

Yvette Gillespie

From: Ellen Plendl
Sent: Monday, September 18, 2023 2:03 PM
To: Consumer Correspondence
Subject: Docket Nos. 20230001 & 20230020
Attachments: Consumer Inquiry - Duke Energy Florida; FW: Your Florida people need help; Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida; FW: Duke Energy; Consumer Inquiry - Duke Energy Florida; FW: Duke Energy ; FW: ; Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida; FW: Help the Florida people; FW: Duke Energy Bills; FW: Duke Energy Bills

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

Yvette Gillespie

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, September 15, 2023 10:28 AM
To: Ellen Plendl
Subject: FW: Duke Energy 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: Shirley Libby <smlibby8@gmail.com>
Sent: Friday, September 15, 2023 10:09 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy Bills

Hello Governor Desantis,

I once fully endorsed and truly felt you were the best governor Florida has ever had, however, it seems you've changed from 'for the people', to typical money honger politician. Is Duke Energy funding your campaign? And Now we the people can't afford to live here anymore. It's outrageous.

I find it interesting that a recent article regarding how you will curtail government spending. I would ask YOU to put your money where YOUR mouth is and put DUKE ENERGY in it's place! Everyone in the state of Florida are being robbed blind with their ever increasing rates. ENOUGH is ENOUGH! They are a monopoly and somehow 'your' government has endorsed this never ending, no limits, rabid rate increases. Please end this price gouging monopolies tyrannical robbery!

Thank you!

Shirley Libby

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10. Time Submitted

9:05:49 am, EDT

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

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Yvette Gillespie

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, September 15, 2023 10:29 AM
To: Ellen Plendl
Subject: FW: Help the Florida people

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Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Tammy Colbert <rtammy1208@aol.com>
Sent: Friday, September 15, 2023 9:06 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Help the Florida people

Constituent message:

1. **Name**
Tammy Colbert
2. **Email Address**
rtammy1208@aol.com
3. **Phone Number**
4. **Subject**
Help the Florida people
5. **Message**
Hi, Is there anything you can do to control the cost of duke energy. Florida residents are in dire straits with their costs that we cannot control or afford. We feel they are taking advantage of the Americans living here. Most of our electric bills have doubled if not trippled even when we cut back on usage. We feel they are price gouging us as we are barely surviving financially. Please help us Mr. DeSantis. Is there anything that can be done to help the Florida families. We are all hurting financially with the cost of living. Help
6. **Attach file (optional)**
7. **User IP Address**
184.89.193.206
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**
15/09/2023

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)

Yvette Gillespie

From: Ellen Plendl
Sent: Friday, September 15, 2023 10:39 AM
To: 'smlibby8@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Shirley Libby
smlibby8@gmail.com

RE: FPSC Inquiry 1429484C

Dear Ms. Libby:

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:

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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)

Yvette Gillespie

From: Ellen Plendl
Sent: Friday, September 15, 2023 11:13 AM
To: 'rtammy1208@aol.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Tammy Colbert
rtammy1208@aol.com

RE: FPSC Inquiry 1429487C

Dear Ms. Colbert:

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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Yvette Gillespie

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, September 18, 2023 10:48 AM
To: Ellen Plendl
Subject: FW:

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: susan courtney <susiedcourtney@gmail.com>
Sent: Sunday, September 17, 2023 7:13 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject:

Our power bills & homeowners bills are out of control!!!! Please help your fellow Floridians. We are drowning!!!! 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.

Yvette Gillespie

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, September 18, 2023 10:51 AM
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

-----Original Message-----

From: Mike McBride <mmcbride1965@gmail.com>
Sent: Sunday, September 17, 2023 2:20 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy

Dear Gov. Desantis

I wanted to let you know how Duke Energy is taking advantage of our community here in Shore Acres St Petersburg FL! We and others are seeing a huge increase in rates all while dealing with a storm surge where we have a lot of extra costs from clean up, replacements of items lost, having to evacuate costs, being displaced etc. me for example, small house and our rates and kilowatts used has doubled and it makes no sense to be paying double for energy while not here,! Our power was off etc. I'm not the only one who is upset, please help our community (I know you have done a lot already) but Duke is being a bully and I don't appreciate it one bit!

Mike McBride
727-741-9708
4200 Helena St NE
St Petersburg FL
33703

Sent from my iPhone

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.

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)

Yvette Gillespie

From: Ellen Plendl
Sent: Monday, September 18, 2023 10:52 AM
To: 'susiedcourtney@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Susan Courtney
susiedcourtney@gmail.com

RE: FPSC Inquiry 1429581C

Dear Ms. Courtney:

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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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:

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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.

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

9. Date Submitted

16/09/2023

10. Time Submitted

2:40:43 pm, EDT

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

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Yvette Gillespie

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, September 18, 2023 10:52 AM
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: Brenda Manis <bj1217@yahoo.com>
Sent: Saturday, September 16, 2023 2:41 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy

Constituent message:

1. **Name**
Brenda Manis
2. **Email Address**
bj1217@yahoo.com
3. **Phone Number**
4079478632
4. **Subject**
Duke Energy
5. **Message**
I am a senior citizen and my power bill from Duke Energy was \$348.94. I live alone with my cat. You have allowed these energy companies and insurance companies get away outrageous rates against our citizens. Just finished paying homeowners for one year at \$1399. My auto rate for 50/100 for one car is \$899 every six months. No one outside of Florida has to pay these kind of rates. I noticed that both of the corporations donated over 18M to your campaign coffers. Is that how they get away with running the citizens of Florida into debt. I use to think you were a decent governor - now I am not so sure.
6. **Attach file (optional)**
7. **User IP Address**
71.49.236.128

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
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1-800-511-0809 (fax)

Yvette Gillespie

From: Ellen Plendl
Sent: Monday, September 18, 2023 10:55 AM
To: 'mmcbride1965@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. Mike McBride
mmcbride1965@gmail.com

RE: FPSC Inquiry 1429582C

Dear Mr. McBride:

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)

Yvette Gillespie

From: Ellen Plendl
Sent: Monday, September 18, 2023 10:58 AM
To: 'bj1217@yahoo.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Brenda Manis
bj1217@yahoo.com

RE: FPSC Inquiry 1429583C

Dear Ms. Manis:

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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Yvette Gillespie

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, September 18, 2023 11:39 AM
To: Ellen Plendl
Subject: FW: Your Florida people need help

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Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: maggie <maggieusf@yahoo.com>
Sent: Sunday, September 17, 2023 12:11 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Your Florida people need help

Pinellas County utilities are killing us. My Duke Energy electric bill went from \$134 to \$249 and then to \$279 and the house (1400 sq.ft.) is vacant. I'm 76 years old and live alone when at home. Everything is shut down but AC which is set at 80°.

Everyone is blaming you but I think it's our local Democratic politicians.

Please do something with the utilities i'm not alone in this everyone is choking to death financially.

Sincerely,
Margaret S. Poling
1815-76 Ave., N.
St. Petersburg, FL 33702

Sent from Yahoo Mail for iPhone

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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)

Yvette Gillespie

From: Ellen Plendl
Sent: Monday, September 18, 2023 12:31 PM
To: 'maggieusf@yahoo.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Margaret S. Poling
maggieusf@yahoo.com

RE: FPSC Inquiry 1429611C

Dear Ms. Poling:

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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