

Antonia Hover

From: Ellen Plendl
Sent: Monday, July 24, 2023 10:24 AM
To: Consumer Correspondence
Subject: RE: Docket Nos. 20230001 & 20230020
Attachments: Re Consumer Inquiry - Duke Energy Florida; FW Duke Energy ; Consumer Inquiry - Duke Energy Florida

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

Antonia Hover

From: Shirley Libby <smlibby8@gmail.com>
Sent: Wednesday, July 19, 2023 5:26 PM
To: Shonna McCray
Cc: Ellen Plendl
Subject: Re: Consumer Inquiry - Duke Energy Florida

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

Thank you for your response. Unfortunately, this response disregards everything every household forced to use Duke Energy and needs to be addressed. While your multi billion dollar organization collects ever increasing monthly bills which should have budgeted for any and all storm damages you excuse your negligence in management and insist on recovering every dime spent on multiple storms at \$442.1 million dollars. Those of us on fixed incomes have seen increases across every necessity and are struggling to survive while Duke energy & conglomerates rape the public!

I would appreciate a genuine concern for all of 'us' forced to use your service in the form of fair rates and capped increases.

Thank you,
Shirley Libby

On Wed, Jul 19, 2023 at 2:56 PM Shonna McCray <SMcCray@psc.state.fl.us> wrote:

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

From: Diane Hood on behalf of Consumer Contact
Sent: Monday, July 24, 2023 10:12 AM
To: Ellen Plendl
Cc: Shonna McCray
Subject: FW: Duke Energy

To be added to 1425296C. DHood

From: Please do not ship and refund: Q-SORB™ Co Q-10 Plus Red Yeast Rice <smlibby8@gmail.com>
Sent: Sunday, July 23, 2023 5:45 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: Duke Energy

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

Hello, I sent a complaint regarding Duke Energy rate increases being much too high for the average home owner. I've seen multiple others complaining on Nextdoor Deltona. With my first complaint ya'll sent it back to Duke Energy to address. For your information they responded with a 'we don't give a shit' response, stating the state approved of their price gouging. I hope ya'll get swamped with thousands of others requesting relief in the form of stays of increases, increase caps that favor home owners, and include the same for auto and home insurance companies. Please recognize the fact that everything from food, fuel, medicine, including energy and insurance have increased to breaking point and YOU are the only source of help we have. Please DO something for us!

Thank you,
Shirley Libby
Deltona, FL

Sent from [Mail](#) for Windows

Antonia Hover

From: Ellen Plendl
Sent: Monday, July 24, 2023 10:22 AM
To: 'SMLIBBY8@GMAIL.COM'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Shirley Libby
SMLIBBY8@GMAIL.COM

RE: FPSC Inquiry 1425296C

Dear Ms. Libby:

This is a follow up to your July 19th and July 23rd E-mails to the Florida Public Service Commission (FPSC) regarding Duke Energy Florida (DEF). We appreciate the opportunity to respond directly to you.

As we advised in our July 19th E-mail, the FPSC had approved recent mid-course corrections to the fuel factors and granted preliminary interim storm restoration charge for DEF.

The next fuel cost hearing for 2023 will be held between November 1, 2023 through November 3, 2023. You may watch the hearings live or afterwards by using the following link:

<https://www.floridapsc.com/schedule-of-events>

We appreciate you sharing your views and will add your comments to the correspondence side of Docket Nos. 20230001 and 20230020.

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

Sincerely,

Ellen Plendl
Regulatory Analyst IV
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)