

Bendria Fugnole

From: John Plescow
Sent: Thursday, July 9, 2026 2:33 PM
To: Consumer Correspondence; Consina Griffin-Greaux
Subject: FW: E-Form Other Complaints TRACKING NUMBER: 216948

Please, add to docket 20260026.

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

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> On Behalf Of Consumer Contact
Sent: Thursday, July 09, 2026 2:00 PM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: FW: E-Form Other Complaints TRACKING NUMBER: 216948

Forward to clerks 20260026

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Thursday, July 9, 2026 1:12 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaints TRACKING NUMBER: 216948

CUSTOMER INFORMATION

Name: Bonnie Layko
Telephone:
Email: njlake1@gmail.com
Address: 2550 Jolena Drive Melbourne FL 32935

BUSINESS INFORMATION

Business Account Name: Bonnie Layko
Account Number:
Address: 2550 Jolena Drive Melbourne FL 32935

COMPLAINT INFORMATION

Complaint: Other Complaints against Florida City Gas

Details:

Since moving into new construction in 2019, my Florida City Gas bills have increased by approximately 50% despite no change in my actual usage. These increases have happened steadily and without justification tied to service improvements or infrastructure needs.

The newly approved rate increases for 2026 — including the interim increase — are unacceptable. The Notice of Interim Rate Increase was delivered to customers on 7/8/2026, which was one day after the Commission voted. This provided customers with no opportunity to offer input or participate in the process. The timing of this notice effectively prevents meaningful public comment and leaves customers without a voice in decisions that significantly impact household expenses.

Florida City Gas customers are being placed at a financial disadvantage through repeated rate hikes that do not reflect usage or service value. I request that this complaint be entered into the docket record for the rate case and that the Commission require Florida City Gas to justify these increases and address the lack of timely notice to customers