

Nguyen, Julie

From: Kevin Dahl <kevind642@gmail.com>
Sent: Friday, November 14, 2025 7:21 PM
To: Nowicki, Vince
Cc: BCC Agenda Comments
Subject: Duke Energy Florida Billing & Metering Issue Impacting Pinellas Resident

This Message Is From an Untrusted Sender

You have not previously corresponded with this sender.

[Report Suspicious](#)

Mr. Nowicki,

I am a resident of Pinellas County and a Duke Energy Florida customer, and I am reaching out for your help regarding a serious billing and metering issue that has not been properly addressed by the utility.

For a recent billing cycle, I was charged \$123 for electricity during a month in which I was away from my apartment for approximately 20 of the 30 days billed. During that time, my home was unoccupied, and my A/C, lights, and appliances were turned off. Despite this, my billed usage appears similar to what I might expect during normal occupancy.

When I contacted Duke Energy, representatives acknowledged abnormalities in my usage and provided only a meter diagnostic report—not a formal meter accuracy test. I was told that if I wanted a full investigation or testing, I would need to pay for it myself, even though Duke Energy owns and controls the meter and billing infrastructure. Responsibility was repeatedly shifted to my apartment complex, and at one point I was told there was essentially nothing I could do.

I am concerned that this may not be an isolated incident and that other Pinellas County residents could be affected by similar practices. If customers are billed in a way that seems inconsistent with their usage and are then required to pay to have the utility's own equipment tested, it creates a barrier to identifying potential systemic problems.

I have filed or am filing complaints with the Florida Public Service Commission, the Florida Attorney General, the FTC, and local consumer protection agencies, but I also wanted to bring this to your attention as my elected representative. I respectfully request:

That your office inquire with Duke Energy Florida and/or the appropriate county staff regarding this type of complaint; and

That you consider whether additional oversight, hearings, or public discussion are needed regarding utility billing and metering practices affecting residents of Pinellas County.

I would be happy to provide copies of my bill, call notes, and any responses I receive from Duke Energy or regulatory agencies.

Thank you for your time and for your service to our community.

Sincerely,

Kevin Dahl
2501 Stirling Circle
Unit 413
Dunedin, FL 34698
727-485-4896 (mobile)
Kevin.Dahl@outlook.com
Duke Energy account number: 910154251144