

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Tuesday, July 14, 2026 2:43 PM
To: Hazel O'Toole
Cc: Consumer Contact
Subject: RE: Florida City Gas Docket No 20260026

Good Afternoon,

We will be placing your comments below in consumer correspondence in Docket No. 20260026, and forwarding them to the Office of Consumer Assistance.

Thank you!

Tristan Davis

Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6121

PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your email message may be subject to public disclosure.

From: Hazel O'Toole <haotoole@gmail.com>
Sent: Tuesday, July 14, 2026 2:39 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Florida City Gas Docket No 20260026

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Please find attached my comments regarding the proposed rate increase form Florida City Gas

Thank you for taking these comments into consideration

Hazel O'Toole



Application for rate increase by
Florida City Gas

DOCKET NO. 20260026

Name HAZEL O'TOOLE

Address 4241 WOODHALL CIRCLE, ROCKLEDGE FL 32955

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or scan and email to the Commission Clerk at clerk@psc.state.fl.us. Correspondence will be placed in the docket file.

CUSTOMER COMMENTS

Docket No 20260026

Objection to this proposed increase by Florida City Gas.

By combining 3 Rate Classes; RS-1, RS-100, RS-600 to just RS, and apparently rolling in the SAFE charge, the monthly Customer Charge has increased for RS-1 and RS-100 to over \$8 a month or over 31%. However for RS-600 the monthly increase is only \$2.80 or less than 1%. This unequal increase penalizes RS-1 and RS-100 customers, and also using only one Rate Class could lead to larger increases in future years.

Unequal increase is also evident with the Distribution Charge, for RS-100 increase of over 59% but only 29% for RS-600.

In addition customer service has deteriorated over last 12 months. Their payment system no longer accepts electronic bank payments, only checks (which can cause late charges if mail is slow), direct payments to them online incurs an additional service charge. They appear to favor an AutoPayment system, not everyone's choice.

Thank you

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