agent "Angel" of St Petersburg, Florida on December 2, 2025, without my knowledge, authorization, or consent, and against my express consent. The Receipt Number which is

This lawful tender is made solely to prevent further harm, interruption of essential services, threatened enforcement actions, and additional damages, and shall not be construed as waiver, acquiescence, admission of liability, or consent to the disputed account, disputed balances, disputed accounting, or disputed obligations presently under formal complaint and unresolved administrative review.

Continued refusal to honor the proper mailing location, including omission of the "c/o" designation, use of unauthorized titles, and continued use of unauthorized ZIP codes, presumptions regarding status, residency, or capacity, does not constitute my consent, acquiescence, or waiver, and all such presumptions are expressly denied and rebutted upon the record.

I am still waiting for the removal of the smart meter and installation of the analog meter, the funds of which were accepted and never returned! Be advised, late payment fees apply from February 9, 2026 for failure to return said funds as claimed.

All rights, remedies, objections, defenses, and claims are expressly reserved without prejudice.

Govern yourselves accordingly.

Lawfully submitted in honor.

Karen, beneficiary, FOR THE UNITED STATES, PRINCIPAL:
and not as surety, trustee, accommodation party, or voluntary guarantor
for any undisclosed public, corporate, or governmental obligation
absent lawful verified proof of claim