

Antonia Hover

From: Ellen Plendl
Sent: Thursday, September 7, 2023 10:41 AM
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; 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; Consumer Inquiry - Duke Energy Florida; FW DUKE ENERGY; FW Duke energy; FW Electric bill increases; FW Duke energy; Consumer Inquiry - Duke Energy Florida; FW Duke Energy abuse; FW Duke Energy; FW Duke Electric; FW Outrageous Duke Energy Electric Bills; FW Duke Energy; Re Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida; FW Electric company price increases; FW Reference to previous e-mail; FW Duke energy; Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida; FW Duke Energy- Power Bill Increase; FW Duke rate increases, double digits; FW Duke Energy Bill in Orange County FL

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

Antonia Hover

From: Ellen Plendl
Sent: Thursday, September 7, 2023 10:38 AM
To: 'dostrowski.mail@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Deanne Ostrowski
dostrowski.mail@gmail.com

RE: FPSC Inquiry 1428754C

Dear Ms. Ostrowski:

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.

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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: Thursday, September 7, 2023 10:36 AM
To: 'bgrimes9@cfl.rr.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Gail Grimes
bgrimes9@cfl.rr.com

RE: FPSC Inquiry 1428753C

Dear Ms. Grimes:

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: Thursday, September 7, 2023 10:33 AM
To: 'Srtacooper@yahoo.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Jaqueline McMahon
Srtacooper@yahoo.com

RE: FPSC Inquiry 1428752C

Dear Ms. McMahon:

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: Thursday, September 7, 2023 10:30 AM
To: 'rxrph@aol.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Judy Wright
rxrph@aol.com

RE: FPSC Inquiry 1428749C

Dear Ms. Wright:

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: Thursday, September 7, 2023 10:27 AM
To: 'smithbuddie57@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. Donald R. Smith, Jr.
smithbuddie57@gmail.com

RE: FPSC Inquiry 1428748C

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.

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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: Thursday, September 7, 2023 10:24 AM
To: 'trombone62@hotmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. Harry Rios
trombone62@hotmail.com

RE: FPSC Inquiry 1428747C

Dear Mr. Rios:

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: Thursday, September 7, 2023 10:18 AM
To: 'peggybohart@msn.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Peggy Bohart
peggybohart@msn.com

RE: FPSC Inquiry 1428746C

Dear Ms. Bohart:

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: Thursday, September 7, 2023 10:16 AM
To: 'arana_linda@yahoo.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Linda Arana
arana_linda@yahoo.com

RE: FPSC Inquiry 1428745C

Dear Ms. Arana:

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: Thursday, September 7, 2023 10:14 AM
To: 'tmponko@yahoo.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. Tony M. Ponko
tmponko@yahoo.com

RE: FPSC Inquiry 1428742C

Dear Mr. Ponko:

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: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, September 7, 2023 9:51 AM
To: Ellen Plendl
Subject: FW: DUKE ENERGY

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: Deanne Ostrowski <dostrowski.mail@gmail.com>
Sent: Thursday, September 7, 2023 4:44 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: DUKE ENERGY

Constituent message:

1. **Name**
Deanne Ostrowski
2. **Email Address**
dostrowski.mail@gmail.com
3. **Phone Number**
3213374468
4. **Subject**
DUKE ENERGY
5. **Message**

Dear Sir, Our energy Bills are skyrocketing and it's ridiculous. The CEO of Duke Energy just got a massive pay raise while people like me who are disabled and on a fixed income have to choose between air conditioning and Food because my bill is nearly \$300 a month! I live in a small mobile home and can't even imagine what energy bills are in larger homes! Something has to be done! They are saying another increase is coming in October! I simply can NOT afford this.

WHY are all new homes not required to have solar energy? Something like this could lower our energy costs. Why? We live in the best state to utilize solar energy and great strides have been made to make better panels so Why as governor are you not requiring this? Is DUKE ENERGY's greed so great that they are more important than us little people? I am SUFFERING! My family is SUFFERING because we either have to live on peanut butter and jelly or run the AC for a few minutes to cool us down. Please HELP!

6. **Attach file (optional)**
7. **User IP Address**
97.100.70.170
8. **HTTP User Agent**
Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.6 Safari/605.1.15
9. **Date Submitted**
07/09/2023
10. **Time Submitted**
4:44:27 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

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, September 7, 2023 9:50 AM
To: Ellen Plendl
Subject: FW: Duke energy

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: Gail Grimes <bgrimes9@cfl.rr.com>
Sent: Thursday, September 7, 2023 12:14 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke energy

Constituent message:

1. **Name**
Gail Grimes
2. **Email Address**
bgrimes9@cfl.rr.com
3. **Phone Number**
4. **Subject**
Duke energy
5. **Message**

Is there anything that can be done to regulate Duke Energy charges? Every month it appears their price increases. I keep seeing folks on Neighborhood speaking about how high their bills have become and they had done nothing different in their usage. Folks in surrounding areas who don't have Duke, are not paying anywhere near what we are.

I know you have far more pressing issues but just wondered if there was anything people could do to bring fees back into check-in almost \$50 in taxes alone.

On a more pleasant note I truly hope your campaign gains momentum I think you've done a great job as our governor and would do well for our country. Thank you

6. **Attach file (optional)**
7. **User IP Address**
72.238.55.207

8. **HTTP User Agent**

Mozilla/5.0 (Linux; Android 9; KFTRWI) AppleWebKit/537.36 (KHTML, like Gecko) Silk/114.4.6 like
Chrome/114.0.5735.330 Safari/537.36

9. **Date Submitted**

07/09/2023

10. **Time Submitted**

12:14:07 am, EDT

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

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, September 7, 2023 9:50 AM
To: Ellen Plendl
Subject: FW: Electric bill increases

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: Jaqueline McMahon <Srtacooper@yahoo.com>
Sent: Wednesday, September 6, 2023 9:28 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Electric bill increases

Constituent message:

- Name**
Jaqueline McMahon
- Email Address**
Srtacooper@yahoo.com
- Phone Number**
4072723121
- Subject**
Electric bill increases
- Message**
Why are these Electric companies allowed to raise their rates and pass on fossil fuel costs and hurricane relief costs to consumers. In Windermere, rates are up 20% this year! How is there not a cap? No one is getting 20% raises to cover this!!! Fixed income residents are considering selling and moving. With hurricane threats and rising costs, it's no longer a great choice for a second home either. Something needs to be done to protect the consumer. We are not using more energy, just paying more every few months! Where do we get the funds to cover this huge rate increase. Lynn Good, Duke CEO got a huge raise. Look who paid for it!
- Attach file (optional)**
- User IP Address**
108.202.104.156
- HTTP User Agent**
Mozilla/5.0 (Linux; Android 10; K) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0 Mobile Safari/537.36

9. **Date Submitted**

06/09/2023

10. **Time Submitted**

9:28:26 pm, EDT

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

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, September 7, 2023 9:48 AM
To: Ellen Plendl
Subject: FW: Duke energy

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: Donald R Smithjr <smithbuddie57@gmail.com>
Sent: Wednesday, September 6, 2023 6:25 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke energy

Constituent message:

1. **Name**
Donald R Smithjr
2. **Email Address**
smithbuddie57@gmail.com
3. **Phone Number**
4077170588
4. **Subject**
Duke energy
5. **Message**
I am concerned about my electric bills from Duke Enrrgy. My June and July bills were the highest ever and avg. 625.00 per month.

Thinking that was Bad my August bill was 859.00

Yes 240.00 more the my highest bills ever in June snd Zjukt. We can not afford 859.00 or month on our electric bills

6. **Attach file (optional)**
7. **User IP Address**
76.214.102.248

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**

06/09/2023

10. **Time Submitted**

6:25:15 pm, EDT

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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: Thursday, September 7, 2023 9:48 AM
To: 'Shequettet@aol.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Shequette Thompson
Shequettet@aol.com

RE: FPSC Inquiry 1428734C

Dear Ms. Thompson:

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: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, September 7, 2023 9:48 AM
To: Ellen Plendl
Subject: FW: Duke Energy abuse
Attachments: EY0vwjFup5MA-Proof-of-Bills-H.-Rios.pdf

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: Harry Rios <trombone62@hotmail.com>
Sent: Wednesday, September 6, 2023 6:23 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy abuse

Constituent message:

1. **Name**
Harry Rios
2. **Email Address**
trombone62@hotmail.com
3. **Phone Number**
13212794146
4. **Subject**
Duke Energy abuse
5. **Message**

Dear Governor:

I am an independent conservative 61-year-old entrepreneur, still very active in my community. I am also a veteran and an American patriot. Went from homeless in 2000 to own a \$500,000.00 home in the Dr. Phillips area today.

My light bill went from \$280.97 in June (for May) to \$333.34 in July (for June). Impossibly, I paid \$333.34 again in August, it doesn't matter if you call (which I did) to complain, the answer was that I used exact amount of energy (even if went on vacation for a week in July), so I had to pay. I'm getting ready to pay \$407.90 this month.

I respectfully request that you intercede. My American dream is being threatened, this energy situation is getting out of hand. Home and car insurance is also bad, but Duke Energy has made an art out of this abuse. I do believe that the traditional alternatives are more effective, cheaper and even cleaner for all involved. Please take a look into this mater.

6. **Attach file (optional)**
[EY0vwjFup5MA-Proof-of-Bills-H.-Rios.pdf](#)
7. **User IP Address**
71.47.161.31
8. **HTTP User Agent**
Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0 Safari/537.36 Edg/116.0.1938.69
9. **Date Submitted**
06/09/2023
10. **Time Submitted**
6:22:31 pm, EDT

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, September 7, 2023 9:47 AM
To: Ellen Plendl
Subject: FW: Duke Energy

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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: Peggy Bohart <peggybohart@msn.com>
Sent: Wednesday, September 6, 2023 6:05 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy

Constituent message:

- Name**
Peggy Bohart
- Email Address**
peggybohart@msn.com
- Phone Number**
4072307708
- Subject**
Duke Energy
- Message**
My electric bill just jumped 35%!
For no reason.....just because they can!
Please help!
Thank you,
Peggy Bohart
- Attach file (optional)**
- User IP Address**
67.162.166.180
- HTTP User Agent**
Mozilla/5.0 (iPhone; CPU iPhone OS 16_6 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) GSA/278.0.557984068 Mobile/15E148 Safari/604.1

9. **Date Submitted**

06/09/2023

10. **Time Submitted**

6:04:30 pm, EDT

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, September 7, 2023 9:47 AM
To: Ellen Plendl
Subject: FW: Duke Electric

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: Linda Arana <arana_linda@yahoo.com>
Sent: Wednesday, September 6, 2023 5:55 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Electric

Constituent message:

- Name**
Linda Arana
- Email Address**
arana_linda@yahoo.com
- Phone Number**
4078730699
- Subject**
Duke Electric
- Message**
I along with everyone I work with have received Duke Electric bills with more than a 30 per cent increase. When is the government going to put some control on the increases. Then you don't realize why senior citizens can only afford to eat catfish.
- Attach file (optional)**
- User IP Address**
35.141.73.197
- HTTP User Agent**
Mozilla/5.0 (Linux; Android 10; K) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0 Mobile Safari/537.36
- Date Submitted**
06/09/2023

10. Time Submitted

5:54:46 pm, EDT

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, September 7, 2023 9:47 AM
To: Ellen Plendl
Subject: FW: Outrageous Duke Energy 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: Tony M Ponko <tmponko@yahoo.com>
Sent: Wednesday, September 6, 2023 5:18 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Outrageous Duke Energy Electric Bills

Constituent message:

1. **Name**
Tony M Ponko
2. **Email Address**
tmponko@yahoo.com
3. **Phone Number**
14076164708
4. **Subject**
Outrageous Duke Energy Electric Bills
5. **Message**
Duke Energy seems to be price gouging. My power bills are up over 30%, despite setting my thermostat 2 degrees higher.

Is there some sort of plan to at least require Duke Energy to justify their rates? Especially as their CEO is reported to have received a 30% salary increase.

Or perhaps as Governor, you are working to provide Florida residents with green alternatives?

6. **Attach file (optional)**
7. **User IP Address**
212.102.60.156

8. **HTTP User Agent**
Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0
Safari/537.36 Edg/116.0.1938.69
9. **Date Submitted**
06/09/2023
10. **Time Submitted**
5:17:53 pm, EDT

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, September 7, 2023 9:45 AM
To: Ellen Plendl
Subject: FW: Duke Energy

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: Shequette Thompson <Shequettet@aol.com>
Sent: Thursday, September 7, 2023 9:06 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy

Constituent message:

- Name**
Shequette Thompson
- Email Address**
Shequettet@aol.com
- Phone Number**
3212172901
- Subject**
Duke Energy
- Message**
"Why are these Electric companies allowed to raise their rates and pass on fossil fuel costs and hurricane relief costs to consumers. In Windermere, rates are up 20% this year! How is there not a cap? No one is getting 20% raises to cover this!!! Fixed income residents are considering selling and moving. With hurricane threats and rising costs, it's no longer a great choice for a second home either. Something needs to be done ti protect the consumer. We are not using more energy, just paying more every few months! Where do we get the funds to cover this huge rate increase. Lynn Good, Duke CEO got a huge raise. Look who paid for it!" Good luck!
- Attach file (optional)**
- User IP Address**
72.189.158.58
- 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**

07/09/2023

10. **Time Submitted**

9:05:50 am, EDT

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Antonia Hover

From: mae bodenmiller <nursepeg1974@yahoo.com>
Sent: Thursday, September 7, 2023 8:47 AM
To: 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.

We are not low income so we do not qualify for assistance but our bills are more than we can handle and I don't care if they profit or not, we should have options and we don't. There is no relief anywhere. We moved here 2.5 years ago, nothing has changed in my household, my house is less than 2000 sq ft and our electric bill started at \$247/month and is now \$505/month. That's a RIDICULOUS increase and no matter what explanation you give me, it's unacceptable.

Sent from Yahoo Mail for iPhone

On Thursday, September 7, 2023, 8:33 AM, Ellen Plendl <EPlendl@PSC.STATE.FL.US> wrote:

Ms. Mae Mallaney
nursepeg1974@yahoo.com

RE: FPSC Inquiry 1428711C

Dear Ms. Mallaney:

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: Thursday, September 7, 2023 8:34 AM
To: 'nursepeg1974@yahoo.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Mae Mallaney
nursepeg1974@yahoo.com

RE: FPSC Inquiry 1428711C

Dear Ms. Mallaney:

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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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: Thursday, September 7, 2023 8:28 AM
To: 'eddieallen39@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. Eddie L. Allen
eddieallen39@gmail.com

RE: FPSC Inquiry 1428708C

Dear Mr. Allen:

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: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, September 7, 2023 8:08 AM
To: Ellen Plendl
Subject: FW: Electric company price increases

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: Eddie L ALLEN <eddieallen39@gmail.com>
Sent: Wednesday, September 6, 2023 3:25 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Electric company price increases

Constituent message:

1. **Name**
Eddie L ALLEN
2. **Email Address**
eddieallen39@gmail.com
3. **Phone Number**
4072255607
4. **Subject**
Electric company price increases
5. **Message**
Why are these Electric companies allowed to raise their rates and pass on fossil fuel costs and hurricane relief costs to consumers. In Windermere, rates are up 20% this year! How is there not a cap? No one is getting 20% raises to cover this!!! Fixed income residents are considering selling and moving. With hurricane threats and rising costs, it's no longer a great choice for a second home either. Something needs to be done to protect the consumer. We are not using more energy, just paying more every few months! Where do we get the funds to cover this huge rate increase? Lynn Good, Duke CEO, got a huge raise. Look who paid for it!" As our governor, we really elected you to help us against things like this. Please help us now! We truly hope that you hear us.
6. **Attach file (optional)**
7. **User IP Address**
97.100.78.84
8. **HTTP User Agent**
Mozilla/5.0 (Linux; Android 10; K) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0 Mobile Safari/537.36

9. **Date Submitted**

06/09/2023

10. **Time Submitted**

3:25:07 pm, EDT

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, September 7, 2023 8:07 AM
To: Ellen Plendl
Subject: FW: Reference to previous e-mail
Attachments: QZTZwXvGgqrw-0A4AB784-5D17-4C62-B778-47F10BC37A50.png;
MqnQpltEWaWd-3FBC002D-7413-413B-B295-2E6E3DA49E04.jpeg

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: Ara Lamberth <aralamberth1@gmail.com>
Sent: Wednesday, September 6, 2023 4:26 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Reference to previous e-mail

Constituent message:

1. **Name**
Ara Lamberth
2. **Email Address**
aralamberth1@gmail.com
3. **Phone Number**
40728116255
4. **Subject**
Reference to previous e-mail
5. **Message**
Dear Governor DeSantis,
Attached is the e-mail I received in response to my concerns about rising energy and Insurance costs. I am not looking for a handout, I'm looking for fairness. We as Florida residents should not be burdened with recouping the additional costs of fuel for Duke Energy. The insurance company CEO's are still raking in their big salaries and bonuses despite paying out insurance claims. I would appreciate your attention to this urgent matter.
Thank you.
6. **Attach file (optional)**
[QZTZwXvGgqrw-0A4AB784-5D17-4C62-B778-47F10BC37A50.png](#)
[MqnQpltEWaWd-3FBC002D-7413-413B-B295-2E6E3DA49E04.jpeg](#)
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**

06/09/2023

10. **Time Submitted**

4:25:51 pm, EDT

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, September 7, 2023 8:06 AM
To: Ellen Plendl
Subject: FW: Duke energy

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: Mae Mallaney <nursepeg1974@yahoo.com>
Sent: Wednesday, September 6, 2023 4:50 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke energy

Constituent message:

1. **Name**
Mae Mallaney
2. **Email Address**
nursepeg1974@yahoo.com
3. **Phone Number**
6312645745
4. **Subject**
Duke energy
5. **Message**
Hi Governor,
I was wondering if you have any ability to stop Duke from raising prices constantly. I have been in Florida 2.5 years and my electric bill has been raised 3x. It is now over \$500/month and I have a small home. We keep the AC at 74 consistently. We have contacted Duke several times and just been told that there have been rate increases. It started out at 248/month and is now over \$500. With the cost of food skyrocketing, gas skyrocketing, car insurance, mortgages and home owners insurances all increasing, it is getting impossible to live. We have gone through all our savings and have taken out a few predatory loans to stay afloat, but now we struggle to put food on the table. Duke is a monopoly, we have no other options and they know it. Someone needs to step in and stop them. Please. From one hard working American to another, please stop them.
6. **Attach file (optional)**
7. **User IP Address**
184.91.121.29

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**

06/09/2023

10. **Time Submitted**

4:49:58 pm, EDT

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Antonia Hover

From: Ellen Plendl
Sent: Wednesday, September 6, 2023 10:09 AM
To: 'angelaculvern5@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Angela Showley
angelaculvern5@gmail.com

RE: FPSC Inquiry 1428607C

Dear Ms. Showley:

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: Wednesday, September 6, 2023 10:06 AM
To: 'marlamsachs@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Marla Sachs
marlamsachs@gmail.com

RE: FPSC Inquiry 1428604C

Dear Ms. Sachs:

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.

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: Wednesday, September 6, 2023 9:54 AM
To: 'janellebell_martin@hotmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Janelle Bell-Martin
janellebell_martin@hotmail.com

RE: FPSC Inquiry 1428598C

Dear Ms. Bell-Martin:

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.

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: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, September 6, 2023 9:51 AM
To: Ellen Plendl
Subject: FW: Duke Energy- Power Bill Increase

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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: Angela Showley <angelaculvern5@gmail.com>
Sent: Tuesday, September 5, 2023 5:11 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy- Power Bill Increase

Constituent message:

- Name**
Angela Showley
- Email Address**
angelaculvern5@gmail.com
- Phone Number**
- Subject**
Duke Energy- Power Bill Increase
- Message**
Mr. DeSantis, our electricity bills have increased an average of 23% YOY and it is hurting everyone. Duke Energy put in a 5 cent per KW increase resulting in most of us paying an additional \$200 on average per month. This is insane. I am in Orlando area (Dr Phillips/Windermere) and am seeing rates go from \$600/month last year during summer to \$900- with same usage. If this were the only inflationary aspect happening, it just might be somewhat tolerable- but it's not. And there are no other options for people. Solar is not an option for us due to the high price to install (which is another issue altogether- we live in the "sunshine" state). Take note that your voter base in Central Florida is noticing this. We don't need more fights against Disney, we need to lift everyone up. Help us push back on the power companies to stop this. And in future: help us get solar easily. Help us help our FL environment- and move forward in technology as we need to.. it is just time. Thank you.
- Attach file (optional)**
- User IP Address**
99.23.148.184

8. **HTTP User Agent**

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/115.0.0.0
Safari/537.36 Edg/115.0.1901.200

9. **Date Submitted**

05/09/2023

10. **Time Submitted**

5:11:17 pm, EDT

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, September 6, 2023 9:50 AM
To: Ellen Plendl
Subject: FW: Duke rate increases, double digits

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Please find attached email received 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: Marla Sachs <marlamsachs@gmail.com>
Sent: Tuesday, September 5, 2023 9:48 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke rate increases, double digits

Constituent message:

- Name**
Marla Sachs
- Email Address**
marlamsachs@gmail.com
- Phone Number**
8135460649
- Subject**
Duke rate increases, double digits
- Message**
Why are these Electric companies allowed to raise their rates and pass on fossil fuel costs and hurricane relief costs to consumers. In Windermere, rates are up 20% this year! How is there not a cap? No one is getting 20% raises to cover this!!! My parents on fixed income just sold and moved out of Florida. With hurricane threats and rising costs, was no longer a great choice with a second home. Something needs to be done ti protect the consumer. We are not using more energy, just paying more every few months! Where do we get the funds to cover this huge rate increase. Lynn Good, Duke CEO got a huge raise. Look who paid for it!
- Attach file (optional)**
- User IP Address**
70.135.137.186
- 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**

9:48:06 pm, EDT

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, September 6, 2023 9:50 AM
To: Ellen Plendl
Subject: FW: Duke Energy Bill in Orange County FL

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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: Janelle Bell-Martin <janellebell_martin@hotmail.com>
Sent: Wednesday, September 6, 2023 6:00 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy Bill in Orange County FL

Constituent message:

1. **Name**
Janelle Bell-Martin
2. **Email Address**
janellebell_martin@hotmail.com
3. **Phone Number**
3212176043
4. **Subject**
Duke Energy Bill in Orange County FL
5. **Message**
Hi -

I am writing to voice my concern over our electric bill these past few months. We have rates higher than ever, even with new windows throughout the home, new AC unit and duct work done at the beginning of last summer, and new attic insulation added a few summers ago.

Our home is only 1810 ft and temperature is kept around 79 during the day and 78 at night. Our bills with Duke Energy are sitting in the mid \$400 range. Other families in our area have also been seeing a huge increase. Between this and the price of groceries, things are becoming super tight. Is there a reason the electric is up this high?

Thank you for any information about this matter.
Janelle Bell-Martin

6. **Attach file (optional)**
7. **User IP Address**
71.47.162.119
8. **HTTP User Agent**
Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0 Safari/537.36
9. **Date Submitted**
06/09/2023
10. **Time Submitted**
5:59:51 am, EDT

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