

**Antonia Hover**

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**From:** Ellen Plendl  
**Sent:** Tuesday, September 5, 2023 2:44 PM  
**To:** Consumer Correspondence  
**Subject:** Docket Nos. 20230001 & 20230020  
**Attachments:** Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida;  
Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida;  
Consumer Inquiry - Duke Energy Florida; FW: Duke Energy Price Gouging?; FW: Duke  
Electric bill; FW: Duke Energy; FW: Duke Energy rate increases; FW: Duke Energy

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

## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Tuesday, September 5, 2023 2:33 PM  
**To:** 'sgoodall0518@gmail.com'  
**Subject:** Consumer Inquiry - Duke Energy Florida

Ms. Sandra Goodall  
sgoodall0518@gmail.com

RE: FPSC Inquiry 1428520C

Dear Ms. Goodall:

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.

Customers who are experiencing difficulty in providing payment on their account can contact the following resources for financial assistance:

\* Low Income Home Energy Assistance Program --- <https://www.floridajobs.org/community-planning-and-development/community-services/low-income-home-energy-assistance-program/find-your-local-low-income-home-energy-assistance-program-provider-for-help>

\* Elderly Electric Assistance (EHEAP), which provides assistance for home-energy emergencies to qualified, low-income households with at least one person 60 years of age or older. To find out about qualifications, you may contact your county's local EHEAP agency, or by calling 1-800-963-5337.

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)

## Antonia Hover

---

**From:** Ellen Plendl  
**Sent:** Tuesday, September 5, 2023 2:30 PM  
**To:** 'dlr1203@comcast.net'  
**Subject:** Consumer Inquiry - Duke Energy Florida

Ms. Diana Roby  
dlr1203@comcast.net

RE: FPSC Inquiry 1428519C

Dear Ms. Roby:

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.

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

## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Tuesday, September 5, 2023 2:27 PM  
**To:** 'xatetx67@gmail.com'  
**Subject:** Consumer Inquiry - Duke Energy Florida

Ms. Alice Trudell  
xatetx67@gmail.com

RE: FPSC Inquiry 1428517C

Dear Ms. Trudell:

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.

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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)

## Antonia Hover

---

**From:** Ellen Plendl  
**Sent:** Tuesday, September 5, 2023 2:18 PM  
**To:** 'maisakingstone@gmail.com'  
**Subject:** Consumer Inquiry - Duke Energy Florida

Ms. Maisa Kingstone  
maisakingstone@gmail.com

RE: FPSC Inquiry 1428514C

Dear Ms. Kingstone:

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.

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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)

## Antonia Hover

---

**From:** Ellen Plendl  
**Sent:** Tuesday, September 5, 2023 2:15 PM  
**To:** 'aralamberth1@gmail.com'  
**Subject:** Consumer Inquiry - Duke Energy Florida

Ms. Ara Lamberth  
aralamberth1@gmail.com

RE: FPSC Inquiry 1428513C

Dear Ms. Lamberth:

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.

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\* Elderly Electric Assistance (EHEAP), which provides assistance for home-energy emergencies to qualified, low-income households with at least one person 60 years of age or older. To find out about qualifications, you may contact your county's local EHEAP agency, or by calling 1-800-963-5337.

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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)

## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, September 5, 2023 2:12 PM  
**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

**From:** Sandra Goodall <sgoodall0518@gmail.com>  
**Sent:** Friday, September 1, 2023 9:05 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Duke Energy Price Gouging?

Constituent message:

1. **Name**  
Sandra Goodall
2. **Email Address**  
[sgoodall0518@gmail.com](mailto:sgoodall0518@gmail.com)
3. **Phone Number**  
4076697330
4. **Subject**  
Duke Energy Price Gouging?
5. **Message**  
Holy crap-Duke energy bill this month is \$370.85 up from \$218.. How can this be? Are we paying more for emergency lineman or price gouging? Florida State Senate Orange County, Florida Government
6. **Attach file (optional)**
7. **User IP Address**  
107.221.219.0
8. **HTTP User Agent**  
Mozilla/5.0 (iPhone; CPU iPhone OS 16\_6 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.6 Mobile/15E148 DuckDuckGo/7 Safari/605.1.15
9. **Date Submitted**  
01/09/2023
10. **Time Submitted**  
9:04:42 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:** Tuesday, September 5, 2023 2:12 PM  
**To:** Ellen Plendl  
**Subject:** FW: Duke Electric bill

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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:** Diana Roby <dlr1203@comcast.net>  
**Sent:** Sunday, September 3, 2023 5:03 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Duke Electric bill

Constituent message:

1. **Name**  
Diana Roby
2. **Email Address**  
[dlr1203@comcast.net](mailto:dlr1203@comcast.net)
3. **Phone Number**  
9544656411
4. **Subject**  
Duke Electric bill
5. **Message**  
Dear Governor, I posted , on next door, my electric bill price increase. I have received over 70 responses with the same concern. There are many unhappy floridians dealing with this ungodly heat and find no comfort in trying to stay cool. Up goes gas, up go groceries, up goes insurance and up go utilities. Most are working or retired people living on a budget. Tell me how do you pick one to cut cost. Fl's a wonderful place to live, so how can you help us. This is a time of need for many. Thank you
6. **Attach file (optional)**
7. **User IP Address**  
184.88.239.209
8. **HTTP User Agent**  
Mozilla/5.0 (iPhone; CPU iPhone OS 16\_6 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.6 Mobile/15E148 Safari/604.1

9. **Date Submitted**

03/09/2023

10. **Time Submitted**

5:03:23 pm, EDT

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

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## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, September 5, 2023 2:12 PM  
**To:** Ellen Plendl  
**Subject:** FW: Duke Energy

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Thank you.

Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

**From:** Alice Trudell <xatetx67@gmail.com>  
**Sent:** Monday, September 4, 2023 6:41 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Duke Energy

Dear Governor DeSantis,

As I Florida resident for 32 years I am writing you this due to the extremely HIGH electric bills we all are receiving after the bill that you signed up for FPL 5 billion dollar increase over the 5 yr period. I am a widow on a fixed income and just over the past year my bill has gone up over \$60.00 and still increasing. I have voted for you both times because of your concerns and the great job you have done for your Florida residents, but this is a big mistake. With the state of this economy : high gas prices, higher grocery bills, and the homeowners Insurance rates, skyrocketing ( which went up \$1000.00 this year alone),it's almost impossible to survive. I hope you take this into consideration as many of my friends, family and neighbors feel the same. These circumstances will change the minds of many come voting time. Thank you for your time and consideration and I hope you continue to work for the lively hood of the people of our Great State of Florida.

Wishing you and your beautiful family the very best. Thank you for your time and consideration of this email.  
Alice Trudell

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## Antonia Hover

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, September 5, 2023 2:10 PM  
**To:** Ellen Plendl  
**Subject:** FW: Duke Energy rate increases

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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:** Maisa Kingstone <maisakingstone@gmail.com>  
**Sent:** Tuesday, September 5, 2023 12:08 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Duke Energy rate increases

Constituent message:

1. **Name**  
Maisa Kingstone
2. **Email Address**  
[maisakingstone@gmail.com](mailto:maisakingstone@gmail.com)
3. **Phone Number**  
4074151773
4. **Subject**  
Duke Energy rate increases
5. **Message**  
Hi Ron,  
I'm really grateful for you as our governor and I appreciate everything you do. Specially, how you protected us and our businesses during the pandemic.  
I was hoping you could take a look at the outrageous rate increases that Duke energy recently put forth. 20-40% increases are too much! That's beyond the stated rate of inflation reported by the federal government, 3.18% as of July 2023.  
Is there anything you can do with your special magical gubernatorial powers to help us simple peasants? Pretty please?  
Most sincerely,  
Maisa Kingstone (I voted for you)
6. **Attach file (optional)**
7. **User IP Address**  
104.166.41.57

8. **HTTP User Agent**

Mozilla/5.0 (iPhone; CPU iPhone OS 16\_6 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.6 Mobile/15E148 Safari/604.1

9. **Date Submitted**

05/09/2023

10. **Time Submitted**

12:07:33 pm, EDT

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, September 5, 2023 2:09 PM  
**To:** Ellen Plendl  
**Subject:** FW: Duke Energy

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Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

**From:** Ara Lamberth <aralamberth1@gmail.com>  
**Sent:** Monday, September 4, 2023 4:52 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Duke Energy

Constituent message:

1. **Name**  
Ara Lamberth
2. **Email Address**  
[aralamberth1@gmail.com](mailto:aralamberth1@gmail.com)
3. **Phone Number**  
407-281-1625
4. **Subject**  
Duke Energy
5. **Message**  
Dear Gov. DeSantis ,  
I am desperately reaching out to you concerning our Duke energy and Home Owner insurance bills. We are being grossly over charged. I am an 89 yr. old woman presently on 10 liters of oxygen and recently put on Hospice. Since I am no longer able to care for myself 2 of my daughters moved in to care for me. My Daughters are both senior citizens, one on disability and the other living on SSI. My husband passed away in 2018 so I have his SSI as income. Needless to say we are not living in luxury. For the past two and a half years we have practiced conserving to the max as all living expenses have zoomed upward and our income has not kept up. My electric bill for July/August was \$370.82 for my 1,500 sq ft home. We keep the new air conditioner set on 78 during the day and 76 at night to make it easier for me to breathe. We keep our lights off until absolutely necessary and unplug all appliances when not in use. This is shameful.
6. **Attach file (optional)**
7. **User IP Address**  
35.145.40.15

8. **HTTP User Agent**

Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_15\_6) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/15.4  
Safari/605.1.15

9. **Date Submitted**

04/09/2023

10. **Time Submitted**

4:51:42 pm, EDT

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