

**Antonia Hover**

**From:** Antonia Hover on behalf of Records Clerk  
**Sent:** Wednesday, June 19, 2024 9:09 AM  
**To:** 'Charusa Ramos'  
**Cc:** Consumer Contact  
**Subject:** RE: Keep Duke Rates Down Docket #20240025

Good Morning, Charusa Ramos.

We will be placing your comments below in consumer correspondence in Docket No. 20240025, and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you!

*Toni Hover*

Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
Phone: (850) 413-6467

*PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your email message may be subject to public disclosure.*

**From:** charusas=yagoo.com@mg.gospringboard.io <charusas=yagoo.com@mg.gospringboard.io> **On Behalf Of** Charusa Ramos  
**Sent:** Tuesday, June 18, 2024 8:46 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Keep Duke Rates Down Docket #20240025

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

Dear PSC Member,

As a concerned Duke Energy customer [and AARP member in Florida], I am writing to express my opposition to Duke Energy's proposed rate increase.

I urge you to carefully consider the impact of a rate increase on Florida residents, particularly the most vulnerable among us. With the rising costs of living, including healthcare and housing, a hike in utility rates would decrease our quality of life.

I ask that you prioritize the interests of consumers over corporate greed and reject Duke Energy's proposed increase to the return on equity and fixed customer charge. This is pure profit that customers should not have to pay for. Now more than ever, it is crucial to ensure that essential services remain affordable and accessible to all Floridians.

Thank you for your careful consideration to this matter.

Sincerely,

Charusa Ramos  
7843 sugar view court  
Orlando FL, 32819-7243

## Antonia Hover

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**From:** Microsoft Outlook  
**To:** 'Charusa Ramos'  
**Sent:** Wednesday, June 19, 2024 9:09 AM  
**Subject:** Undeliverable: RE: Keep Duke Rates Down Docket #20240025

### Delivery has failed to these recipients or groups:

'Charusa Ramos' (charusas@yagoo.com)

Your message couldn't be delivered and there was no valid enhanced status code being issued by the remote mail system to determine the exact cause, status: '550 No MX/host record found'.

The following organization rejected your message: mx-inbound45-104.us-east-2c.ess.aws.cudaops.com.

### Diagnostic information for administrators:

Generating server: EXCH2019.psc.state.fl.us

charusas@yagoo.com  
mx-inbound45-104.us-east-2c.ess.aws.cudaops.com  
Remote Server returned '550 No MX/host record found'

### Original message headers:

Received: from Exch2016.psc.state.fl.us (164.51.109.84) by  
EXCH2019.psc.state.fl.us (164.51.109.82) with Microsoft SMTP Server  
(version=TLS1\_2, cipher=TLS\_ECDHE\_RSA\_WITH\_AES\_128\_GCM\_SHA256) id  
15.0.1544.9; Wed, 19 Jun 2024 09:09:12 -0400  
Received: from Exch2016.psc.state.fl.us ([:1]) by Exch2016.psc.state.fl.us  
([:1]) with mapi id 15.01.2507.037; Wed, 19 Jun 2024 09:09:12 -0400  
From: Records Clerk <CLERK@PSC.STATE.FL.US>  
To: 'Charusa Ramos' <charusas@yagoo.com>  
CC: Consumer Contact <Contact@PSC.STATE.FL.US>  
Subject: RE: Keep Duke Rates Down Docket #20240025  
Thread-Topic: Keep Duke Rates Down Docket #20240025  
Thread-Index: AQHawj0L5SBr5whUvU6g00UbNDZUWbHPDufQ  
Sender: Antonia Hover <ahover@psc.state.fl.us>  
Date: Wed, 19 Jun 2024 13:09:12 +0000  
Message-ID: <2b5c1768dad48c89dd207a4ee46b53c@psc.state.fl.us>  
References: <d900e627b1401cfe45dbcb14f0104c7a@swift.generated>  
In-Reply-To: <d900e627b1401cfe45dbcb14f0104c7a@swift.generated>  
Accept-Language: en-US  
Content-Language: en-US  
X-MS-Has-Attach:  
X-MS-TNEF-Correlator:  
x-ninja-pim: Scanned by Ninja  
x-ms-exchange-messagesentrepresentingtype: 2  
x-originating-ip: [199.250.30.42]  
Content-Type: multipart/alternative;