

Antonia Hover

From: Ellen Plendl
Sent: Monday, August 21, 2023 10:19 AM
To: Consumer Correspondence
Subject: Docket Nos. 20230001 & 20230020
Attachments: FW Ridiculous electric bills; Consumer Inquiry - Duke Energy Florida

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

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, August 21, 2023 10:12 AM
To: Ellen Plendl
Subject: FW: Ridiculous electric bills

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

From: Ken Smith <captain.ken@juno.com>
Sent: Wednesday, August 2, 2023 3:49 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Ridiculous electric bills

Constituent message:

- Name**
Ken Smith
- Email Address**
captain.ken@juno.com
- Phone Number**
8632893646
- Subject**
Ridiculous electric bills
- Message**
I assume before Duke or anybody can raise their rates, it has to be approved by some regulatory body at the State. So who was the dope that approved a 20% increase. Our bill went from \$276.00 to \$467.00 in one month. We stopped using the dryer and hang the clothes outside, cut the pool filter to 5 hours a day, raised the temp inside to 80°, (now we're sweating because it doesn't turn on till 81°). Whoever approved this ridiculous increase is doing their part to destroy America and American lives! Something needs to be done!!!!!!
- Attach file (optional)**
- User IP Address**
174.211.177.201
- HTTP User Agent**
Mozilla/5.0 (Linux; Android 10; K) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/115.0.0.0 Mobile Safari/537.36
- Date Submitted**
02/08/2023

10. Time Submitted

3:49:06 pm, 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

From: Ellen Plendl
Sent: Monday, August 21, 2023 10:18 AM
To: 'captain.ken@juno.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. Ken Smith
captain.ken@juno.com

RE: FPSC Inquiry 1427674C

Dear Mr. Smith:

The Governor's office forwarded a copy of your emails 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 DEF's 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 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)