

Charlie Smith

From: Ellen Plendl
Sent: Tuesday, September 19, 2023 9:01 AM
To: Consumer Correspondence
Subject: Docket Nos. 20230001 & 20230020
Attachments: Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida; FW electric bill high; FW Urgent Concerns About the Escalating Duke Energy Bills in Pinellas County

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

Charlie Smith

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, September 18, 2023 3:38 PM
To: Ellen Plendl
Subject: FW: electric bill high

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: Liliana Nieto <lilianie4@yahoo.com>
Sent: Friday, September 15, 2023 9:54 AM
To: LtGovernorJeanette.Nunez <LtGovernorJeanette.Nunez@eog.myflorida.com>
Subject: electric bill high

Constituent's message:

- Name**
Liliana Nieto
- Email Address**
lilianie4@yahoo.com
- Phone Number**
3213041578
- Subject**
electric bill high
- Message**
I paid taxes, for almost 45 years, and now I am a retired person I had to pay \$500.00 on electricity and I never paid that amount for 18 years that I rented.
My suggestion is to control the electrical companies or help the people to reduce the bill.
- Attach file (optional)**
- User's IP Address**
107.192.79.207
- Date Submitted:**
09/15/2023
- Time Submitted:**
9:54:11 am, EDT

10. 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

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.

Charlie Smith

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, September 18, 2023 3:34 PM
To: Ellen Plendl
Subject: FW: Urgent Concerns About the Escalating Duke Energy Bills in Pinellas County

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Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Mike Linqvist <stpetedigs@gmail.com>
Sent: Monday, September 18, 2023 12:11 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Urgent Concerns About the Escalating Duke Energy Bills in Pinellas County

Dear Governor DeSantis,

I am writing to express my deep concerns about the escalating Duke Energy bills in Pinellas County and the growing financial strain this issue is causing for our community. I believe that addressing this matter is vital, especially in light of the rising costs of flood and home insurance, interest rates, and the overall affordability of living in our beloved hometown.

In recent months, many Pinellas County residents, including myself, have witnessed a significant increase in our Duke Energy bills. This added financial burden comes at a time when the cost of living in our area is already becoming increasingly challenging. The rising costs of flood and home insurance premiums have become a significant concern for homeowners, and interest rates have also played a role in making it more difficult to keep up with expenses.

As a result, our hometown, which we cherish, is slowly becoming a place where it is becoming harder to live comfortably and affordably. This situation is forcing some residents to make difficult choices between basic necessities and their energy bills.

While I understand that Duke Energy operates under the oversight of the Florida Public Service Commission (FPSC), I respectfully request your assistance in addressing this issue. I urge you to consider:

1. Advocating for a thorough review by the FPSC to better understand the reasons behind the steep increases in Duke Energy bills in Pinellas County.
2. Encouraging the FPSC to work collaboratively with Duke Energy to explore options for rate relief that could alleviate the financial pressure on local residents.

3. Promoting transparency and public engagement in the rate-setting process to ensure that the community's concerns are heard and considered.

4. Exploring energy efficiency programs and incentives that could help residents reduce their energy consumption and lower their bills.

Our community's well-being and quality of life are at stake, and I believe that your leadership can make a significant difference in addressing these challenges. By taking action to tackle the issue of soaring energy bills in Pinellas County, you can help ensure that our hometown remains an affordable and welcoming place to live for all residents.

Thank you for your attention to these pressing concerns. I look forward to the possibility of positive steps being taken to ease the financial burdens on Pinellas County residents.

Sincerely,

Mike Linquist

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Charlie Smith

From: Ellen Plendl
Sent: Monday, September 18, 2023 4:11 PM
To: 'lilianie4@yahoo.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Liliana Nieto
lilianie4@yahoo.com

RE: FPSC Inquiry 1429666C

Dear Ms. Nieto:

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)

Charlie Smith

From: Ellen Plendl
Sent: Monday, September 18, 2023 4:08 PM
To: 'stpetedigs@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. Mike Linquist
stpetedigs@gmail.com

RE: FPSC Inquiry 1429663C

Dear Mr. Linquist:

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
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