

Antonia Hover

From: Consumer Contact
Sent: Friday, October 2, 2020 2:21 PM
To: Consumer Correspondence
Subject: To CLK docket 20200219
Attachments: Duke energy aug 2020 billAccount-1127318335.PDF

Consumer correspondence for docket 20200219.

Sincerely,

Diana Vizcarrondo
Regulatory Specialist II
Office of Consumer Assistance

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: andronicus pannell <andronicuspannell@gmail.com>
Sent: Friday, October 02, 2020 10:23 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: State wide moratorium on utility disconnections

Please pass this. I know a letter was sent to Governor Ron Desantis but dealing with him is worthless. I have for MONTHS been trying to get payments the DEO skipped. I've contacted the Inspector General's office for the DEO and spoke to Cathy about 10 times. I've contacted Senator Rubio's office and emailed Josh Gabel numerous times. I've contacted Congressman Billirakis office Tyler Grimes numerous times. And just again today. The DEO did not pay me last week 9/23/2020 or this week 9/30/2020 and I am STILL trying to get the July 3, 2020 payment they skipped for both the state and federal. That's \$1,425.00 the DEO owes me. They skip my payment every other week but this time BOTH weeks. Senator Rubio, Congressman Billiriakas, and the Inspector General for the DEO ALL contact Governor Desantis for DEO missed payments. It's been MONTHS and NUMEROUS contacts and I still have not been paid the state and Federal payment from July 3, 2020 on top of this Duke energy at first said I didn't qualify for a payment extension. They gave me one a week and a half ago I paid Duke energy \$220 that was the payment agreement. I have to pay an extra \$220 per month on top of my current bill. So my current bill comes and it's \$411.51 they want this AND an additional \$220 for a total of \$696.40. There is no way I can do this. If I don't they will shut it off. So in one month they are making me pay \$916.40. My rent is only \$1,000. They will shut off my electricity. So the frustration over every other week calling all these senators and Inspector General and Congressman's office to get my payments from the DEO not being paid last week or this week or they state and federal payment from July 3, 2020 Governor Desantis KNOWS all this and doesn't do a dam thing. My unemployment runs out next week. I was only getting \$275 whenever the DEO felt like paying me. I don't know how I'm going to be able to keep my electric on. Please pass the statewide moratorium on utility disconnections. I've enclosed my Duke bill so you can see. Ms. Andronicus 813-570-2906



duke-energy.com
1.800.700.8744

Your Energy Bill

Service address
2101 MAUREEN DR
HOLIDAY FL 34690

Bill date Sep 22, 2020
For service Aug 21 - Sep 22
32 days

Account number 11273 18335

Billing summary

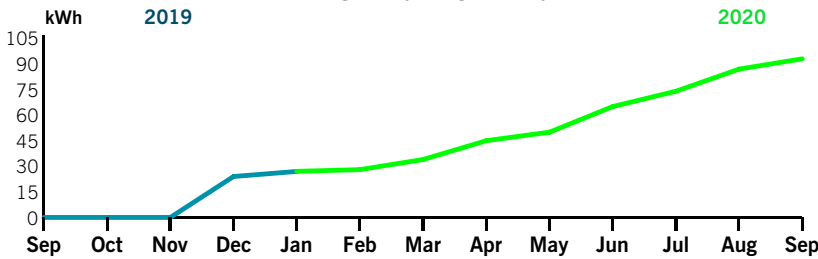
Starting balance	\$47.92
Electric Charges	411.51
Special agreement	220.43
Products and services	5.99
Taxes	10.55
Total amount due Oct 14	\$696.40

If your previous unpaid balance has been paid, please disregard. Standard billing and payment practices have resumed. Extended payment arrangements are available for customers who need more time to pay. Visit duke-energy.com/ExtraTime to set up a payment plan.

Duke Energy offers energy efficiency programs to help you save money and energy, including a Free Home Energy Check available online, by phone or in your home by an energy expert from Duke Energy. An optional Energy Analysis/Rating including payback estimates can be conducted for a small fee, if desired. For more information, visit us at duke-energy.com/HEC.

Your usage snapshot

Average daily usage history



	Current Month	Sep 2019
Electric	93	0

Current electric usage for meter number 001541039	
Actual reading	96625
Previous reading	- 93639
Energy used	2,986 kWh



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a \$5.00 or 1.5%, late charge, whichever is greater.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

Account number
11273 18335

Amount due

\$696.40
by Oct 14

After Oct 14, a late charge will apply.

\$ _____ **Amount enclosed**

ANDRONICUS ONESIMUS
2101 MAUREEN DR
HOLIDAY FL 34690 - 4130

Duke Energy Payment Processing
PO Box 1004
Charlotte, NC 28201-1004

9900112731833500066000004792000006484800000696403



We're here for you

Report an emergency

Electric outage duke-energy.com/outages
800.228.8485

Convenient ways to pay your bill

Online duke-energy.com/billing
Automatically from your bank account duke-energy.com/automatic-draft
Speedpay (fee applies) duke-energy.com/pay-now
800.700.8744
By mail payable to Duke Energy P.O. Box 1004
Charlotte, NC 28201-1004
In person duke-energy.com/location

Help managing your account (not applicable for all customers)

Register for free paperless billing duke-energy.com/paperless
Home duke-energy.com/manage-home
Business duke-energy.com/manage-bus

General questions or concerns

Residential
Online duke-energy.com
Call (Monday - Friday, 7 a.m. to 7 p.m.) 800.700.8744
For hearing impaired TDD/TTY 800.222.3448 or 711

Business Customer
Online duke-energy.com
Call (7 a.m. to 7 p.m.) 877.372.8477

Call before you dig

Call 800.432.4770 or 811

Check utility rates

Check rates and charges duke-energy.com/rates

Correspond with Duke Energy (not for payment)

P.O. Box 14042
St Petersburg, FL 33733

Important to know

Your next meter reading: Oct 22

Please be sure we can safely access your meter. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. The due date on your bill applies to current charges only. Any unpaid, past due charges are not extended to the new due date and may result in disconnection. The reconnection fee is \$40 between the hours of 7:00 a.m. and 7:00 p.m. Monday through Friday and \$50 after 7:00 p.m. or on the weekends.

Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

Asset Securitization Charge

A charge to recover cost associated with nuclear asset-recovery bonds. Duke Energy Florida is acting as the collection agent for Special Purpose Entity (SPE) until the bonds have been paid in full or legally discharged.

Medical Essential Program

Identifies customers who are dependent on continuously electric-powered medical equipment. The program does not automatically extend electric bill due dates, nor does it provide priority restoration. To learn more or find out if you qualify, call 800.700.8744 or visit duke-energy.com/home/billing/special-assistance/medically-essential.

Special Needs Customers

Florida Statutes offer a program for customers who need special assistance during emergency evacuations and sheltering. Customers with special needs may contact their local emergency management agency for registration and more information.

Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.700.8744.



Billing details - Electric Charges

Residential Service (RS-1)	
BILLING PERIOD..08-21-20 TO 09-22-20 32 DAYS	
CUSTOMER CHARGE	\$10.63
ENERGY CHARGE	
FIRST 1000 KWH	
1,000 KWH @ 8.319c	83.19
ABOVE 1000 KWH	
1,986 KWH @ 10.008c	198.76
FUEL CHARGE	
FIRST 1000 KWH	
1,000 KWH @ 3.067c	30.67
ABOVE 1000 KWH	
1,986 KWH @ 4.067c	80.77
ASSET SECURITIZATION CHARGE	
2,986 KWH @ 0.251c	7.49
Total Electric Charges	\$411.51

Your current rate is Residential Service (RS-1).

For a complete listing of all Florida rates and riders, visit duke-energy.com/rates

Billing details - Special agreement

SPECIAL AGREEMENT	\$220.43
Total Special agreement	\$220.43

Billing details - Products and services

HOME WIRING REPAIR ESSENTIAL	\$5.99
Total Products and services	\$5.99

Billing details - Taxes

GROSS RECEIPTS TAX	\$10.55
Total Taxes	\$10.55

