

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Wednesday, July 22, 2026 12:33 PM
To: Joyce Lynch
Cc: Consumer Contact
Subject: RE: unethical actions by Florida City Gas DOCKET # 20260026

Good Afternoon,

We will be placing your comments below in consumer correspondence in Docket No. 2026026, 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

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From: Joyce Lynch <joycealynch53@gmail.com>
Sent: Wednesday, July 22, 2026 12:28 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: unethical actions by Florida City Gas DOCKET # 20260026

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The first notification I received was a disconnect notice. I spent greater than 3 hours on the phone being transferred several times and placed on long on hold. I was eventually told I owed December 2025, January 2026, February 2026. My last auto deduction was December 2nd 2025. I received no email and no paper mail prior to the disconnect notice sent by mail. Plus I had family for holidays and for my daughter's wedding in January..

By phone the representatives were confused as to who could help me. They said I owed over \$400.00 for those 3 months so I paid by phone on credit card to keep gas ON.. The \$400. was high for 3 months.

Later, that same afternoon a Fla City Gas worker came to disconnect my gas. He knocked first because he said many field workers were sent out to disconnect and about 30% of customers who were unaware of any payment problems, like me.

He had the courtesy to try talk to customer if at home, but that many of his co-workers just disconnected. He is also the person I paid ahead for April 2026, by credit card.

He said the gas company had been purchase by new owners and this is their "first move."
He also verified there is no other option to obtain gas in this area. So no competition.

About two months later I was out of town, and I returned to NO GAS in my stove, heat or grill.
I phoned, and was told that in April when I spoke to multiple Fla City Gas representatives, the representatives forgot to include December, 2025 in the past due amount.

This meant the previous \$400 paid in arrears was only for TWO months. Effectively TRIPLING the monthly payment, plus extra late and disconnect extra fees. I had acted in good faith, was completely compliant since I had no other recourse, PLUS paid them separately AHEAD for the month of April 2026.

This time, without notice, the disconnect was ACTUALLY DONE while I was out of town visiting 96 yr old mother in another state.

I re-set up autopay online since the representatives said they were not able to do so by phone.

I had no choice but to pay for December Again. It seemed the new charges were triple the previous monthly charges, WITHOUT NOTIFICATION.

My gas bills were far below \$100 / month prior to this new owner. Now they were taking \$200 / month, Plus false extra charges. I had to pay what they said or not have Gas.

They then said I would get credit on my next bill, but not on the card used for auto-pay. This was not done.

This is not what our country and capitalism is supposed to be. It is very creepy to me, a 73 year old widow, easy prey.

I truly hope many customers are compensated for overpayment and essentially paying fraudulent bills.
And that the "new owners " of the Gas company are removed.

Thank you,

Joyce Lynch
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Melbourne, Fla. 32934
321-432-9197