

**Sandra Soto**

---

**From:** Ruth McHargue  
**Sent:** Thursday, June 22, 2017 12:18 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 170001

Customer correspondence

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

From: Consumer Contact  
Sent: Thursday, June 22, 2017 10:03 AM  
To: Ruth McHargue  
Subject: To CLK Docket 170001

Copy on file, see 1245710C. DHood

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Wednesday, June 21, 2017 5:54 PM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 123149

#### CUSTOMER INFORMATION

Name: Joci Ribeiro  
Telephone:  
Email: [joci.ribeiro@gmail.com](mailto:joci.ribeiro@gmail.com)  
Address: 905 grovesmere loop ocoee FL 34761

#### BUSINESS INFORMATION

Business Account Name: Joci Ribeiro  
Account Number:  
Address: 905 grovesmere loop ocoee FL 34761

#### COMPLAINT INFORMATION

Complaint: Other Complaint against Duke Energy Florida, LLC d/b/a Duke Energy

Details:

Dear Commissioners,

Please, allow me to respectfully bring to your attention the following.

First, Duke Energy is the only electricity provider in the area where I live. So, they have no competition in my area, and I have to buy from Duke Energy if I want to have electricity. In other words, they have a monopoly in my area, I'm stuck with Duke, and Duke knows they do not need to make any effort to get a customer in my area, neither they have the risk of losing me as a customer.

While going through my last Duke Energy bill, I noticed that I used 11 kWh LESS in electricity during the billing period this year than during the same period last year, and my rate schedule remained the same, but Duke Energy charged me 7.1% MORE than last year for less quantity of the same service/product.

Furthermore, the cost of fuel is one of the most, if not the most, significant costs to providing electricity, as you know, and the cost of fuel for energy companies has dropped between 40% and 54% since May 2014. Yet, my Duke Energy bills went up every single year since 2014, despite the fact that my average consumption stayed the same. So, Duke Energy has increased my electricity bill every year since 2014, while the cost of fuel for Duke Energy has dropped at least 40% in the same period.

The only explanation I could find for such increases is simple: Duke Energy is a large corporation with monopoly in many areas that puts maximizing shareholder value above all (certainly above serving the public), and manipulates pricing to accomplish that goal.

As a tax payer and a consumer with no option when it comes to electricity providers, I respectfully ask you to deeply look into Duke Energy pricing practices.

Thank you so much for your attention to this matter.