

From: Ellen Plendl
Sent: Friday, February 6, 2026 7:36 AM
To: Consumer Correspondence
Subject: Docket No. 20240173
Attachments: RE: Consumer Inquiry - Duke Energy Florida; RE: Consumer Inquiry - Duke Energy Florida; Re: Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida ; FW: Duke increase

See attached customer correspondence for Docket No. 20240173.

Tristan Davis

From: Michael Healer <healermj@aol.com>
Sent: Friday, February 6, 2026 5:39 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.

Records show that Duke had roughly 5 billion dollars in net profit. And 1.1 billion in storm damage. That would give Duke 3.9 billion after paying for the damage themselves. Since Duke was not experiencing any financial hardship there was no reason for the commission grant the rate increase. If a rate increase is granted there should not be any salary increases or bonuses given to executives for mismanagement during the year of rate increase. This rate increase was borderline criminal in nature. The customer should not be Duke's contingency plan for not being prepared.

Sent from AOL on Android

On Mon, Jan 26, 2026 at 8:43 AM, Ellen Plendl <EPlendl@PSC.STATE.FL.US> wrote:

Dear Mr. Healer:

Thank you for your reply about the storm cost recovery and storm protection charges.

Florida Statute, 366.8260, allows utilities to recover costs for storm cost recovery. You may review the Statute by using the following link:

http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&Search_String=&URL=0300-0399/0366/Sections/0366.8260.html

Florida Statute, 366.96, allows utilities to recover costs for storm protection. You may review the Statute by using the following link:

http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&Search_String=&URL=0300-0399/0366/Sections/0366.96.html

I will add your comments as a protest to our records.

Please contact me at 1-800-342-3552 if you have questions or concerns.

Sincerely,

Ellen Plendl

Regulatory Analyst IV

Florida Public Service Commission

Office of Consumer Assistance

1-800-342-3552 (phone)

1-800-511-0809 (fax)

From: Michael Healer <healermj@aol.com>
Sent: Friday, January 23, 2026 1:43 PM
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.

Why am I having to pay for hurricane damage? They are supposed to put money aside for situations like that, it's not like hurricanes are a secret. I paid \$6000 out of pocket to pay for storm damage last year which was outside my deductible. What about bonuses and Golden parachutes these crooks are getting. Since it's a government sponsored monopoly we should have a say through the election process and not left up to the commission to help out their buddies.

Sent from AOL on Android

On Fri, Jan 23, 2026 at 11:18 AM, Ellen Plendl

<EPlendl@PSC.STATE.FL.US> wrote:

Mr. Michael Healer

healermj@aol.com

Dear Mr. Healer:

The Governor's office forwarded a copy of your email 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 concern about DEF's rate increases. On August 21, 2024, the FPSC approved a Settlement Agreement (Settlement) for DEF, effective January 2025-December 2027. In addition to providing rate stability, the Settlement increases clean solar energy production and assists vulnerable customers during extreme weather conditions.

Over the Settlement term, DEF will increase base rates by \$203 million in 2025 and \$59 million in 2026, for a cumulative rate increase of \$262 million. DEF's Return on Equity is set at 9.3 percent–11.3 percent, with a midpoint of 10.3 percent. Solar base rate adjustments (SoBRAs) are allowed as 12 new solar facilities, totaling 900 MW, come online.

Customers will also receive relief from reconnect fees after disconnection for non-payment through the Settlement term, as well as relief from being disconnected for non-payment when the actual temperature is 95 degrees or higher, or when the heat index is 105 degrees or higher. To benefit customers, DEF will increase its participation goal for the Neighborhood Energy Saver program by 10 percent and increase smart thermostat installations from 10 percent to 40 percent.

DEF's residential EV off-peak charging load management program will continue with modifications, and the utility will add a make ready credit EV program for use with public chargers, as part of the Settlement. DEF will continue to own and operate its Direct Current Fast Charge and level 2 charging stations.

Parties joining the Settlement, in addition to DEF and the Office of Public Counsel, representing customers, include Florida Retail Federation, Florida Industrial Power User's Group, Nucor Steel Florida, Inc., and White Springs Agricultural Chemicals, Inc. Other parties to DEF's rate case do not oppose the Settlement or took no position.

DEF's also petitioned for recovery of incremental storm restoration costs related to Hurricanes Debby, Helene and Milton.

On February 4, 2025, the FPSC approved interim storm restoration recovery costs related to Hurricanes Debby, Helene, and Milton for DEF. The Commission also approved the utility's requests to replenish its storm reserve.

The approval of an interim storm restoration charge is preliminary in nature and is subject to refund, with interest, pending further Commission review once final audited costs are known. Final costs will be determined following a future Commission hearing.

DEF's approved interim recovery is \$1.09 billion and meets the provisions of its 2024 Settlement Agreement. The monthly bill impact per 1,000 kWh for a DEF residential customer is \$32.40. The surcharge will appear on a customer's bill for 12 months, beginning March 2025-February 2026.

We appreciate your comments and will add your correspondence to our records for Docket Nos. 20240025 and 20240173.

You may review all the information filed with the FPSC by accessing our website at <http://www.floridapsc.com>. Tap on the section for Clerk's Office, then Dockets and type in Docket No. 20240025 or 20250173 (just the number). Once you reach the Docket of interest, tap on Document Filings Index to view all the information filed by the utilities and other parties in this Docket.

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

Florida Public Service Commission

Office of Consumer Assistance

1-800-342-3552 (phone)

1-800-511-0809 (fax)

Tristan Davis

From: Ellen Plendl
Sent: Monday, January 26, 2026 8:43 AM
To: 'Michael Healer'
Subject: RE: Consumer Inquiry - Duke Energy Florida

Dear Mr. Healer:

Thank you for your reply about the storm cost recovery and storm protection charges.

Florida Statute, 366.8260, allows utilities to recover costs for storm cost recovery. You may review the Statute by using the following link:

http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&Search_String=&URL=0300-0399/0366/Sections/0366.8260.html

Florida Statute, 366.96, allows utilities to recover costs for storm protection. You may review the Statute by using the following link:

http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&Search_String=&URL=0300-0399/0366/Sections/0366.96.html

I will add your comments as a protest to our records.

Please contact me at 1-800-342-3552 if you have questions or concerns.

Sincerely,

Ellen Plendl
Regulatory Analyst IV
Florida Public Service Commission
Office of Consumer Assistance
1-800-342-3552 (phone)
1-800-511-0809 (fax)
From: Michael Healer <healermj@aol.com>
Sent: Friday, January 23, 2026 1:43 PM
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.

Why am I having to pay for hurricane damage? They are supposed to put money aside for situations like that, it's not like hurricanes are a secret. I paid \$6000 out of pocket to pay for storm damage last year which was outside my deductible. What about bonuses and Golden parachutes these crooks are getting. Since it's a government sponsored monopoly we should have a say through the election process and not left up to the commission to help out their buddies.

Sent from AOL on Android

On Fri, Jan 23, 2026 at 11:18 AM, Ellen Plendl
<EPlendl@PSC.STATE.FL.US> wrote:

Mr. Michael Healer
healermj@aol.com

Dear Mr. Healer:

The Governor's office forwarded a copy of your email 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 concern about DEF's rate increases. On August 21, 2024, the FPSC approved a Settlement Agreement (Settlement) for DEF, effective January 2025-December 2027. In addition to providing rate stability, the Settlement increases clean solar energy production and assists vulnerable customers during extreme weather conditions.

Over the Settlement term, DEF will increase base rates by \$203 million in 2025 and \$59 million in 2026, for a cumulative rate increase of \$262 million. DEF's Return on Equity is set at 9.3 percent–11.3 percent, with a midpoint of 10.3 percent. Solar base rate adjustments (SoBRAs) are allowed as 12 new solar facilities, totaling 900 MW, come online.

Customers will also receive relief from reconnect fees after disconnection for non-payment through the Settlement term, as well as relief from being disconnected for non-payment when the actual temperature is 95 degrees or higher, or when the heat index is 105 degrees or higher. To benefit customers, DEF will increase its participation goal for the Neighborhood Energy Saver program by 10 percent and increase smart thermostat installations from 10 percent to 40 percent.

DEF's residential EV off-peak charging load management program will continue with modifications, and the utility will add a make ready credit EV program for use with public chargers, as part of the Settlement. DEF will continue to own and operate its Direct Current Fast Charge and level 2 charging stations.

Parties joining the Settlement, in addition to DEF and the Office of Public Counsel, representing customers, include Florida Retail Federation, Florida Industrial Power User's Group, Nucor Steel Florida, Inc., and White Springs Agricultural Chemicals, Inc. Other parties to DEF's rate case do not oppose the Settlement or took no position.

DEF's also petitioned for recovery of incremental storm restoration costs related to Hurricanes Debby, Helene and Milton.

On February 4, 2025, the FPSC approved interim storm restoration recovery costs related to Hurricanes Debby, Helene, and Milton for DEF. The Commission also approved the utility's requests to replenish its storm reserve.

The approval of an interim storm restoration charge is preliminary in nature and is subject to refund, with interest, pending further Commission review once final audited costs are known. Final costs will be determined following a future Commission hearing.

DEF's approved interim recovery is \$1.09 billion and meets the provisions of its 2024 Settlement Agreement. The monthly bill impact per 1,000 kWh for a DEF residential customer is \$32.40. The surcharge will appear on a customer's bill for 12 months, beginning March 2025-February 2026.

We appreciate your comments and will add your correspondence to our records for Docket Nos. 20240025 and 20240173.

You may review all the information filed with the FPSC by accessing our website at <http://www.floridapsc.com>. Tap on the section for Clerk's Office, then Dockets and type in Docket No. 20240025 or 20250173 (just the number). Once you reach the Docket of interest, tap on Document Filings Index to view all the information filed by the utilities and other parties in this Docket.

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
Florida Public Service Commission
Office of Consumer Assistance
1-800-342-3552 (phone)
1-800-511-0809 (fax)

Tristan Davis

From: Michael Healer <healermj@aol.com>
Sent: Friday, January 23, 2026 1:43 PM
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.

Why am I having to pay for hurricane damage? They are supposed to put money aside for situations like that, it's not like hurricanes are a secret. I paid \$6000 out of pocket to pay for storm damage last year which was outside my deductible. What about bonuses and Golden parachutes these crooks are getting. Since it's a government sponsored monopoly we should have a say through the election process and not left up to the commission to help out their buddies.

Sent from AOL on Android

On Fri, Jan 23, 2026 at 11:18 AM, Ellen Plendl <EPlendl@PSC.STATE.FL.US> wrote:

Mr. Michael Healer
healermj@aol.com

Dear Mr. Healer:

The Governor's office forwarded a copy of your email 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 concern about DEF's rate increases. On August 21, 2024, the FPSC approved a Settlement Agreement (Settlement) for DEF, effective January 2025-December 2027. In addition to providing rate stability, the Settlement increases clean solar energy production and assists vulnerable customers during extreme weather conditions.

Over the Settlement term, DEF will increase base rates by \$203 million in 2025 and \$59 million in 2026, for a cumulative rate increase of \$262 million. DEF's Return on Equity is set at 9.3 percent–11.3 percent, with a midpoint of 10.3 percent. Solar base rate adjustments (SoBRAs) are allowed as 12 new solar facilities, totaling 900 MW, come online.

Customers will also receive relief from reconnect fees after disconnection for non-payment through the Settlement term, as well as relief from being disconnected for non-payment when the actual temperature is 95 degrees or higher, or when the heat index is 105 degrees or higher. To benefit customers, DEF will increase its participation goal for the Neighborhood Energy Saver program by 10 percent and increase smart thermostat installations from 10 percent to 40 percent.

DEF's residential EV off-peak charging load management program will continue with modifications, and the utility will add a make ready credit EV program for use with public chargers, as part of the Settlement. DEF will continue to own and operate its Direct Current Fast Charge and level 2 charging stations.

Parties joining the Settlement, in addition to DEF and the Office of Public Counsel, representing customers, include Florida Retail Federation, Florida Industrial Power User's Group, Nucor Steel Florida, Inc., and White Springs Agricultural Chemicals, Inc. Other parties to DEF's rate case do not oppose the Settlement or took no position.

DEF's also petitioned for recovery of incremental storm restoration costs related to Hurricanes Debby, Helene and Milton.

On February 4, 2025, the FPSC approved interim storm restoration recovery costs related to Hurricanes Debby, Helene, and Milton for DEF. The Commission also approved the utility's requests to replenish its storm reserve.

The approval of an interim storm restoration charge is preliminary in nature and is subject to refund, with interest, pending further Commission review once final audited costs are known. Final costs will be determined following a future Commission hearing.

DEF's approved interim recovery is \$1.09 billion and meets the provisions of its 2024 Settlement Agreement. The monthly bill impact per 1,000 kWh for a DEF residential customer is \$32.40. The surcharge will appear on a customer's bill for 12 months, beginning March 2025-February 2026.

We appreciate your comments and will add your correspondence to our records for Docket Nos. 20240025 and 20240173.

You may review all the information filed with the FPSC by accessing our website at <http://www.floridapsc.com>. Tap on the section for Clerk's Office, then Dockets and type in Docket No. 20240025 or 20250173 (just the number). Once you reach the Docket of interest, tap on Document Filings Index to view all the information filed by the utilities and other parties in this Docket.

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
Florida Public Service Commission
Office of Consumer Assistance
1-800-342-3552 (phone)
1-800-511-0809 (fax)

Tristan Davis

From: Ellen Plendl
Sent: Friday, January 23, 2026 11:19 AM
To: 'healermj@aol.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. Michael Healer
healermj@aol.com

Dear Mr. Healer:

The Governor's office forwarded a copy of your email 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 concern about DEF's rate increases. On August 21, 2024, the FPSC approved a Settlement Agreement (Settlement) for DEF, effective January 2025-December 2027. In addition to providing rate stability, the Settlement increases clean solar energy production and assists vulnerable customers during extreme weather conditions.

Over the Settlement term, DEF will increase base rates by \$203 million in 2025 and \$59 million in 2026, for a cumulative rate increase of \$262 million. DEF's Return on Equity is set at 9.3 percent–11.3 percent, with a midpoint of 10.3 percent. Solar base rate adjustments (SoBRAs) are allowed as 12 new solar facilities, totaling 900 MW, come online.

Customers will also receive relief from reconnect fees after disconnection for non-payment through the Settlement term, as well as relief from being disconnected for non-payment when the actual temperature is 95 degrees or higher, or when the heat index is 105 degrees or higher. To benefit customers, DEF will increase its participation goal for the Neighborhood Energy Saver program by 10 percent and increase smart thermostat installations from 10 percent to 40 percent.

DEF's residential EV off-peak charging load management program will continue with modifications, and the utility will add a make ready credit EV program for use with public chargers, as part of the Settlement. DEF will continue to own and operate its Direct Current Fast Charge and level 2 charging stations.

Parties joining the Settlement, in addition to DEF and the Office of Public Counsel, representing customers, include Florida Retail Federation, Florida Industrial Power User's Group, Nucor Steel Florida, Inc., and White Springs Agricultural Chemicals, Inc. Other parties to DEF's rate case do not oppose the Settlement or took no position.

DEF's also petitioned for recovery of incremental storm restoration costs related to Hurricanes Debby, Helene and Milton.

On February 4, 2025, the FPSC approved interim storm restoration recovery costs related to Hurricanes Debby, Helene, and Milton for DEF. The Commission also approved the utility's requests to replenish its storm reserve.

The approval of an interim storm restoration charge is preliminary in nature and is subject to refund, with interest, pending further Commission review once final audited costs are known. Final costs will be determined following a future Commission hearing.

DEF's approved interim recovery is \$1.09 billion and meets the provisions of its 2024 Settlement Agreement. The monthly bill impact per 1,000 kWh for a DEF residential customer is \$32.40. The surcharge will appear on a customer's bill for 12 months, beginning March 2025-February 2026.

We appreciate your comments and will add your correspondence to our records for Docket Nos. 20240025 and 20240173.

You may review all the information filed with the FPSC by accessing our website at <http://www.floridapsc.com>. Tap on the section for Clerk's Office, then Dockets and type in Docket No. 20240025 or 20250173 (just the number). Once you reach the Docket of interest, tap on Document Filings Index to view all the information filed by the utilities and other parties in this Docket.

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
Florida Public Service Commission
Office of Consumer Assistance
1-800-342-3552 (phone)
1-800-511-0809 (fax)

Tristan Davis

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, January 23, 2026 10:45 AM
To: Ellen Plendl
Subject: FW: Duke increase

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: Michael Healer <noreply@flgov.com>
Sent: Thursday, January 22, 2026 3:06 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke increase

Submitted

Thu, 01/22/2026 - 15:06

Sender Information

Michael Healer
healermj@aol.com
7275042356

Subject

Duke increase

Message

I can't believe Duke energy was granted an increase in electric rates. Oil and natural gas prices have come down so it should be cheaper. There should be no pay raises or bonuses given to all the big shots for doing nothing. Please do what can to lower electric rates. Mike Healer USMC retired

IP Address

104.23.248.19

User Agent

Mozilla/5.0 (Linux; Android 10; K) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/143.0.0.0 Mobile Safari/537.36

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.