

**Antonia Hover**

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**From:** Ellen Plendl  
**Sent:** Monday, August 25, 2025 3:06 PM  
**To:** Consumer Correspondence  
**Subject:** Docket No. 20240173  
**Attachments:** FW: Duke Energy; FW: Duke energy; FW: Electric Bill; FW: Duke energy

See attached customer correspondence for Docket No. 20240173.

## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, August 25, 2025 8:58 AM  
**To:** EOG-Referral  
**Subject:** FW: Duke Energy

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

**From:** Mary Haros <noreply@flgov.com>  
**Sent:** Friday, August 22, 2025 5:35 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Duke Energy

### Submitted

Fri, 08/22/2025 - 17:35

### Sender Information

Mary Haros  
[j1923@aol.com](mailto:j1923@aol.com)  
3529423744

### Subject

Duke Energy

### Message

We need someone to step in and help with what Duke Energy is charging homeowners. In Citrus county we do not have a choice for a provider, it's all by where you live. The cost of electric has gone up tremendously and as a grandmother raising grandchildren, I simply cannot afford it all. There are so many complaints in our community, we need someone to step in and help the citizens of Florida.

Sincerely,  
Mary Haros

### IP Address

172.70.255.132

### User Agent

Mozilla/5.0 (iPhone; CPU iPhone OS 18\_5 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/18.5 Mobile/15E148 Safari/604.1

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

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Thursday, August 21, 2025 1:24 PM  
**To:** EOG-Referral  
**Subject:** FW: Duke energy

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

**From:** Cobra M Mancini <noreply@flgov.com>  
**Sent:** Thursday, August 21, 2025 12:37 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Duke energy

### Submitted

Thu, 08/21/2025 - 12:36

### Sender Information

Cobra M Mancini  
[Kingslair64@yahoo.com](mailto:Kingslair64@yahoo.com)  
3528606016

### Subject

Duke energy

### Message

Hello I have a very serious problem with Duke energy when my electric bill is more than what I make a week there is a problem. I live alone in have a small refrigerator, 1 5000 btu ac and 1 small pond pump i run all day nothing is on during the day when I'm at work. Please solve this problem or we the people has to solve the problem. I WANT to here from someone about this problem. NOW.

### IP Address

104.23.229.135

### User Agent

Mozilla/5.0 (Linux; Android 10; K) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/139.0.0.0 Mobile Safari/537.36

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## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Thursday, August 21, 2025 10:21 AM  
**To:** Ellen Plendl  
**Subject:** FW: Electric 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:** Robert Bernabo <noreply@flgov.com>  
**Sent:** Wednesday, August 20, 2025 11:09 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Electric Bill

### Submitted

Wed, 08/20/2025 - 23:09

### Sender Information

Robert Bernabo  
[robertdlar@gmail.com](mailto:robertdlar@gmail.com)  
4072446398

### Subject

Electric Bill

### Message

Dear Governor DeSantis,

You are the first Governor that has been making Possitive change in Florida so I know you are committed to making Florida the best state in the Union. So I am sure you have heard of the outrageous cost of electricity we are each paying now. It is out of control and my last bill was over \$500 and I keep my A/C at 80 degrees. I have paid as little as \$98 in the winter. This is criminal and Duke energy should be held responsible, I dont know what can be done. Help us

### IP Address

172.70.254.44

**User Agent**

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/139.0.0.0  
Safari/537.36

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## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Thursday, August 21, 2025 8:21 AM  
**To:** Ellen Plendl  
**Subject:** FW: Duke energy

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Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

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

From: Sheree Carter <sher218@comcast.net>  
Sent: Tuesday, August 19, 2025 3:28 PM  
To: GovernorRon.DeSantis@eog.myflorida.com  
Subject: Duke energy

Gov DeSantis,

Please tell us why we can only have one electric company to choose from. Duke energy has a monopoly in Florida. I just paid \$388 for last month, which is up \$75 from previous month. I am a senior on a fixed income this is getting outrageous, seeing we have an 1187 sq ft home. We are now paying an extra \$50/mo to pay for the hurricane damage from last year. Of which I had no damage. I moved here from Pa where I had multiple electric suppliers to choose from and I could contract from 6-12-18-24 months and lock in a rate. Why are we so backwards here? We really need more options! Please. Besides Duke energy is based in NC, not even in the state. Many people here feel the same.

Thank you,

From Port Richey Florida

Sent from my iPhone

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