

Crystal Card

From: Ellen Plendl
Sent: Monday, February 02, 2015 9:53 AM
To: Consumer Correspondence
Subject: Docket 150001-EI
Attachments: FW Duke Energy Customer Service.; Consumer Inquiry - Duke Energy Florida

See attached customer correspondence and PSC reply for correspondence side of Docket 150001-EI.

Crystal Card

From: Randy Roland
Sent: Monday, February 02, 2015 9:16 AM
To: 'cwesnidge@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Chantz.S.Wesnidge
cwesnidge@gmail.com

Dear Chantz S. Wesnidge:

This is in response to your E-mail to the Florida Public Service Commission (PSC) regarding Duke Energy Florida (DEF). You expressed a concern about electric rates and the fuel cost adjustment.

The fuel cost charge allows the utility to recover the actual expenses associated with securing and processing fuel necessary to run the power plants used to generate electricity. Fuel rates mirror rising and falling fuel costs as reflected in the international marketplace. The revenue generated by the fuel adjustment charge does not add to the profit of the utility companies, but goes to pay fuel suppliers and transporters. The cost of fuel is shown as a separate cents per kilowatt-hour charge, and fuel costs are not contained in any other charge on your bill.

Each year, utilities file their projected fuel expenses for the upcoming calendar year. The PSC, along with the Office of Public Counsel and other consumer representatives closely examine the fuel costs requested by the utilities. Public hearings are held annually to set the fuel factors for the next year. Since rates are set on projected costs, at the end of the year, the costs are "trued-up" or compared to the audited actual expenses incurred by the utility. If the utility recovered more than its actual costs, the amount of over-recovery is used to reduce the next year's costs. If the utility under-recovered (costs were higher than expected) that deficit is likewise rolled into the next year. The fuel cost adjustment is recognized by virtually all state commissions, by the Federal Energy Regulatory Commission, and is also used by most municipal electric utilities and rural electric cooperatives.

On November 25, 2014, the PSC set the 2015 fuel adjustment charges for DEF customers. The fuel adjustment charges were decided at a hearing where the PSC considered DEF's projected costs of fuel and the purchased power for 2015 as well as 'trued up' costs for 2014. As a result of the November 25 hearing, a residential customer using 1000 kWh will see their bill decrease from \$125.29 to \$125.13. The fuel portion of the bill will decrease by \$0.16. Thank you for sharing your views. We will add your comments to the correspondence side of Docket 150001-EI regarding the fuel cost adjustment.

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Florida Public Service Commission

Crystal Card

From: Consumer Contact
Sent: Monday, February 02, 2015 8:14 AM
To: Ellen Plendl
Subject: FW: Duke Energy Customer Service.

From: chantz wesnidge [<mailto:cwesnidge@gmail.com>]

Sent: Friday, January 30, 2015 4:55 PM

To: Consumer Contact; Office Of Commissioner Graham; Office Of Commissioner Edgar; Office of Commissioner Brisé; Office of Commissioner Brown; Office of Commissioner Patronis

Subject: Fwd: Duke Energy Customer Service.

All, Please view the below email. It was sent earlier today to Duke Energy Executives and VP's expressing my disgust with their business practices, I would like to formally lodge a complaint with the Florida Public Service Commission regarding their usage of these Fuel Fee's which are utterly ridiculous.

Sincerely,

CW

----- Forwarded message -----

From: chantz wesnidge <cwesnidge@gmail.com>

Date: Fri, Jan 30, 2015 at 3:23 PM

Subject: Duke Energy Customer Service.

To: gayle.lanier@duke-energy.com, asalvarezza@duke-energy.com, rklarsen@duke-energy.com

Good Afternoon All,

I'm reaching out to you to express my utter disappointment and disgust in your companies customer service practices.

I recently relocated to Florida after living all across the United States for my job with the Hilton Hotels Corporation.(My job has also given me enough clout to track down all your emails) I found a nice little house outside Orlando and connected services with your company. I now must say what an utter disappointment this has been.

As someone in the hospitality industry I eat sleep and breath customer service, and I can say that your company doesn't know the first thing when it comes to customer service everyone I've ever dealt with has been nothing but rude and unfriendly to me, and even more so unhelpful. I'm pretty sure I could teach elementary children better phone edict. I've even looked at switching electric companies but nobody else can provide to the area I live.

Your Energy Fuel Charge- Is the most ridiculous fee I've ever seen in my life and should be made illegal. Never in my life have I had to pay for both the energy and the materials used to create it. I hope one day this is found illegal and you are made to pay back all the people your company has taken advantage of. In my home it's only 2 of us, we both work almost 60 hours a week, my electric bill should't be FIVE HUNDRED plus dollars every month, it would only be 200, but you are in the business of screwing everyone with your Fuel Charge.

I sincerely hope you can do something with your customer service department or we won't be able to have this conversation in ten years again because you will be out of business and we (your customers) will still be here.

In worst regards,

Chantz.S.Wesnidge