

**Brandy Butler**

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**From:** Ellen Plendl  
**Sent:** Thursday, January 18, 2018 11:31 AM  
**To:** Consumer Correspondence  
**Subject:** Docket 20170272  
**Attachments:** FW 20170225-EI - FPL Fracking docket ; Consumer Inquiry - Duke Energy Florida

See attached correspondence and PSC reply and add to the correspondence side of Dockets 20170272 and 20170009.

## Brandy Butler

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**From:** Randy Roland  
**Sent:** Thursday, January 18, 2018 10:59 AM  
**To:** Ellen Plendl  
**Subject:** FW: 20170225-EI - FPL Fracking docket

See below.

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**From:** Rhonda Hicks  
**Sent:** Thursday, January 18, 2018 10:37 AM  
**To:** Randy Roland  
**Subject:** FW: 20170225-EI - FPL Fracking docket

fyi

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**From:** Cindy Muir  
**Sent:** Thursday, January 18, 2018 10:03 AM  
**To:** Rhonda Hicks  
**Subject:** RE: 20170225-EI - FPL Fracking docket

This is about the Dania Beach need determination. It's not a "fracking docket" ....it's a natural gas plant (a fossil fuel that is extracted through fracking). Apparently there are 8,000 comments at the Governor's office (see clips). I'll have to ask Braulio about this.

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**From:** Rhonda Hicks  
**Sent:** Wednesday, January 17, 2018 3:28 PM  
**To:** Cindy Muir  
**Subject:** RE: 20170225-EI - FPL Fracking docket

Apparently, the Gov office has received a bunch of comments. We can wait until we get them and see if we should respond. They could be form letters.

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**From:** Cindy Muir  
**Sent:** Wednesday, January 17, 2018 3:26 PM  
**To:** Rhonda Hicks  
**Subject:** Re: 20170225-EI - FPL Fracking docket

No, why? Maybe we should be?

Sent from my iPhone

On Jan 17, 2018, at 3:24 PM, Rhonda Hicks <[RHicks@PSC.STATE.FL.US](mailto:RHicks@PSC.STATE.FL.US)> wrote:

Are we doing anything special with customer comments in this docket?

## Brandy Butler

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**From:** Randy Roland  
**Sent:** Thursday, January 18, 2018 10:47 AM  
**To:** 'druddell5@hotmail.com'  
**Subject:** Consumer Inquiry - Duke Energy Florida

Mr. David Ruddell  
[druddell5@hotmail.com](mailto:druddell5@hotmail.com)

RE: FPSC Inquiry 1267945C

Dear Mr. Ruddell:

This is in response to your correspondence to Inspector General Steven J. Stolting, Florida Public Service Commission (FPSC), regarding Duke Energy Florida (DEF). Given the nature of your concerns, Inspector Stolting feels it would be appropriate for the specialized staff of the FPSC's Office of Consumer Assistance and Outreach to respond to you.

You expressed a concern about DEF's nuclear cost recovery. To encourage the development of nuclear power, the Florida Legislature enacted a law in 2006 to permit utilities to recover some nuclear plant project costs incurred during the construction process. The FPSC then adopted a rule on how to evaluate those costs annually. Annual FPSC nuclear cost recovery hearings are held to allow Commissioners to hear testimony from the utilities, consumer groups, and the public on recovery of actual and estimated project costs. On October 17, 2013, the FPSC approved a Revised and Restated Settlement Agreement (Agreement) for Duke Energy Florida, Inc. (DEF) that maintains customer base rates through 2018, terminated plans for DEF's Levy County nuclear units 1 & 2, and promotes community growth through economic development tariffs. We will add your comment to the correspondence side of Docket No. 20180009-EI regarding DEF's nuclear cost recovery.

You expressed a concern about DEF's application for limited proceeding rate increase in Pinellas, Pasco, Orange, Osceola, and Seminole Counties, for recovery of incremental storm restoration costs related to Hurricanes Irma and Nate, by Duke Energy Florida, LLC. We will add your comments to the correspondence side of Docket No. 20170272-EI.

You requested the number of customers DEF serves in Florida. You may review the FPSC's report on Facts & Figures of the Florida Utility Industry by using the following link:

<http://www.floridapsc.com/Files/PDF/Publications/Reports/General/Factsandfigures/March%202017.pdf>

Finally, you expressed concern that DEF does not maintain a local customer service office in Florida. There is no Florida Administrative Code rule that requires an investor-owned electric company to staff a local customer service office. If you have questions or concerns about service or billing, you may contact DEF directly by using the following information:

Local Telephone: 727-443-2641

Toll-Free Telephone: 800-700-8744

Internet Form: <https://www.duke-energy.com/customer-service/contact-dep-fl/contact-us-fl>

If you feel DEF is unresponsive to your service or billing concerns, you may contact the FPSC for assistance by using our contact information as follows:

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Toll-free Telephone: 1-800-342-3552

Fax: 1-800-511-0809

Email: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Internet: <http://www.floridapsc.com/consumers/complaints/>

If you have any questions, 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

## Brandy Butler

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**From:** Randy Roland  
**Sent:** Wednesday, January 17, 2018 4:34 PM  
**To:** Ellen Plendl  
**Subject:** FW: Inspector General Contact Form

Please handle.

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

From: Office of the Inspector General  
Sent: Wednesday, January 17, 2018 4:04 PM  
To: Randy Roland  
Cc: Linda Duggar  
Subject: FW: Inspector General Contact Form

Randy,

Per our conversation. Please provide us a copy of your response to the consumer.

Thanks,

Steve

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

From: [noReplyOIG@psc.state.fl.us](mailto:noReplyOIG@psc.state.fl.us) [<mailto:noReplyOIG@psc.state.fl.us>]  
Sent: Wednesday, January 17, 2018 12:53 PM  
To: Office of the Inspector General  
Subject: Inspector General Contact Form

First Name: David  
Last Name: Ruddell  
Email Address: [druddell5@hotmail.com](mailto:druddell5@hotmail.com)  
Telephone:  
PSC Previously contacted: NO  
Comment or complaint:

Greetings Duke Energy is our provider.

1- duke energy reneged on the nuclear energy plant and was allowed to keep the money they had accumulated. How much did they accumulate? 2- After IRMA the final energy bill everybody had to pay extra amount which was substantial. 3- Now Duke is requesting an extra 5 dollar surcharge per month for a period of 3 years and is waiting for PSC to decide. 4- Duke does not have a customer service office in Florida. I called Duke and the person I spoke with stated that Duke does not have a local office. 5- How many customers does Duke have in Florida? 6- It appears to me that the citizens of Florida are no more than a cash cow for Duke Energy. I do not believe this is fair and I do not understand why the PSC is letting Duke Energy get away with fleecing the citizens of Florida.