

**Antonia Hover**

---

**From:** Ellen Plendl  
**Sent:** Wednesday, September 27, 2023 10:31 AM  
**To:** Consumer Correspondence  
**Subject:** Docket Nos. 20230001 & 20230020  
**Attachments:** Consumer Inquiry - Duke Energy Florida; RE Consumer Inquiry - Duke Energy Florida;  
Consumer Inquiry - Duke Energy Florida; RE Consumer Inquiry - Duke Energy Florida;  
RE Consumer Inquiry - Duke Energy Florida; RE Consumer Inquiry - Duke Energy  
Florida; RE Consumer Inquiry - Duke Energy Florida; RE Consumer Inquiry - Duke  
Energy Florida; RE Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke  
Energy Florida; FW Power bill; FW Power Bill Complaint

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

## Antonia Hover

---

**From:** Ellen Plendl  
**Sent:** Tuesday, September 26, 2023 9:41 AM  
**To:** 'Jana Blair'  
**Subject:** Consumer Inquiry - Duke Energy Florida

Ms. Jana Blair  
jana@vcdisplays.com

RE: FPSC Inquiry 1430294C

Dear Ms. Blair:

Rule 25-6.052, Florida Administrative Code (F.A.C.), requires electric meters to register a weighted average accuracy rating of between 98 percent and 102 percent. I am happy to send an inquiry to DEF to determine if your meter is registering in compliance with the Florida Administrative Code.

We can also request DEF conduct an energy audit at your home, which will provide you with an analysis of the energy use and appliances at your residence, and recommendations to minimize the usage. Home energy audits are available to DEF customers at no charge, once every twelve months.

To assist you, please provide us with the following:

- \* Your service address
- \* Your mailing address
- \* Your service telephone number
- \* Your daytime contact telephone number
- \* The name in which your electric bill is addressed
- \* Your account number

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)

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

From: Jana Blair <jana@vcdisplays.com>  
Sent: Tuesday, September 26, 2023 9:34 AM  
To: Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
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.

Ellen, you never addressed why my neighbors power bill is only \$180 compared to my \$450 power bill. The previous month my bill was \$179. And it went up to \$450? And Duke said everything is fine with my meter? She again ran a test over the phone. That's a joke. Anyhow, my neighbors house is double the size of mine with a swimming pool and a jacuzzi running all day long. You know what their bill was this month and last month? \$180. Something is not right. And it needs to be addressed. I don't need your links for financial assistance I need you to address the problem. There is obviously a problem. Again you can't pick and choose who you up the rates on in my neighborhood. I want this addressed ASAP. Who can afford a \$450 power bill in a home that is only 1975 sq ft? That doesn't even make sense. Someone needs to address this ASAP. So I am reaching out to the top and you are replying with useless information to me. There have been no storms in my area. I live in Inverness Florida. Somebody needs to address this and fix this problem ASAP. Duke isn't willing to help so who is? Who can fix this issue? Something isn't right period.

Jana L. Blair

CFO

Phone:352-796-0060

Fax:352-796-0401

ISO 9001/AS9120/AC-00-56A/ITAR Registered DUNS 18-000-1054 Cage Code: 4AGF5

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

From: Ellen Plendl <EPlendl@PSC.STATE.FL.US>

Sent: Tuesday, September 26, 2023 9:12 AM

To: Jana Blair <jana@vcdisplays.com>

Subject: RE: Consumer Inquiry - Duke Energy Florida

Ms. Jana Blair

jana@vcdisplays.com

RE: FPSC Inquiry 1430294C

Dear Ms. Blair

Thank you for your replies.

All the information on each docket is public record. You may review all the information filed with the FPSC by accessing our website at

[https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridapsc.com%2f&c=E,1,aPcSmvUHGGFFHQK2DwaViIR\\_Sn\\_Paj7rfQx5GCOV99iwLLblpQjWU8n9Si8y1vF8gFCxrAYRCriuZ5Hz-CDsWn\\_YCqKpl8x7WHRLOG0SKcJf&typo=1](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridapsc.com%2f&c=E,1,aPcSmvUHGGFFHQK2DwaViIR_Sn_Paj7rfQx5GCOV99iwLLblpQjWU8n9Si8y1vF8gFCxrAYRCriuZ5Hz-CDsWn_YCqKpl8x7WHRLOG0SKcJf&typo=1) Tap on the section for Clerk's Office, then Dockets and type in Docket No. 20230001 (for the fuel cost adjustment and 20230020 for the storm cost recovery (just the number). Once you reach the Docket, tap on Document Filings Index to view all the information filed by the utilities and other parties in this Docket. You can also narrow the number of documents to review by using the radial button for Official Filings.

You also requested another electric provider. Florida is not a deregulated state. The Florida Public Service Commission cannot deregulate the electric industry. It would be up to the Florida Legislature to make changes in the Florida Statutes to deregulate the electric industry.

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)

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

From: Jana Blair <jana@vcdisplays.com>  
Sent: Tuesday, September 26, 2023 8:59 AM  
To: Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
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.

And I have 2 other power companies around me. Why can't I choose to have another provider? This is a monopoly. I do not want Duke Energy for my provider. How can I get another provider? This is beyond illegal what you guys are doing.

Jana L. Blair  
CFO  
Phone:352-796-0060  
Fax:352-796-0401  
ISO 9001/AS9120/AC-00-56A/ITAR Registered DUNS 18-000-1054 Cage Code: 4AGF5

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

From: Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
Sent: Tuesday, September 26, 2023 8:44 AM  
To: Jana Blair <jana@vcdisplays.com>  
Subject: Consumer Inquiry - Duke Energy Florida

[You don't often get email from eplendl@psc.state.fl.us. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

Ms. Jana Blair  
jana@vcdisplays.com

RE: FPSC Inquiry 1430294C

Dear Ms. Blair:

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.

The next fuel cost hearing will be held on November 1st, 2nd and 3rd. During the hearing, Duke Energy Florida and the other three electric companies regulated by the Florida Public Service Commission will present their projected 2024 fuel and purchased power costs, true-up previous estimates for 2023 incurred costs, and true-up 2022 costs to actual costs. Recovery of capacity, conservation, and environmental costs will also be considered. The Office of Public Counsel will represent the interest of consumers. You may watch the hearings live or afterwards by using the following link:

[https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridapsc.com%2fwatch-archive-psc-events&c=E,1,amf9-OPI4CNDgWK-KTXXc9uJhbWvHpAAAtEE5bBPOqNLcuWTcRE5\\_YAolmiSwZt7OzRGKeC1FxePf\\_O\\_c4UXB9vl-vb8q5QxpKE3aRL8QoVG0iJMbyKE-Zfc,&typo=1](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridapsc.com%2fwatch-archive-psc-events&c=E,1,amf9-OPI4CNDgWK-KTXXc9uJhbWvHpAAAtEE5bBPOqNLcuWTcRE5_YAolmiSwZt7OzRGKeC1FxePf_O_c4UXB9vl-vb8q5QxpKE3aRL8QoVG0iJMbyKE-Zfc,&typo=1)

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://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridajobs.org%2fcommunity-planning-and-development%2fcommunity-services%2flow-income-home-energy-assistance-program%2ffind-your-local-low-income-home-energy-assistance-program-provider-for-help&c=E,1,My0zorK7oEqbG7k3ImaA\\_JeRRaDJX\\_HQalv1PNYcmL0mTb2aeQYOVDIA9KI\\_SMgy1SXM0O\\_xKM9ptOqaSmhGW-JSX5EPUAInfEwA4DwwwQ,&typo=1](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridajobs.org%2fcommunity-planning-and-development%2fcommunity-services%2flow-income-home-energy-assistance-program%2ffind-your-local-low-income-home-energy-assistance-program-provider-for-help&c=E,1,My0zorK7oEqbG7k3ImaA_JeRRaDJX_HQalv1PNYcmL0mTb2aeQYOVDIA9KI_SMgy1SXM0O_xKM9ptOqaSmhGW-JSX5EPUAInfEwA4DwwwQ,&typo=1)

\* 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:** Jana Blair <jana@vcdisplays.com>  
**Sent:** Tuesday, September 26, 2023 9:38 AM  
**To:** Ellen Plendl  
**Subject:** RE: Consumer Inquiry - Duke Energy Florida  
**Attachments:** 2023\_09\_26\_09\_36\_00.pdf

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

And this is the report Duke emailed me by conducting a test over the phone with me. Are you kidding me? This is supposed to be ok to go from \$179 power bill to \$450?

Jana L. Blair  
CFO  
Phone:352-796-0060  
Fax:352-796-0401  
ISO 9001/AS9120/AC-00-56A/ITAR Registered DUNS 18-000-1054 Cage Code: 4AGF5

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

From: Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
Sent: Tuesday, September 26, 2023 9:31 AM  
To: Jana Blair <jana@vcdisplays.com>  
Subject: RE: Consumer Inquiry - Duke Energy Florida

Ms. Jana Blair  
jana@vcdisplays.com

RE: FPSC Inquiry 1430294C

Dear Ms. Blair

Thank you for your reply.

Although the fuel cost hearings were not noticed for public participation, you may contact the FPSC's Office of Commission Clerk at 850-36770 to request information on attending the hearing.

You may also contact the Office of Public Counsel (OPC), which represents Florida customers at hearings for utility matters before the Florida Public Service Commission. You may call the OPC by calling 850-488-9330 to request information about how they will represent DEF customers at the upcoming hearings.

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)

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

From: Jana Blair <jana@vcdisplays.com>  
Sent: Tuesday, September 26, 2023 9:20 AM  
To: Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
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.

Obviously changes need to be made by the Florida Legislature. This should be a priority. Apparently nothing is a priority in our State except money going into legislatures pockets and coming out of the tax payers pockets. And we the tax payers should be the ones voting on this. How can I attend the meeting? Because apparently the people making these choices are making really bad decisions. You sent me a link to view the meeting online. Lol. How about no. How about we make the decisions? It's become very obvious that every government official in this country is corrupt and destroying this country.

Jana L. Blair  
CFO  
Phone:352-796-0060  
Fax:352-796-0401  
ISO 9001/AS9120/AC-00-56A/ITAR Registered DUNS 18-000-1054 Cage Code: 4AGF5

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

From: Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
Sent: Tuesday, September 26, 2023 9:12 AM  
To: Jana Blair <jana@vcdisplays.com>  
Subject: RE: Consumer Inquiry - Duke Energy Florida

Ms. Jana Blair  
jana@vcdisplays.com

RE: FPSC Inquiry 1430294C

Dear Ms. Blair

Thank you for your replies.

All the information on each docket is public record. You may review all the information filed with the FPSC by accessing our website at  
<https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridapsc.com%2f&c=E,1,NkRg0AufOuRKmJpNrVEJn1wfk>



ki8FetEI2yZTV4PMcJxWxYphxrYsyLvXYCJoa344Wp3PgS2PnhARJolkdXYacBn56NiYXHlr4Gaf83cJx3gaX1-1Dw,&typo=1  
Tap on the section for Clerk's Office, then Dockets and type in Docket No. 20230001 (for the fuel cost adjustment and 20230020 for the storm cost recovery (just the number). Once you reach the Docket, tap on Document Filings Index to view all the information filed by the utilities and other parties in this Docket. You can also narrow the number of documents to review by using the radial button for Official Filings.

You also requested another electric provider. Florida is not a deregulated state. The Florida Public Service Commission cannot deregulate the electric industry. It would be up to the Florida Legislature to make changes in the Florida Statutes to deregulate the electric industry.

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)

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

From: Jana Blair <jana@vcdisplays.com>  
Sent: Tuesday, September 26, 2023 8:59 AM  
To: Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
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.

And I have 2 other power companies around me. Why can't I choose to have another provider? This is a monopoly. I do not want Duke Energy for my provider. How can I get another provider? This is beyond illegal what you guys are doing.

Jana L. Blair  
CFO  
Phone:352-796-0060  
Fax:352-796-0401  
ISO 9001/AS9120/AC-00-56A/ITAR Registered DUNS 18-000-1054 Cage Code: 4AGF5

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

From: Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
Sent: Tuesday, September 26, 2023 8:44 AM  
To: Jana Blair <jana@vcdisplays.com>  
Subject: Consumer Inquiry - Duke Energy Florida

[You don't often get email from eplendl@psc.state.fl.us. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

Ms. Jana Blair  
jana@vcdisplays.com

RE: FPSC Inquiry 1430294C

Dear Ms. Blair:

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.

The next fuel cost hearing will be held on November 1st, 2nd and 3rd. During the hearing, Duke Energy Florida and the other three electric companies regulated by the Florida Public Service Commission will present their projected 2024 fuel and purchased power costs, true-up previous estimates for 2023 incurred costs, and true-up 2022 costs to actual costs. Recovery of capacity, conservation, and environmental costs will also be considered. The Office of Public Counsel will represent the interest of consumers. You may watch the hearings live or afterwards by using the following link:

[https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridapsc.com%2fwatch-archive-psc-events&c=E,1,amf9-0PI4CNDgWK-KTXXc9uJhbWvHpAAAtEE5bBPOqNLcuWTcRE5\\_YAolmiSwZt7OzRGKeC1FxePf\\_O\\_c4UXB9vl-vb8q5QxpkE3aRL8QoVG0iJMbyKE-Zfc,&typo=1](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridapsc.com%2fwatch-archive-psc-events&c=E,1,amf9-0PI4CNDgWK-KTXXc9uJhbWvHpAAAtEE5bBPOqNLcuWTcRE5_YAolmiSwZt7OzRGKeC1FxePf_O_c4UXB9vl-vb8q5QxpkE3aRL8QoVG0iJMbyKE-Zfc,&typo=1)

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://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridajobs.org%2fcommunity-planning-and-development%2fcommunity-services%2flow-income-home-energy-assistance-program%2ffind-your-local-low-income-home-energy-assistance-program-provider-for-help&c=E,1,My0zorK7oEqbG7k3ImaA\\_JeRRaDJX\\_HQalv1PNYcmL0mTb2aeQYOVDsIA9KI\\_SMgy1SXMoO\\_xKM9ptOqaSmhGW-JSX5EPUAInfEwA4DwwwvQ,&typo=1](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridajobs.org%2fcommunity-planning-and-development%2fcommunity-services%2flow-income-home-energy-assistance-program%2ffind-your-local-low-income-home-energy-assistance-program-provider-for-help&c=E,1,My0zorK7oEqbG7k3ImaA_JeRRaDJX_HQalv1PNYcmL0mTb2aeQYOVDsIA9KI_SMgy1SXMoO_xKM9ptOqaSmhGW-JSX5EPUAInfEwA4DwwwvQ,&typo=1)

\* 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)

**Jana Blair**

---

**From:** Duke Energy <alerts@duke-energyalert.com>  
**Sent:** Wednesday, September 20, 2023 3:25 PM  
**To:** Jana Blair  
**Subject:** Duke Energy: Meter Diagnostics Report

You don't often get email from alerts@duke-energyalert.com. Learn why this is important



## Meter Diagnostics Report

Thank you for contacting Duke Energy. Below is your most recent Meter Diagnostics Report.

**JANA BLAIR**

**Meter number: 4106653**

**Time: 9/20/2023, 3:23:26 PM (EST)**



### Real-Time Voltage Test: **Good**

Following the completion of the remote diagnostic check of your meter's signal and voltage, results indicate that your meter's voltage registered at an **appropriate level and is operating accurately.**





Current kWh Meter Reading: **41749 kWh**


Your meter reading at the time our remote check was conducted is captured above. See the Additional Resources section below for guidance on how to read your digital smart meter.

Many customers are seeing higher energy bills due in part to increases in the cost of fuel used for power generation. Duke Energy does not profit from these increases. Learn more on our [fuel education](#) page. Use our [Bill Assistance Guide](#) for more ways to manage your usage.

#### Additional Resources:

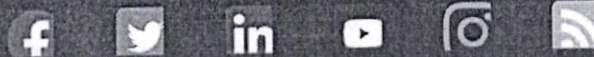
 [How to read your digital smart meter](#)

 [Sign in for personal energy usage data](#)

 [Watch our How to Track Your Energy Usage video](#)

Thank you for being a valued Duke Energy customer. We appreciate the opportunity to provide you service.

*RIIIIIING A SMARTER ENERGY FUTURE*



[Unsubscribe](#) | [Privacy Policy](#) | [View in Browser](#) | [duke-energy.com](#)

## Antonia Hover

---

**From:** Ellen Plendl  
**Sent:** Tuesday, September 26, 2023 9:35 AM  
**To:** 'jbombardo@cfl.rr.com'  
**Subject:** Consumer Inquiry - Duke Energy Florida

Mr. Joseph Bombardo  
jbombardo@cfl.rr.com

RE: FPSC Inquiry 14302309C

Dear Ms. Bombardo:

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.

The next fuel cost hearing will be held on November 1st, 2nd and 3rd. During the hearing, Duke Energy Florida and the other three electric companies regulated by the Florida Public Service Commission will present their projected 2024 fuel and purchased power costs, true-up previous estimates for 2023 incurred costs, and true-up 2022 costs to actual costs. Recovery of capacity, conservation, and environmental costs will also be considered. The Office of Public Counsel will represent the interest of consumers. You may watch the hearings live or afterwards by using the following link:

<https://www.floridapsc.com/watch-archive-psc-events>

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:** Jana Blair <jana@vcdisplays.com>  
**Sent:** Tuesday, September 26, 2023 9:34 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.

Ellen, you never addressed why my neighbors power bill is only \$180 compared to my \$450 power bill. The previous month my bill was \$179. And it went up to \$450? And Duke said everything is fine with my meter? She again ran a test over the phone. That's a joke. Anyhow, my neighbors house is double the size of mine with a swimming pool and a jacuzzi running all day long. You know what their bill was this month and last month? \$180. Something is not right. And it needs to be addressed. I don't need your links for financial assistance I need you to address the problem. There is obviously a problem. Again you can't pick and choose who you up the rates on in my neighborhood. I want this addressed ASAP. Who can afford a \$450 power bill in a home that is only 1975 sq ft? That doesn't even make sense. Someone needs to address this ASAP. So I am reaching out to the top and you are replying with useless information to me. There have been no storms in my area. I live in Inverness Florida. Somebody needs to address this and fix this problem ASAP. Duke isn't willing to help so who is? Who can fix this issue? Something isn't right period.

Jana L. Blair  
CFO  
Phone:352-796-0060  
Fax:352-796-0401  
ISO 9001/AS9120/AC-00-56A/ITAR Registered DUNS 18-000-1054 Cage Code: 4AGF5

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

**From:** Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
**Sent:** Tuesday, September 26, 2023 9:12 AM  
**To:** Jana Blair <jana@vcdisplays.com>  
**Subject:** RE: Consumer Inquiry - Duke Energy Florida

Ms. Jana Blair  
jana@vcdisplays.com

RE: FPSC Inquiry 1430294C

Dear Ms. Blair

Thank you for your replies.

All the information on each docket is public record. You may review all the information filed with the FPSC by accessing our website at [https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridapsc.com%2f&c=E,1,aPcSmvUHGFFHQK2DwaViIR\\_Sn\\_Paj7rfQx5GCOV99iwLLblpQjWU8n9Si8y1vF8gFCxrAYRCriuZ5Hz-CDsWn\\_YCqKpl8x7WHRLOGOSKcJIF&typo=1](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridapsc.com%2f&c=E,1,aPcSmvUHGFFHQK2DwaViIR_Sn_Paj7rfQx5GCOV99iwLLblpQjWU8n9Si8y1vF8gFCxrAYRCriuZ5Hz-CDsWn_YCqKpl8x7WHRLOGOSKcJIF&typo=1) Tap on the section for Clerk's Office, then Dockets and type in Docket No. 20230001 (for the fuel cost adjustment and 20230020



for the storm cost recovery (just the number). Once you reach the Docket, tap on Document Filings Index to view all the information filed by the utilities and other parties in this Docket. You can also narrow the number of documents to review by using the radial button for Official Filings.

You also requested another electric provider. Florida is not a deregulated state. The Florida Public Service Commission cannot deregulate the electric industry. It would be up to the Florida Legislature to make changes in the Florida Statutes to deregulate the electric industry.

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)

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

From: Jana Blair <jana@vcdisplays.com>  
Sent: Tuesday, September 26, 2023 8:59 AM  
To: Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
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.

And I have 2 other power companies around me. Why can't I choose to have another provider? This is a monopoly. I do not want Duke Energy for my provider. How can I get another provider? This is beyond illegal what you guys are doing.

Jana L. Blair  
CFO  
Phone:352-796-0060  
Fax:352-796-0401  
ISO 9001/AS9120/AC-00-56A/ITAR Registered DUNS 18-000-1054 Cage Code: 4AGF5

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

From: Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
Sent: Tuesday, September 26, 2023 8:44 AM  
To: Jana Blair <jana@vcdisplays.com>  
Subject: Consumer Inquiry - Duke Energy Florida

[You don't often get email from eplendl@psc.state.fl.us. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

Ms. Jana Blair  
jana@vcdisplays.com

RE: FPSC Inquiry 1430294C

Dear Ms. Blair:

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.

The next fuel cost hearing will be held on November 1st, 2nd and 3rd. During the hearing, Duke Energy Florida and the other three electric companies regulated by the Florida Public Service Commission will present their projected 2024 fuel and purchased power costs, true-up previous estimates for 2023 incurred costs, and true-up 2022 costs to actual costs. Recovery of capacity, conservation, and environmental costs will also be considered. The Office of Public Counsel will represent the interest of consumers. You may watch the hearings live or afterwards by using the following link:

[https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridapsc.com%2fwatch-archive-psc-events&c=E,1,amf9-0PI4CNDgWK-KTXXc9uJhbWvHpAAAtEE5bBPOqNLcuWTcRE5\\_YAolmiSwZt7OzRGKeC1Fxepf\\_O\\_c4UXB9vl-vb8q5QxpkE3aRL8QoVG0iJMbyKE-Zfc,&typo=1](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridapsc.com%2fwatch-archive-psc-events&c=E,1,amf9-0PI4CNDgWK-KTXXc9uJhbWvHpAAAtEE5bBPOqNLcuWTcRE5_YAolmiSwZt7OzRGKeC1Fxepf_O_c4UXB9vl-vb8q5QxpkE3aRL8QoVG0iJMbyKE-Zfc,&typo=1)

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://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridajobs.org%2fcommunity-planning-and-development%2fcommunity-services%2flow-income-home-energy-assistance-program%2ffind-your-local-low-income-home-energy-assistance-program-provider-for-help&c=E,1,My0zorK7oEqbG7k3lmaA\\_JeRRaDJX\\_HQalv1PNYcmL0mTb2aeQYOVDsIA9KI\\_SMgy1SXM0O\\_xKM9ptOqaSmhGW-JSX5EPUAInfEwA4DwwwQ,&typo=1](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridajobs.org%2fcommunity-planning-and-development%2fcommunity-services%2flow-income-home-energy-assistance-program%2ffind-your-local-low-income-home-energy-assistance-program-provider-for-help&c=E,1,My0zorK7oEqbG7k3lmaA_JeRRaDJX_HQalv1PNYcmL0mTb2aeQYOVDsIA9KI_SMgy1SXM0O_xKM9ptOqaSmhGW-JSX5EPUAInfEwA4DwwwQ,&typo=1)

\* 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 26, 2023 9:31 AM  
**To:** 'Jana Blair'  
**Subject:** RE: Consumer Inquiry - Duke Energy Florida

Ms. Jana Blair  
jana@vcdisplays.com

RE: FPSC Inquiry 1430294C

Dear Ms. Blair

Thank you for your reply.

Although the fuel cost hearings were not noticed for public participation, you may contact the FPSC's Office of Commission Clerk at 850-36770 to request information on attending the hearing.

You may also contact the Office of Public Counsel (OPC), which represents Florida customers at hearings for utility matters before the Florida Public Service Commission. You may call the OPC by calling 850-488-9330 to request information about how they will represent DEF customers at the upcoming hearings.

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)

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

From: Jana Blair <jana@vcdisplays.com>  
Sent: Tuesday, September 26, 2023 9:20 AM  
To: Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
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.

Obviously changes need to be made by the Florida Legislature. This should be a priority. Apparently nothing is a priority in our State except money going into legislatures pockets and coming out of the tax payers pockets. And we the tax payers should be the ones voting on this. How can I attend the meeting? Because apparently the people making these choices are making really bad decisions. You sent me a link to view the meeting online. Lol. How about no. How about we make the decisions? It's become very obvious that every government official in this country is corrupt and destroying this country.

Jana L. Blair  
CFO  
Phone:352-796-0060  
Fax:352-796-0401  
ISO 9001/AS9120/AC-00-56A/ITAR Registered DUNS 18-000-1054 Cage Code: 4AGF5

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

From: Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
Sent: Tuesday, September 26, 2023 9:12 AM  
To: Jana Blair <jana@vcdisplay.com>  
Subject: RE: Consumer Inquiry - Duke Energy Florida

Ms. Jana Blair  
jana@vcdisplay.com

RE: FPSC Inquiry 1430294C

Dear Ms. Blair

Thank you for your replies.

All the information on each docket is public record. You may review all the information filed with the FPSC by accessing our website at <https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridapsc.com%2f&c=E,1,NkRg0AufOuRKmJpNrVEJn1wfkki8FetEI2yZTV4PMcJxWxYphxrYsyLvXYCJoa344Wp3PgS2PnhARJolkdXYacBn56NiYXHlr4Gaf83cJx3gaX1-1Dw,&typo=1> Tap on the section for Clerk's Office, then Dockets and type in Docket No. 20230001 (for the fuel cost adjustment and 20230020 for the storm cost recovery (just the number). Once you reach the Docket, tap on Document Filings Index to view all the information filed by the utilities and other parties in this Docket. You can also narrow the number of documents to review by using the radial button for Official Filings.

You also requested another electric provider. Florida is not a deregulated state. The Florida Public Service Commission cannot deregulate the electric industry. It would be up to the Florida Legislature to make changes in the Florida Statutes to deregulate the electric industry.

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)

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

From: Jana Blair <jana@vcdisplays.com>  
Sent: Tuesday, September 26, 2023 8:59 AM  
To: Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
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.

And I have 2 other power companies around me. Why can't I choose to have another provider? This is a monopoly. I do not want Duke Energy for my provider. How can I get another provider? This is beyond illegal what you guys are doing.

Jana L. Blair  
CFO  
Phone:352-796-0060  
Fax:352-796-0401  
ISO 9001/AS9120/AC-00-56A/ITAR Registered DUNS 18-000-1054 Cage Code: 4AGF5

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

From: Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
Sent: Tuesday, September 26, 2023 8:44 AM  
To: Jana Blair <jana@vcdisplays.com>  
Subject: Consumer Inquiry - Duke Energy Florida

[You don't often get email from eplendl@psc.state.fl.us. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

Ms. Jana Blair  
jana@vcdisplays.com

RE: FPSC Inquiry 1430294C

Dear Ms. Blair:

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.

The next fuel cost hearing will be held on November 1st, 2nd and 3rd. During the hearing, Duke Energy Florida and the other three electric companies regulated by the Florida Public Service Commission will present their projected 2024 fuel and purchased power costs, true-up previous estimates for 2023 incurred costs, and true-up 2022 costs to actual costs. Recovery of capacity, conservation, and environmental costs will also be considered. The Office of Public Counsel will represent the interest of consumers. You may watch the hearings live or afterwards by using the following link:

[https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridapsc.com%2fwatch-archive-psc-events&c=E,1,amf9-OPI4CNDgWK-KTXXc9uJhbWvHpAAtEE5bBPOqNLcuWTcRE5\\_YAolmiSwZt7OzRGKeC1Fxepf\\_O\\_c4UXB9vl-vb8q5QxpkE3aRL8QoVG0iJMbyKE-Zfc,&typo=1](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridapsc.com%2fwatch-archive-psc-events&c=E,1,amf9-OPI4CNDgWK-KTXXc9uJhbWvHpAAtEE5bBPOqNLcuWTcRE5_YAolmiSwZt7OzRGKeC1Fxepf_O_c4UXB9vl-vb8q5QxpkE3aRL8QoVG0iJMbyKE-Zfc,&typo=1)

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://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridajobs.org%2fcommunity-planning-and-development%2fcommunity-services%2flow-income-home-energy-assistance-program%2ffind-your-local-low-income-home-energy-assistance-program-provider-for-help&c=E,1,My0zorK7oEqbG7k3ImaA\\_JeRRaDJX\\_HQalv1PNYcmL0mTb2aeQYOVDsIA9KI\\_SMgy1SXM0O\\_xKM9ptOqaSmhGW-JSX5EPUAInfEwA4DwwwQ,&typo=1](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridajobs.org%2fcommunity-planning-and-development%2fcommunity-services%2flow-income-home-energy-assistance-program%2ffind-your-local-low-income-home-energy-assistance-program-provider-for-help&c=E,1,My0zorK7oEqbG7k3ImaA_JeRRaDJX_HQalv1PNYcmL0mTb2aeQYOVDsIA9KI_SMgy1SXM0O_xKM9ptOqaSmhGW-JSX5EPUAInfEwA4DwwwQ,&typo=1)

\* 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:** Jana Blair <jana@vcdisplay.com>  
**Sent:** Tuesday, September 26, 2023 9:20 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.

Obviously changes need to be made by the Florida Legislature. This should be a priority. Apparently nothing is a priority in our State except money going into legislatures pockets and coming out of the tax payers pockets. And we the tax payers should be the ones voting on this. How can I attend the meeting? Because apparently the people making these choices are making really bad decisions. You sent me a link to view the meeting online. Lol. How about no. How about we make the decisions? It's become very obvious that every government official in this country is corrupt and destroying this country.

Jana L. Blair  
CFO  
Phone:352-796-0060  
Fax:352-796-0401  
ISO 9001/AS9120/AC-00-56A/ITAR Registered DUNS 18-000-1054 Cage Code: 4AGF5

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

From: Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
Sent: Tuesday, September 26, 2023 9:12 AM  
To: Jana Blair <jana@vcdisplay.com>  
Subject: RE: Consumer Inquiry - Duke Energy Florida

Ms. Jana Blair  
jana@vcdisplay.com

RE: FPSC Inquiry 1430294C

Dear Ms. Blair

Thank you for your replies.

All the information on each docket is public record. You may review all the information filed with the FPSC by accessing our website at <https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridapsc.com%2f&c=E,1,NkRg0AufOuRKmJpNrVEJn1wfkki8FetEI2yZTV4PMcJxWxYphxrYsyLvXYCJoa344Wp3PgS2PnhARJolkdXYacBn56NiYXHlr4Gaf83cJx3gaX1-1Dw,&typo=1> Tap on the section for Clerk's Office, then Dockets and type in Docket No. 20230001 (for the fuel cost adjustment and 20230020 for the storm cost recovery (just the number). Once you reach the Docket, tap on Document Filings Index to



view all the information filed by the utilities and other parties in this Docket. You can also narrow the number of documents to review by using the radial button for Official Filings.

You also requested another electric provider. Florida is not a deregulated state. The Florida Public Service Commission cannot deregulate the electric industry. It would be up to the Florida Legislature to make changes in the Florida Statutes to deregulate the electric industry.

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)

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

From: Jana Blair <jana@vcdisplays.com>  
Sent: Tuesday, September 26, 2023 8:59 AM  
To: Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
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.

And I have 2 other power companies around me. Why can't I choose to have another provider? This is a monopoly. I do not want Duke Energy for my provider. How can I get another provider? This is beyond illegal what you guys are doing.

Jana L. Blair  
CFO  
Phone:352-796-0060  
Fax:352-796-0401  
ISO 9001/AS9120/AC-00-56A/ITAR Registered DUNS 18-000-1054 Cage Code: 4AGF5

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

From: Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
Sent: Tuesday, September 26, 2023 8:44 AM  
To: Jana Blair <jana@vcdisplays.com>  
Subject: Consumer Inquiry - Duke Energy Florida

[You don't often get email from eplendl@psc.state.fl.us. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

Ms. Jana Blair  
jana@vcdisplays.com

RE: FPSC Inquiry 1430294C

Dear Ms. Blair:

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.

The next fuel cost hearing will be held on November 1st, 2nd and 3rd. During the hearing, Duke Energy Florida and the other three electric companies regulated by the Florida Public Service Commission will present their projected 2024 fuel and purchased power costs, true-up previous estimates for 2023 incurred costs, and true-up 2022 costs to actual costs. Recovery of capacity, conservation, and environmental costs will also be considered. The Office of Public Counsel will represent the interest of consumers. You may watch the hearings live or afterwards by using the following link:

[https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridapsc.com%2fwatch-archive-psc-events&c=E,1,amf9-OPI4CNDgWK-KTXXc9uJhbWvHpAAAtEE5bBPOqNLcuWTcRE5\\_YAolmiSwZt7OzRGKeC1FxePf\\_O\\_c4UXB9vI-vb8q5QxpKE3aRL8QoVG0iJMbyKE-Zfc,&typo=1](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridapsc.com%2fwatch-archive-psc-events&c=E,1,amf9-OPI4CNDgWK-KTXXc9uJhbWvHpAAAtEE5bBPOqNLcuWTcRE5_YAolmiSwZt7OzRGKeC1FxePf_O_c4UXB9vI-vb8q5QxpKE3aRL8QoVG0iJMbyKE-Zfc,&typo=1)

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://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridajobs.org%2fcommunity-planning-and-development%2fcommunity-services%2flow-income-home-energy-assistance-program%2ffind-your-local-low-income-home-energy-assistance-program-provider-for-help&c=E,1,My0zorK7oEqbG7k3ImaA\\_JeRRaDJX\\_HQalv1PNYcmL0mTb2aeQYOVDsIA9KI\\_SMgy1SXM0O\\_xKM9ptOqaSmhGW-JSX5EPUAInfEwA4DwwwQ,&typo=1](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridajobs.org%2fcommunity-planning-and-development%2fcommunity-services%2flow-income-home-energy-assistance-program%2ffind-your-local-low-income-home-energy-assistance-program-provider-for-help&c=E,1,My0zorK7oEqbG7k3ImaA_JeRRaDJX_HQalv1PNYcmL0mTb2aeQYOVDsIA9KI_SMgy1SXM0O_xKM9ptOqaSmhGW-JSX5EPUAInfEwA4DwwwQ,&typo=1)

\* 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 26, 2023 9:12 AM  
**To:** 'Jana Blair'  
**Subject:** RE: Consumer Inquiry - Duke Energy Florida

Ms. Jana Blair  
jana@vcdisplays.com

RE: FPSC Inquiry 1430294C

Dear Ms. Blair

Thank you for your replies.

All the information on each docket is public record. You may review all the information filed with the FPSC by accessing our website at <https://www.floridapsc.com/> Tap on the section for Clerk's Office, then Dockets and type in Docket No. 20230001 (for the fuel cost adjustment and 20230020 for the storm cost recovery (just the number). Once you reach the Docket, tap on Document Filings Index to view all the information filed by the utilities and other parties in this Docket. You can also narrow the number of documents to review by using the radial button for Official Filings.

You also requested another electric provider. Florida is not a deregulated state. The Florida Public Service Commission cannot deregulate the electric industry. It would be up to the Florida Legislature to make changes in the Florida Statutes to deregulate the electric industry.

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)

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

From: Jana Blair <jana@vcdisplays.com>  
Sent: Tuesday, September 26, 2023 8:59 AM  
To: Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
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.

And I have 2 other power companies around me. Why can't I choose to have another provider? This is a monopoly. I do not want Duke Energy for my provider. How can I get another provider? This is beyond illegal what you guys are doing.

Jana L. Blair  
CFO  
Phone:352-796-0060  
Fax:352-796-0401  
ISO 9001/AS9120/AC-00-56A/ITAR Registered DUNS 18-000-1054 Cage Code: 4AGF5

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

From: Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
Sent: Tuesday, September 26, 2023 8:44 AM  
To: Jana Blair <jana@vcdisplays.com>  
Subject: Consumer Inquiry - Duke Energy Florida

[You don't often get email from eplendl@psc.state.fl.us. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

Ms. Jana Blair  
jana@vcdisplays.com

RE: FPSC Inquiry 1430294C

Dear Ms. Blair:

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.

The next fuel cost hearing will be held on November 1st, 2nd and 3rd. During the hearing, Duke Energy Florida and the other three electric companies regulated by the Florida Public Service Commission will present their projected 2024 fuel

and purchased power costs, true-up previous estimates for 2023 incurred costs, and true-up 2022 costs to actual costs. Recovery of capacity, conservation, and environmental costs will also be considered. The Office of Public Counsel will represent the interest of consumers. You may watch the hearings live or afterwards by using the following link:

[https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridapsc.com%2fwatch-archive-psc-events&c=E,1,amf9-0PI4CNDgWK-KTXXc9uJhbWvHpAAAtEE5bBPOqNLcuWTcRE5\\_YAolmiSwZt7OzRGKeC1FxePf\\_O\\_c4UXB9vl-vb8q5QxpkE3aRL8QoVG0iJMbyKE-Zfc,&typo=1](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridapsc.com%2fwatch-archive-psc-events&c=E,1,amf9-0PI4CNDgWK-KTXXc9uJhbWvHpAAAtEE5bBPOqNLcuWTcRE5_YAolmiSwZt7OzRGKeC1FxePf_O_c4UXB9vl-vb8q5QxpkE3aRL8QoVG0iJMbyKE-Zfc,&typo=1)

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://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridajobs.org%2fcommunity-planning-and-development%2fcommunity-services%2flow-income-home-energy-assistance-program%2ffind-your-local-low-income-home-energy-assistance-program-provider-for-help&c=E,1,My0zorK7oEqbG7k3ImaA\\_JeRRaDJX\\_HQalv1PNYcmL0mTb2aeQYOVDsIA9KI\\_SMgy1SXM0O\\_xKM9ptOqaSmhGW-JSX5EPUAInfEwA4DwwvQ,&typo=1](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridajobs.org%2fcommunity-planning-and-development%2fcommunity-services%2flow-income-home-energy-assistance-program%2ffind-your-local-low-income-home-energy-assistance-program-provider-for-help&c=E,1,My0zorK7oEqbG7k3ImaA_JeRRaDJX_HQalv1PNYcmL0mTb2aeQYOVDsIA9KI_SMgy1SXM0O_xKM9ptOqaSmhGW-JSX5EPUAInfEwA4DwwvQ,&typo=1)

\* 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:** Jana Blair <jana@vcdisplays.com>  
**Sent:** Tuesday, September 26, 2023 8:59 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.

And I have 2 other power companies around me. Why can't I choose to have another provider? This is a monopoly. I do not want Duke Energy for my provider. How can I get another provider? This is beyond illegal what you guys are doing.

Jana L. Blair  
CFO  
Phone:352-796-0060  
Fax:352-796-0401  
ISO 9001/AS9120/AC-00-56A/ITAR Registered DUNS 18-000-1054 Cage Code: 4AGF5

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

From: Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
Sent: Tuesday, September 26, 2023 8:44 AM  
To: Jana Blair <jana@vcdisplays.com>  
Subject: Consumer Inquiry - Duke Energy Florida

[You don't often get email from eplendl@psc.state.fl.us. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

Ms. Jana Blair  
jana@vcdisplays.com

RE: FPSC Inquiry 1430294C

Dear Ms. Blair:

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.

The next fuel cost hearing will be held on November 1st, 2nd and 3rd. During the hearing, Duke Energy Florida and the other three electric companies regulated by the Florida Public Service Commission will present their projected 2024 fuel and purchased power costs, true-up previous estimates for 2023 incurred costs, and true-up 2022 costs to actual costs. Recovery of capacity, conservation, and environmental costs will also be considered. The Office of Public Counsel will represent the interest of consumers. You may watch the hearings live or afterwards by using the following link:

[https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridapsc.com%2fwatch-archive-psc-events&c=E,1,amf9-0PI4CNDgWK-KTXXc9uJhbWvHpAAAtEE5bBPOqNLcuWTcRE5\\_YAolmiSwZt7OzRGKeC1FxePf\\_O\\_c4UXB9vI-vb8q5QxpkE3aRL8QoVG0iJMbyKE-Zfc,&typo=1](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridapsc.com%2fwatch-archive-psc-events&c=E,1,amf9-0PI4CNDgWK-KTXXc9uJhbWvHpAAAtEE5bBPOqNLcuWTcRE5_YAolmiSwZt7OzRGKeC1FxePf_O_c4UXB9vI-vb8q5QxpkE3aRL8QoVG0iJMbyKE-Zfc,&typo=1)

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://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridajobs.org%2fcommunity-planning-and-development%2fcommunity-services%2flow-income-home-energy-assistance-program%2ffind-your-local-low-income-home-energy-assistance-program-provider-for-help&c=E,1,My0zorK7oEqbG7k3lmaA\\_JeRRaDJX\\_HQalv1PNYcmL0mTb2aeQYOVDIA9KI\\_SMgy1SXM0O\\_xKM9ptOqaSmhGW-JSX5EPUAInfEwA4DwwwQ,&typo=1](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridajobs.org%2fcommunity-planning-and-development%2fcommunity-services%2flow-income-home-energy-assistance-program%2ffind-your-local-low-income-home-energy-assistance-program-provider-for-help&c=E,1,My0zorK7oEqbG7k3lmaA_JeRRaDJX_HQalv1PNYcmL0mTb2aeQYOVDIA9KI_SMgy1SXM0O_xKM9ptOqaSmhGW-JSX5EPUAInfEwA4DwwwQ,&typo=1)

\* 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:** Jana Blair <jana@vcdisplays.com>  
**Sent:** Tuesday, September 26, 2023 8:54 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.

Hi Ellen. The area which I live in was never effected by any storm. Also, talked to my neighbors who have a house twice the size of mine, a swimming pool and jacuzzi with pumps running daily and there power bill was \$180 for the month. Something is definitely not right and you can't pick and choose who to increase rates on. Someone needs to look into this ASAP. Mine went from \$179 to \$450. There is no way that is correct. Duke ran a test over the phone and said the meter was good, lol. That doesn't even sound right. I'm demanding those reports I need to see where the money is going. Also, someone really needs to come out check that meter period to figure out why my power bill is more expensive than my neighbors. Sounds fishy to me.

Thank you,

Jana L. Blair  
CFO  
Phone:352-796-0060  
Fax:352-796-0401  
ISO 9001/AS9120/AC-00-56A/ITAR Registered DUNS 18-000-1054 Cage Code: 4AGF5

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

**From:** Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
**Sent:** Tuesday, September 26, 2023 8:44 AM  
**To:** Jana Blair <jana@vcdisplays.com>  
**Subject:** Consumer Inquiry - Duke Energy Florida

[You don't often get email from eplendl@psc.state.fl.us. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

Ms. Jana Blair  
jana@vcdisplays.com

RE: FPSC Inquiry 1430294C

Dear Ms. Blair:

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.

The next fuel cost hearing will be held on November 1st, 2nd and 3rd. During the hearing, Duke Energy Florida and the other three electric companies regulated by the Florida Public Service Commission will present their projected 2024 fuel and purchased power costs, true-up previous estimates for 2023 incurred costs, and true-up 2022 costs to actual costs. Recovery of capacity, conservation, and environmental costs will also be considered. The Office of Public Counsel will represent the interest of consumers. You may watch the hearings live or afterwards by using the following link:

[https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridapsc.com%2fwatch-archive-psc-events&c=E,1,pl\\_4gBxl6hLbVw2w2REjWAVzbillPc-y618VisXcsx636zCKDhahmy1aBVZ5\\_YpT72\\_iDNtX16rVTCQhm3Zk-uQblbbYxGLqinRL11kQIubUAcB--8,&typo=1](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridapsc.com%2fwatch-archive-psc-events&c=E,1,pl_4gBxl6hLbVw2w2REjWAVzbillPc-y618VisXcsx636zCKDhahmy1aBVZ5_YpT72_iDNtX16rVTCQhm3Zk-uQblbbYxGLqinRL11kQIubUAcB--8,&typo=1)

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://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridajobs.org%2fcommunity-planning-and-development%2fcommunity-services%2flow-income-home-energy-assistance-program%2ffind-your-local-low-income-home-energy-assistance-program-provider-for-help&c=E,1,qi2aHOoisS9La3GpBSrQtWOJU41\\_gJxQgXhxt65izQDRDmkmgoATFWV0Kzb9zbKjNppyLfhC2rmHK1JYKw3IAV8oNjXV0Z8U\\_pTf0cC\\_9wBgZ1KI&typo=1](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridajobs.org%2fcommunity-planning-and-development%2fcommunity-services%2flow-income-home-energy-assistance-program%2ffind-your-local-low-income-home-energy-assistance-program-provider-for-help&c=E,1,qi2aHOoisS9La3GpBSrQtWOJU41_gJxQgXhxt65izQDRDmkmgoATFWV0Kzb9zbKjNppyLfhC2rmHK1JYKw3IAV8oNjXV0Z8U_pTf0cC_9wBgZ1KI&typo=1)

\* 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 26, 2023 8:44 AM  
**To:** 'jana@vcdisplays.com'  
**Subject:** Consumer Inquiry - Duke Energy Florida

Ms. Jana Blair  
jana@vcdisplays.com

RE: FPSC Inquiry 1430294C

Dear Ms. Blair:

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.

The next fuel cost hearing will be held on November 1st, 2nd and 3rd. During the hearing, Duke Energy Florida and the other three electric companies regulated by the Florida Public Service Commission will present their projected 2024 fuel and purchased power costs, true-up previous estimates for 2023 incurred costs, and true-up 2022 costs to actual costs. Recovery of capacity, conservation, and environmental costs will also be considered. The Office of Public Counsel will represent the interest of consumers. You may watch the hearings live or afterwards by using the following link:

<https://www.floridapsc.com/watch-archive-psc-events>

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:** Tuesday, September 26, 2023 8:38 AM  
**To:** Ellen Plendl  
**Subject:** FW: Power bill

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:** Joseph Bombardo <jbombardo@cfl.rr.com>  
**Sent:** Monday, September 25, 2023 2:37 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Power bill

Constituent message:

1. **Name**  
Joseph Bombardo
2. **Email Address**  
[jbombardo@cfl.rr.com](mailto:jbombardo@cfl.rr.com)
3. **Phone Number**  
4079485477
4. **Subject**  
Power bill
5. **Message**  
Hello Mr Governor DeSantis, I hope all is well. I am writing to you because I think you will actually listen. I voted for you and honestly thank you for your leadership. I was wondering if you could help somehow. My power bill through Duke Energy has gone up tremendously , I went from \$250-\$350 per month to \$700 per month. I can't believe someone let them raise their rats over 30%. I am a 61 year old Married with a daughter and her 5 children living with me because she lost her house during covid and now is homeless. So we took them in. I can not afford this kind of hike. Everything is so expensive I can't even afford to feed them and I make good money. I was planning to retire next year and now I have to raise my grandchildren. Please help Duke Energy is going crazy with their prices. How is a family even going to make it these days. We drive old cars, because they are so expensive we just keep fixing ours. Just wait till the auto union settles. Tired in Clermont Fl. Joseph Bombardo
6. **Attach file (optional)**
7. **User IP Address**  
184.88.14.166

8. **HTTP User Agent**  
Mozilla/5.0 (iPhone; CPU iPhone OS 16\_6\_1 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.6 Mobile/15E148 Safari/604.1
9. **Date Submitted**  
25/09/2023
10. **Time Submitted**  
2:36:47 pm, EDT

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

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

## Antonia Hover

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, September 26, 2023 8:19 AM  
**To:** Ellen Plendl  
**Subject:** FW: Power Bill Complaint  
**Attachments:** 2023\_09\_22\_17\_01\_13.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:** Jana Blair <jana@vcdisplays.com>  
**Sent:** Friday, September 22, 2023 5:07 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Power Bill Complaint

Hello Mr. DeSantis. I am writing you today because I received my power bill and about fell over. My bill is \$450 for a 1980 sq ft home. This is insane. I have Duke Energy who is my provider. I contacted them and they told me that the Florida Public Utilities Commission approved a 15% rate increase. Why? This is crazy. I would like to request a break down of where all the funds are going for these power companies and a break down of this approval and what it was approved for. I need to know the reason. I want full details. If it's not car insurance jacking pricing in Florida for no good reason, and home owners insurance now you have given authority to Power companies to come in and rip us off too. How do you expect people to pay a \$450 power bill? Tell me where I can get assistance from the Government ripping me off and hiking prices. We pay enough in taxes and enough is enough.

I expect a full break down of this 15% hike to a company who is isn't even based out of Florida but NC. What a joke our country has become.



Jana L. Blair  
CFO  
Phone:352-796-0060



Fax:352-796-0401

**ISO 9001/AS9120/AC-00-56A/ITAR Registered**

**DUNS 18-000-1054 Cage Code: 4AGF5**

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.



duke-energy.com  
800.700.8744

# Your Energy Bill

**Service address**  
JANA BLAIR  
8811 S LONGBRANCH AVE  
INVERNESS FL 34452

**Bill date** Sep 6, 2023  
**For service** Aug 3 - Sep 2  
31 days

**Account number** 9101 4823 9165

## Billing summary

Previous Amount Due	\$197.72
Payment Received Aug 29	-197.72
Current Electric Charges	435.99
Taxes	11.51
<b>Total Amount Due Sep 27</b>	<b>\$447.50</b>



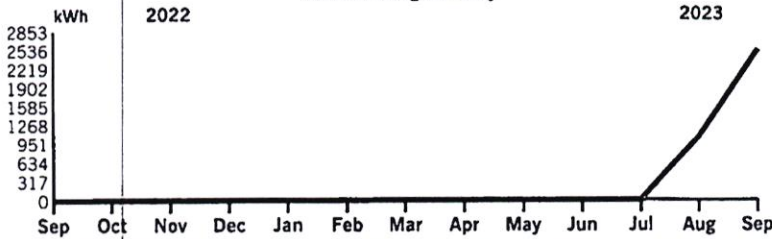
Thank you for your payment.

Know what's below. Call before you dig. Always call 811 before you dig, it's the law. Making this free call at least two full working days before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit call811.com.

To help us repair malfunctioning streetlights, quickly: 1. Visit duke-energy.com/lightrepair 2. Provide us with the light's location and your contact information. 3. Specific addresses, landmarks and directions work best.

## Your usage snapshot

Electric usage history



### Average temperature in degrees

77° 69° 67° 58° 58° 63° 66° 71° 74° 78° 81° 82° 80°

	Current Month	Sep 2022	12-Month Usage	Avg Monthly Usage
Electric (kWh)	2,536	0	N/A	1,802
Avg. Daily (kWh)	82	0	N/A	

12-month usage based on most recent history

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a \$5.00 or 1.5%, late charge, whichever is greater.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail  
PO Box 1090  
Charlotte, NC 28201-1090

Account number  
9101 4823 9165

**\$447.50**  
by Sep 27

After Sep 27, the amount due will increase to \$454.21.

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
Add here, to help others with a contribution to Share the Light **Amount enclosed**

**JANA BLAIR**  
8811 S LONGBRANCH AVE  
INVERNESS FL 34452-9060

Duke Energy Payment Processing  
PO Box 1094  
Charlotte, NC 28201-1094

8891014823916500066000000000000000004475000000447502



duke-energy.com  
800.700.8744

We're here for you

**Report an emergency**

Electric outage [duke-energy.com/outages](http://duke-energy.com/outages)  
800.228.8485

**Convenient ways to pay your bill**

Online [duke-energy.com/billing](http://duke-energy.com/billing)  
Automatically from your bank account [duke-energy.com/automatic-draft](http://duke-energy.com/automatic-draft)  
Speedpay (fee applies) [duke-energy.com/pay-now](http://duke-energy.com/pay-now)  
800.700.8744  
By mail payable to Duke Energy P.O. Box 1094  
Charlotte, NC 28201-1094  
In person [duke-energy.com/location](http://duke-energy.com/location)

**Help managing your account** (not applicable for all customers)

Register for free paperless billing [duke-energy.com/paperless](http://duke-energy.com/paperless)  
Home [duke-energy.com/manage-home](http://duke-energy.com/manage-home)  
Business [duke-energy.com/manage-bus](http://duke-energy.com/manage-bus)

**General questions or concerns**

Online [duke-energy.com](http://duke-energy.com)  
Home: Mon - Fri (7 a.m. to 7 p.m.) 800.700.8744  
Business: Mon - Fri (7 a.m. to 6 p.m.) 877.372.8477  
For hearing impaired TDD/TTY 711  
International 1.407.629.1010

**Call before you dig**

Call 800.432.4770 or 811

**Check utility rates**

Check rates and charges [duke-energy.com/rates](http://duke-energy.com/rates)

**Correspond with Duke Energy** (not for payment)

P.O. Box 14042  
St Petersburg, FL 33733

**Important to know**

**Your next meter reading on or after: Oct 3**

Please be sure we can safely access your meter. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

**Your electric service may be disconnected if your payment is past due**

If payment for your electric service is past due, we may begin disconnection procedures. The due date on your bill applies to current charges only. Any unpaid, past due charges are not extended to the new due date and may result in disconnection. The reconnection fee is \$13 between the hours of 7 a.m. and 7 p.m. Monday through Friday and \$14 after 7 p.m. or on the weekends.

**Electric service does not depend on payment for other products or services**

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

**When you pay by check**

We may process the payment as a regular check or convert it into a one-time electronic check payment.

**Asset Securitization Charge**

A charge to recover cost associated with nuclear asset-recovery bonds. Duke Energy Florida is acting as the collection agent for Special Purpose Entity (SPE) until the bonds have been paid in full or legally discharged.

**Medical Essential Program**

Identifies customers who are dependent on continuously electric-powered medical equipment. The program does not automatically extend electric bill due dates, nor does it provide priority restoration. To learn more or find out if you qualify, call 800.700.8744 or visit [duke-energy.com/home/billing/special-assistance/medically-essential](http://duke-energy.com/home/billing/special-assistance/medically-essential).

**Special Needs Customers**

Florida Statutes offer a program for customers who need special assistance during emergency evacuations and sheltering. Customers with special needs may contact their local emergency management agency for registration and more information.

**Para nuestros clientes que hablan Español**

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.700.8744.



duke-energy.com  
800.700.8744

### Your usage snapshot - Continued

Current electric usage for meter number 4106653	
Actual reading on Sep 2	40432
Previous reading on Aug 3	- 37896
<hr/>	
Energy Used	2,536 kWh
Billed kWh	2,536.000 kWh

### Billing details - Electric

Billing Period - Aug 03 23 to Sep 02 23	
<b>Meter - 4106653</b>	
Customer Charge	\$12.51
Energy Charge	
1,000.000 kWh @ 9.986c	99.86
Energy Charge	
1,536.000 kWh @ 10.860c	166.82
Fuel Charge	
1,000.000 kWh @ 5.302c	53.02
Fuel Charge	
1,536.000 kWh @ 6.372c	97.87
Asset Securitization Charge	
2,536.000 kWh @ 0.233c	5.91
<b>Total Current Charges</b>	<b>\$435.99</b>

Your current rate is Residential Service (RS-1).

### Billing details - Taxes

Regulatory Assessment Fee	\$0.32
Gross Receipts Tax	11.19
<b>Total Taxes</b>	<b>\$11.51</b>