

**Antonia Hover**

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**From:** Ellen Plendl  
**Sent:** Wednesday, July 19, 2023 3:18 PM  
**To:** Consumer Correspondence  
**Subject:** Docket Nos. 20230001 & 20230020  
**Attachments:** FW: Duke Energy Price Gouging; FW: Home electric bills are out of control now...;  
Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida

See attached customer correspondence and replies for Docket Nos. 20230001 & 20230020

## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, July 10, 2023 8:39 AM  
**To:** Ellen Plendl  
**Subject:** FW: Duke Energy Price Gouging

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

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

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**From:** Shirley Libby <SMLIBBY8@GMAIL.COM>  
**Sent:** Friday, July 7, 2023 6:05 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Duke Energy Price Gouging

Constituent message:

1. **Name**  
Shirley Libby
2. **Email Address**  
[SMLIBBY8@GMAIL.COM](mailto:SMLIBBY8@GMAIL.COM)
3. **Phone Number**  
13862287947
4. **Subject**  
Duke Energy Price Gouging
5. **Message**  
I am overwhelmed with the cost of electricity as are all Duke energy customers. Duke energy has increased rates numerous times and 'we the people' need this price gouging to STOP! Please intervene and cap this monopoly now.
6. **Attach file (optional)**
7. **User IP Address**  
50.88.82.66
8. **HTTP User Agent**  
Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/114.0.0.0 Safari/537.36 Edg/114.0.1823.67
9. **Date Submitted**  
07/07/2023

**10. Time Submitted**

6:05:18 am, EDT

This message was sent from <https://www.flgov.com>.

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, July 10, 2023 8:52 AM  
**To:** Ellen Plendl  
**Subject:** FW: Home electric bills are out of control now...  
**Attachments:** 7ldxj0clsiNK-07042023-Duke-and-FPL-Monopolies.docx

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

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

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**From:** Robert Carroll <scarrollodi@yahoo.com>  
**Sent:** Tuesday, July 4, 2023 9:42 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Home electric bills are out of control now...

Constituent message:

1. **Name**  
Robert Carroll
2. **Email Address**  
[scarrollodi@yahoo.com](mailto:scarrollodi@yahoo.com)
3. **Phone Number**  
4074032387
4. **Subject**  
Home electric bills are out of control now...
5. **Message**  
Greed, Corruption and Monopolies in Florida:  
[https://finance.yahoo.com/news/duke-energy-first-quarter-2023-100751715.html?fr=sycsrp\\_catchall](https://finance.yahoo.com/news/duke-energy-first-quarter-2023-100751715.html?fr=sycsrp_catchall)
6. **Attach file (optional)**  
[7ldxj0clsiNK-07042023-Duke-and-FPL-Monopolies.docx](#)
7. **User IP Address**  
67.174.9.206
8. **HTTP User Agent**  
Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:109.0) Gecko/20100101 Firefox/114.0
9. **Date Submitted**  
04/07/2023

**10. Time Submitted**

9:42:22 am, EDT

This message was sent from <https://www.flgov.com>.

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

07/04/2023

I am begging and pleading that the Florida PSC and Governor Ron Desantis can do something about the GREED and CORRUPTION that is running rampant with Duke Energy and FPL ? I just received my electric bill and it is the highest one of all time and not because of usage but because of the rates. I have my thermostat on 82 and have a newer system and always have everything off and unplugged even including the router when not in use. I try anyway possible to not use energy now since it costs so much. The truly sad thing is that Duke and FPL have monopolies and are not regulated properly as can be seen by their immense profits that continue to rise along with the rates they are charging us. I am actually using less energy now but my electric bills are higher every month. Also, it is sickening that they keep telling us about all these so called helpful programs that are not fixing the root of the problem which is their GREED and CORRUPTION. They raise the rates every few months and then never lower them when the gas and oil they use to make electricity is down in price like now.

Can you please get them to lower the rates now and always when they are buying gas and oil cheaper as 15 % profit (BILLIONS of \$\$\$) is insane when they running a TRUE MONOPOLY ?

Thank you, Robert Carroll

## Antonia Hover

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**From:** Shonna McCray  
**Sent:** Wednesday, July 19, 2023 2:57 PM  
**To:** 'SMLIBBY8@GMAIL.COM'  
**Cc:** Ellen Plendl  
**Subject:** Consumer Inquiry - Duke Energy Florida

Ms. Shirley Libby  
SMLIBBY8@GMAIL.COM

RE: FPSC Inquiry 1425296C

Dear Ms. Libby:

The Governor's office forwarded a copy of your email regarding Duke Energy Florida (DEF) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

You expressed a concern about recent rate increases. On March 7, 2023, the FPSC approved a mid-course correction to the fuel factors and granted preliminary interim storm restoration charge for DEF.

The adjusted fuel factors reflect unrecovered fuel costs incurred in 2022. The interim storm restoration recovery charges are costs associated with named storms and will replenish each utility's storm reserve fund. Interim storm restoration charges are approved for a 12-month recovery period and are subject to refund, with interest, pending further review once the total actual costs are known for each utility.

Utilities do not earn a profit on fuel charges. The fuel and capacity cost component of customers' bills is set for each calendar year, but mid-course corrections are used when a utility's costs increase or decrease significantly in the interim. Under Commission rules, a utility must notify the PSC when it expects an under- or over-recovery greater than 10 percent.

DEF's approved charges include the new fuel factor to be recovered over 21 months and the preliminary approval for recovery of \$442.1 million in interim storm restoration costs for Hurricanes Elsa, Eta, Ian, Isaias, and Nicole, and Tropical Storm Fred.

We appreciate you sharing your views and will add your correspondence to both Dockets 20230001 and 20230020 regarding the mid-course correction and the storm restoration recovery, respectively.

If you have any questions or concerns please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray  
Regulatory Program Administrator  
Florida Public Service Commission

## Antonia Hover

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**From:** Shonna McCray  
**Sent:** Wednesday, July 19, 2023 2:58 PM  
**To:** 'scarrollodi@yahoo.com'  
**Cc:** Ellen Plendl  
**Subject:** Consumer Inquiry - Duke Energy Florida

Mr. Robert Carroll  
scarrollodi@yahoo.com

RE: FPSC Inquiry 1425299C

Dear Mr. Carroll:

The Governor's office forwarded a copy of your email regarding Duke Energy Florida (DEF) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

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Sincerely,

Shonna McCray  
Regulatory Program Administrator  
Florida Public Service Commission