

Antonia Hover

From: Betty Leland
Sent: Wednesday, December 21, 2022 1:45 PM
To: Commissioner Correspondence
Subject: FW: Call from a Duke customer

Good Afternoon:

Please place this email in Docket #20220001.

Thanks.

Betty Leland, Executive Assistant to
Commissioner Art Graham
Florida Public Service Commission
bleland@psc.state.fl.us
(850) 413-6024

From: Jim Varian <jvarian@PSC.STATE.FL.US>
Sent: Wednesday, December 21, 2022 1:36 PM
To: Art Graham <AGraham@PSC.STATE.FL.US>
Cc: Betty Leland <BLELAND@psc.state.fl.us>
Subject: Call from a Duke customer

I had a call from Rebecca Mubircek, who is a Duke customer in Casselberry. She was very nice, but very dissatisfied with Duke's rate increases and wanted me to share her concerns with you.

She said her income isn't that high, making utility bills challenging, so she feels it's particularly unreasonable that Duke's executive compensation is as high as it is. She cited Lynn Good's compensation package worth \$16.5 million, which is a substantial increase over the prior year. She also objects to the Crystal River surcharge, which she feels should be the company's responsibility.

She also was frustrated with Duke's customer service people, who she feels were not helpful.

When she expressed interest in OPC, I gave her their number. As promised, I'm passing her concerns along to you.

Jim Varian
Chief Advisor to Commissioner Art Graham
Florida Public Service Commission
jvarian@psc.state.fl.us
[850-413-6022](tel:850-413-6022)