

Antonia Hover

From: Ellen Plendl
Sent: Monday, May 9, 2022 2:31 PM
To: Consumer Correspondence
Subject: Docket No. 20210016
Attachments: Consumer Inquiry - Duke Energy Florida; FW duke Charging People who have Solar Panel Additional \$19 Per Month; Consumer Inquiry - Duke Energy Florida; FW Duke Energy Minimum Bill Adjustment and net metering issues

See attached customer correspondence and replies for Docket No. 20210016

Antonia Hover

From: Ellen Plendl
Sent: Monday, May 9, 2022 2:29 PM
To: 'jerry10089@yahoo.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. Jerome John Schneider, Jr.
jerry10089@yahoo.com

RE: FPSC Inquiry 1395555C

Dear Mr. Schneider:

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.

The FPSC approved DEF's general base rate settlement agreement in Order No. PSC-2021-0202-AS-EI, issued on June 4, 2021, in Docket No. 20210016-EI, and effective on January 1, 2022. The settlement agreement was entered into by DEF and various parties representing consumers, including the Office of the Public Counsel (OPC) who advocates on behalf of Florida consumers. The settlement agreement includes numerous provisions with regards to Duke's base rates through the end of 2024. The agreement also contains a provision that will raise the minimum bill charge to \$30 for all residential and small commercial customers.

The minimum monthly bill does not replace the existing customer charge; instead, DEF will only charge the minimum bill when a customer's total monthly bill does not exceed \$30, excluding any taxes, other additional charges, or off-peak electric vehicle charging credits.

DEF explained that the minimum bill provision was included in the settlement agreement to ensure that all residential and small commercial customers contribute towards the fixed costs of maintaining the electric system, costs which exist as a result of serving even limited amounts of energy to customers. The Commission approved the settlement agreement as being in the public interest when taken as a whole, and providing a comprehensive and balanced resolution to Duke's original petition for a base rate increase that provides rate stability for DEF's customers.

We have added your concerns to our records as a protest to the DEF's Rate Case, Docket 20210016.

If you have questions or concerns, please contact me at 1-800-342-3552.

Sincerely,

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, May 9, 2022 2:11 PM
To: EOG-Referral
Subject: FW: duke Charging People who have Solar Panel Additional \$19 Per Month

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: Jerry Schneider <jerry10089@yahoo.com>
Sent: Sunday, May 8, 2022 10:17 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Cc: Karen Schneider <mooseville56@yahoo.com>
Subject: duke Charging People who have Solar Panel Additional \$19 Per Month

Governor DeSantis

Duke Energy has increased my minimum charge to a minimum of \$30,33 from \$11. I am being discriminated against for have Solar Panels installed two and a half years ago! This a slap in the face for someone who is doing their part to conserve energy! what will you do about this affront to people that have installed solar panels with the understanding that there would be a minimum charge only the \$11 fee for connection that I paid. What next are they going to reduce how much the will pay me for the energy I supply them with a much lower rate than the charge me for the same energy!

I expect you to do something as a tax paying and registered voter in Florida Second District.

Registered voter in the Second District in Florida,

Jerome John Schneider Jr,

On Sunday, May 1, 2022, 05:53:16 PM EDT, Dr. Neal Dunn <fl02nd.outreach@mail.house.gov> wrote:

News from Representative Dunn

[Click here to open this e-mail in its own browser window](#) [Click here to open a plain text version of this email](#) [Click here to forward this email](#)



h agencies. Many of the issues we faced a year ago are even worse today. Public confidence in our federal public health response team.

ur children back tremendously. This failure is evidenced by CDC's own decision to lower the expectation for development it is the rest of America. Thanks to Governor DeSantis, our children and teachers returned to "normal" a lot sooner than

ational Institute of Health continue to fail Americans. Earlier this week, [I sat down to discuss accelerated prescription](#) approval and distribution of an Alzheimer's drug. Americans need these reliable treatments and life-saving drugs. They thoughtfully so. If we are going to successfully accelerate approvals and get safe prescription drugs in the hands of Americans

[What's Happening on Capitol Hill](#)
[This Week in the District](#)
[Updates from Federal Agencies](#)



House Energy & Commerce Committee's Subcommittee on Health to justify and answer questions about President Trump's budget proposal, including the administration's plan to cut funding for public health agencies. The administration's plan to cut spending on progressive priorities that are out of touch with the American people. Additionally, this administration's plan to cut funding for public health agencies. The Centers for Disease Control and Prevention needs to be more transparent and accountable to get our public health agencies back on track.

ida. She was selected as the 2022 Florida Department of Education Teacher of the Year from among nearly 185,000 of Florida's outstanding teachers and elevating the education profession.

ved some of their concerns. I trust that Mrs. Painter will represent Florida teachers well.

up (ESG) to begin construction of the fourth offshore patrol cutter (OPC).

generates hundreds of skilled jobs and provides economic benefits for thousands of families in our district. Additional

job, and I appreciate your contributions to our district.

have a filing deadline of **May 16, 2022** . Those that operate on a calendar year (CY) basis have certain annual inform

required to File Form 990 or Form 990-EZ

(in trusts)

Internal Revenue Code

s for in-person service with or without an appointment. As they help more people in person, SSA wants to highlight t

book posts. If you haven't already, [LIKE my Facebook page](#). You can also [follow me on Twitter @DrNealDunnFL2](#).

Tallahassee Office
300 South Adams Street
Tallahassee, FL 32301
Tel: (850) 891-8610
Fax: (850) 891-8620

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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.

Antonia Hover

From: Ellen Plendl
Sent: Monday, May 9, 2022 11:14 AM
To: 'ruf911ctr2@hotmail.com'
Subject: Consumer Inquiry - Duke Energy Florida
Attachments: 25-6.065.doc; 25-6.099.doc; def-tariff-8-0.pdf

Mr. Ruben Febres
ruf911ctr2@hotmail.com

RE: FPSC Inquiry 1395505C

Dear Mr. Febres:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Duke Energy Florida (DEF). You expressed concern about DEF's minimum billing charge.

The FPSC approved DEF's general base rate settlement agreement in Order No. PSC-2021-0202-AS-EI, issued on June 4, 2021, in Docket No. 20210016-EI, and effective on January 1, 2022. The settlement agreement was entered into by DEF and various parties representing consumers, including the Office of the Public Counsel (OPC) who advocates on behalf of Florida consumers. The settlement agreement includes numerous provisions with regards to Duke's base rates through the end of 2024. The agreement also contains a provision that will raise the minimum bill charge to \$30 for all residential and small commercial customers.

The minimum monthly bill does not replace the existing customer charge; instead, DEF will only charge the minimum bill when a customer's total monthly bill does not exceed \$30, excluding any taxes, other additional charges, or off-peak electric vehicle charging credits.

DEF explained that the minimum bill provision was included in the settlement agreement to ensure that all residential and small commercial customers contribute towards the fixed costs of maintaining the electric system, costs which exist as a result of serving even limited amounts of energy to customers. The Commission approved the settlement agreement as being in the public interest when taken as a whole, and providing a comprehensive and balanced resolution to Duke's original petition for a base rate increase that provides rate stability for DEF's customers.

We have added your concerns to our records as a protest to the DEF's Rate Case, Docket 20210016.

You also expressed concern about the end of year calculation for excess production. According to Rule 25-6.065, (8)(f), Florida Administrative Code (F.A.C.), these credits are accumulated and can be used to offset throughout the year. "At the end of the calendar year, the [utility] shall pay the customer for any unused credits at an average annual rate based on the [utility's] COG-1, as-available energy tariff." In other words, your excess energy production becomes a credit for future months and, at the end of the calendar year, customers are paid for their unused energy at the utility's as-available rate (COG-1). The "as-available" energy rate is another term for a wholesale rate. Any energy producer who sells energy to a utility is paid at this wholesale rate. I have attached a copy of the Rule 25-6.065, F.A.C. for your records.

Finally, you expressed a concern with the length of the billing cycle. Rule 25-6.099, F.A.C., indicates that unless special circumstances warrant, meters will be read at monthly intervals on the approximate corresponding day of each meter-reading period. Rule 25-6.100, F.A.C., indicates that bills shall be rendered monthly and as promptly as possible following the reading of meters. I have also attached a copy the rule.

DEF's tariff, Sheet 4.080, Section 8.01 & 8.02, indicates that a bill for service will be rendered on a regular monthly cycle as scheduled by the Company. A normal billing month is an interval between scheduled meter reading dates and is approximately thirty (30) days. In addition, a normal monthly bill will be prorated (based on actual number of days vs. thirty (30)) if the meter reading date is advanced or postponed more than five (5) days from the scheduled read date. All other types of bills (including initial, final, or reroute) will be prorated if they cover more or less than a regular monthly billing period (including the five-(5) day reading range). If the billing period is extended more than five (5) days, the Company will not apply the higher tiered rate if the Customer's higher usage is solely attributable to the extended billing period. I have attached the tariff sheet for your records.

We have learned from DEF that the company bills its customers in 20 billing cycles based on approximately 20 workdays in a month. The company obtains meter readings in the individual billing cycle for each customer and bills are subsequently rendered. The company's meter reading schedule is determined at the end of the previous year for the following year. DEF will not apply the higher tiered rate for kilowatt hours, if the higher usage is solely attributed to the extended billing period.

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

25-6.065 Interconnection and Net Metering of Customer-Owned Renewable Generation.

(1) Application and Scope. The purpose of this rule is to promote the development of small customer-owned renewable generation, particularly solar and wind energy systems; diversify the types of fuel used to generate electricity in Florida; lessen Florida's dependence on fossil fuels for the production of electricity; minimize the volatility of fuel costs; encourage investment in the state; improve environmental conditions; and, at the same time, minimize costs of power supply to investor-owned utilities and their customers. This rule applies to all investor-owned utilities, except as otherwise stated in subsection (10).

(2) Definitions. As used in this rule, the term.

(a) "Customer-owned renewable generation" means an electric generating system located on a customer's premises that is primarily intended to offset part or all of the customer's electricity requirements with renewable energy. The term "customer-owned renewable generation" does not preclude the customer of record from contracting for the purchase, lease, operation, or maintenance of an on-site renewable generation system with a third-party under terms and conditions that do not include the retail purchase of electricity from the third party.

(b) "Gross power rating" means the total manufacturer's AC nameplate generating capacity of an on-site customer-owned renewable generation system that will be interconnected to and operate in parallel with the investor-owned utility's distribution facilities. For inverter-based systems, the AC nameplate generating capacity shall be calculated by multiplying the total installed DC nameplate generating capacity by .85 in order to account for losses during the conversion from DC to AC.

(c) "Net metering" means a metering and billing methodology whereby customer-owned renewable generation is allowed to offset the customer's electricity consumption onsite.

(d) "Renewable energy," as defined in section 377.803, F.S., means electrical, mechanical, or thermal energy produced from a method that uses one or more of the following fuels or energy sources: hydrogen, biomass, solar energy, geothermal energy, wind energy, ocean energy, waste heat, or hydroelectric power.

(3) Standard Interconnection Agreements. Each investor-owned utility shall, within 30 days of the effective date of this rule, file for Commission approval a Standard Interconnection Agreement for expedited interconnection of customer-owned renewable generation, up to 2 MW, that complies with the following standards:

(a) IEEE 1547 (2003) Standard for Interconnecting Distributed Resources with Electric Power Systems;

(b) IEEE 1547.1 (2005) Standard Conformance Test Procedures for Equipment Interconnecting Distributed Resources with Electric Power Systems; and

(c) UL 1741 (2005) Inverters, Converters, Controllers and Interconnection System Equipment for Use With Distributed Energy Resources.

(d) A copy of IEEE 1547 (2003), ISBN number 0-7381-3720-0, and IEEE 1547.1 (2005), ISBN number 0-7381-4737-0, may be obtained from the Institute of Electric and Electronic Engineers, Inc. (IEEE), 3 Park Avenue, New York, NY, 10016-5997. A copy of UL 1741 (2005) may be obtained from COMM 2000, 1414 Brook Drive, Downers Grove, IL 60515.

(4) Customer Qualifications and Fees.

(a) To qualify for expedited interconnection under this rule, customer-owned renewable generation must have a gross power rating that:

1. Does not exceed 90% of the customer's utility distribution service rating; and

2. Falls within one of the following ranges:

Tier 1 – 10 kW or less;

Tier 2 – greater than 10 kW and less than or equal to 100 kW; or

Tier 3 – greater than 100 kW and less than or equal to 2 MW.

(b) Customer-owned renewable generation shall be considered certified for interconnected operation if it has been submitted by a manufacturer to a nationally recognized testing and certification laboratory, and has been tested and listed by the laboratory for continuous interactive operation with an electric distribution system in compliance with the applicable codes and standards listed in subsection (3).

(c) Customer-owned renewable generation shall include a utility-interactive inverter, or other device certified pursuant to paragraph (4)(b) that performs the function of automatically isolating the customer-owned generation equipment from the electric grid in the event the electric grid loses power.

(d) For Tiers 1 and 2, provided the customer-owned renewable generation equipment complies with paragraphs (4)(a) and (b), the investor-owned utility shall not require further design review, testing, or additional equipment other than that provided for in

subsection (6). For Tier 3, if an interconnection study is necessary, further design review, testing and additional equipment as identified in the study may be required.

(e) Tier 1 customers who request interconnection of customer-owned renewable generation shall not be charged fees in addition to those charged to other retail customers without self-generation, including application fees.

(f) Along with the Standard Interconnection Agreement filed pursuant to subsection (3), each investor-owned utility may propose for Commission approval a standard application fee for Tiers 2 and 3, including itemized cost support for each cost contained within the fee.

(g) Each investor-owned utility may also propose for Commission approval an Interconnection Study Charge for Tier 3.

(h) Each investor-owned utility shall show that their fees and charges are cost-based and reasonable. No fees or charges shall be assessed for interconnecting customer-owned renewable generation without prior Commission approval.

(5) Contents of Standard Interconnection Agreement. Each investor-owned utility's customer-owned renewable generation Standard Interconnection Agreement shall, at a minimum, contain the following:

(a) A requirement that customer-owned renewable generation must be inspected and approved by local code officials prior to its operation in parallel with the investor-owned utility to ensure compliance with applicable local codes.

(b) Provisions that permit the investor-owned utility to inspect customer-owned renewable generation and its component equipment, and the documents necessary to ensure compliance with subsections (2) through (4). The customer shall notify the investor-owned utility at least 10 days prior to initially placing customer equipment and protective apparatus in service, and the investor-owned utility shall have the right to have personnel present on the in-service date. If the customer-owned renewable generation system is subsequently modified in order to increase its gross power rating, the customer must notify the investor-owned utility by submitting a new application specifying the modifications at least 30 days prior to making the modifications.

(c) A provision that the customer is responsible for protecting the renewable generating equipment, inverters, protective devices, and other system components from damage from the normal and abnormal conditions and operations that occur on the investor-owned utility system in delivering and restoring power; and is responsible for ensuring that customer-owned renewable generation equipment is inspected, maintained, and tested in accordance with the manufacturer's instructions to ensure that it is operating correctly and safely.

(d) A provision that the customer shall hold harmless and indemnify the investor-owned utility for all loss to third parties resulting from the operation of the customer-owned renewable generation, except when the loss occurs due to the negligent actions of the investor-owned utility. A provision that the investor-owned utility shall hold harmless and indemnify the customer for all loss to third parties resulting from the operation of the investor-owned utility's system, except when the loss occurs due to the negligent actions of the customer.

(e) A requirement for general liability insurance for personal and property damage, or sufficient guarantee and proof of self-insurance, in the amount of no more than \$1 million for Tier 2, and no more than \$2 million for Tier 3. The investor-owned utility shall not require liability insurance for Tier 1. The investor-owned utility may include in the Interconnection Agreement a recommendation that Tier 1 customers carry an appropriate level of liability insurance.

(f) Identification of any fees or charges approved pursuant to subsection (4).

(6) Manual Disconnect Switch.

(a) Each investor-owned utility's customer-owned renewable generation Standard Interconnection Agreement may require customers to install, at the customer's expense, a manual disconnect switch of the visible load break type to provide a separation point between the AC power output of the customer-owned renewable generation and any customer wiring connected to the investor-owned utility's system. Inverter-based Tier 1 customer-owned renewable generation systems shall be exempt from this requirement, unless the manual disconnect switch is installed at the investor-owned utility's expense. The manual disconnect switch shall be mounted separate from, but adjacent to, the meter socket and shall be readily accessible to the investor-owned utility and capable of being locked in the open position with a single investor-owned utility padlock.

(b) The investor-owned utility may open the switch pursuant to the conditions set forth in paragraph (6)(c), isolating the customer-owned renewable generation, without prior notice to the customer. To the extent practicable, however, prior notice shall be given. If prior notice is not given, the utility shall at the time of disconnection leave a door hanger notifying the customer that their customer-owned renewable generation has been disconnected, including an explanation of the condition necessitating such action. The investor-owned utility shall reconnect the customer-owned renewable generation as soon as the condition necessitating disconnection is remedied.

(c) Any of the following conditions shall be cause for the investor-owned utility to disconnect customer-owned renewable generation from its system:

1. Emergencies or maintenance requirements on the investor-owned utility's electric system;
2. Hazardous conditions existing on the investor-owned utility system due to the operation of the customer's generating or protective equipment as determined by the investor-owned utility;
3. Adverse electrical effects, such as power quality problems, on the electrical equipment of the investor-owned utility's other electric consumers caused by the customer-owned renewable generation as determined by the investor-owned utility;
4. Failure of the customer to maintain the required insurance coverage.

(7) Administrative Requirements.

(a) Each investor-owned utility shall maintain on its website a downloadable application for interconnection of customer-owned renewable generation, detailing the information necessary to execute the Standard Interconnection Agreement. Upon request the investor-owned utility shall provide a hard copy of the application within 5 business days.

(b) Within 10 business days of receipt of the customer's application, the investor-owned utility shall provide written notice that it has received all documents required by the Standard Interconnection Agreement or indicate how the application is deficient. Within 10 business days of receipt of a completed application, the utility shall provide written notice verifying receipt of the completed application. The written notice shall also include dates for any physical inspection of the customer-owned renewable generation necessary for the investor-owned utility to confirm compliance with subsections (2) through (6), and confirmation of whether a Tier 3 interconnection study will be necessary.

(c) The Standard Interconnection Agreement shall be executed by the investor-owned utility within 30 calendar days of receipt of a completed application. If the investor-owned utility determines that an interconnection study is necessary for a Tier 3 customer, the investor-owned utility shall execute the Standard Interconnection Agreement within 90 days of a completed application.

(d) The customer must execute the Standard Interconnection Agreement and return it to the investor-owned utility at least 30 calendar days prior to beginning parallel operations and within one year after the utility executes the Agreement. All physical inspections must be completed by the utility within 30 calendar days of receipt of the customer's executed Standard Interconnection Agreement. If the inspection is delayed at the customer's request, the customer shall contact the utility to reschedule an inspection. The investor-owned utility shall reschedule the inspection within 10 business days of the customer's request.

(8) Net Metering.

(a) Each investor-owned utility shall enable each customer-owned renewable generation facility interconnected to the investor-owned utility's electrical grid pursuant to this rule to net meter.

(b) Each investor-owned utility shall install, at no additional cost to the customer, metering equipment at the point of delivery capable of measuring the difference between the electricity supplied to the customer from the investor-owned utility and the electricity generated by the customer and delivered to the investor-owned utility's electric grid.

(c) Meter readings shall be taken monthly on the same cycle as required under the otherwise applicable rate schedule.

(d) The investor-owned utility shall charge for electricity used by the customer in excess of the generation supplied by customer-owned renewable generation in accordance with normal billing practices.

(e) During any billing cycle, excess customer-owned renewable generation delivered to the investor-owned utility's electric grid shall be credited to the customer's energy consumption for the next month's billing cycle.

(f) Energy credits produced pursuant to paragraph (8)(e) shall accumulate and be used to offset the customer's energy usage in subsequent months for a period of not more than twelve months. At the end of each calendar year, the investor-owned utility shall pay the customer for any unused energy credits at an average annual rate based on the investor-owned utility's COG-1, as-available energy tariff.

(g) When a customer leaves the system, that customer's unused credits for excess kWh generated shall be paid to the customer at an average annual rate based on the investor-owned utility's COG-1, as-available energy tariff.

(h) Regardless of whether excess energy is delivered to the investor-owned utility's electric grid, the customer shall continue to pay the applicable customer charge and applicable demand charge for the maximum measured demand during the billing period. The investor-owned utility shall charge for electricity used by the customer in excess of the generation supplied by customer-owned renewable generation at the investor-owned utility's otherwise applicable rate schedule. The customer may at their sole discretion choose to take service under the investor-owned utility's standby or supplemental service rate, if available.

(9) Renewable Energy Certificates. Customers shall retain any Renewable Energy Certificates associated with the electricity

produced by their customer-owned renewable generation equipment. Any additional meters necessary for measuring the total renewable electricity generated for the purposes of receiving Renewable Energy Certificates shall be installed at the customer's expense, unless otherwise determined during negotiations for the sale of the customer's Renewable Energy Certificates to the investor-owned utility.

(10) Reporting Requirements. Each electric utility, as defined in section 366.02(2), F.S., shall file with the Commission as part of its tariff a copy of its Standard Interconnection Agreement form for customer-owned renewable generation. In addition, each electric utility shall report the following, by April 1 of each year.

- (a) Total number of customer-owned renewable generation interconnections as of the end of the previous calendar year;
 - (b) Total kW capacity of customer-owned renewable generation interconnected as of the end of the previous calendar year;
 - (c) Total kWh received by interconnected customers from the electric utility, by month and by year for the previous calendar year;
 - (d) Total kWh of customer-owned renewable generation delivered to the electric utility, by month and by year for the previous calendar year; and
 - (e) Total energy payments made to interconnected customers for customer-owned renewable generation delivered to the electric utility for the previous calendar year, along with the total payments made since the implementation of this rule.
- (f) For each individual customer-owned renewable generation interconnection:
- 1. Renewable technology utilized;
 - 2. Gross power rating;
 - 3. Geographic location by county; and
 - 4. Date interconnected.

(11) Dispute Resolution. Parties may seek resolution of disputes arising out of the interpretation of this rule pursuant to rule 25-22.032, F.A.C., Customer Complaints, or rule 25-22.036, F.A.C., Initiation of Formal Proceedings.

Rulemaking Authority 350.127(2), 366.05(1), 366.91(5), 366.92(5) FS. Law Implemented 366.02(2), 366.04(2)(c), (5), (6), 366.041, 366.05(1), 366.81, 366.82(1), (2), 366.91, 366.92 FS. History—New 2-11-02, Amended 4-7-08.

25-6.099 Meter Readings.

Each service meter shall be clearly marked to indicate the units measured. Unless special circumstances warrant, meters shall be read at monthly intervals on the approximate corresponding day of each meter-reading period.

Rulemaking Authority 366.05(1) FS. Law Implemented 366.03, 366.05(1) FS. History--New 7-29-69, Amended 4-13-80, Formerly 25-6.99.

PART VIII**BILLING****8.01 Billing Period:**

A bill for service will be rendered on a regular monthly cycle as scheduled by the Company. A normal billing month is an interval between scheduled meter reading dates and is approximately thirty (30) days.

8.02 Prorated Monthly Bills:

A normal monthly bill will be prorated (based on actual number of days vs. thirty (30)) if the meter reading date is advanced or postponed more than five (5) days from the scheduled read date.

All other types of bills (including initial, final, or reroute) will be prorated if they cover more or less than a regular monthly billing period (including the five-(5) day reading range). If the billing period is extended more than five (5) days, the Company will not apply the higher tiered rate if the Customer's higher usage is solely attributable to the extended billing period.

8.03 Measurement and Evidence of Consumption:

Power and energy shall be measured for each point of delivery by one meter for each type of service rendered; and the Company's readings and records thereof shall be accepted and received, at all times and places as prima facie evidence of the quantity of electricity used by the Customer at the point of delivery.

- (1) **Conjunctive Billing:** The Company does not permit conjunctive billing. Each point of delivery to the same customer constitutes a separate service, and bills for two (2) or more points of delivery to the same customer shall be calculated separately for each point of delivery; however, where more than one (1) meter is used to measure the same type of service, although only one point of delivery is involved, each such meter shall be calculated and billed separately, as though it were a separate service, until such time as the Customer rearranges his facilities to take all of the same type of service through a single meter.
- (2) **Unread Meters:** When the Company is unable to read a meter due to circumstances beyond the control of the Company, such as inaccessibility of meters because of flood or stormy conditions, the Company may render a minimum or estimated bill.

8.04 Delinquent Bills:

Bills are due when rendered and become delinquent if not paid within twenty (20) days after the date of mailing or delivery. A late payment charge will be applied to accounts that have past due balances, in accordance with the Company's Rate Schedule SC-1. Non-receipt of bills by customer shall not release or diminish the obligation of the Customer with respect to payment thereof on time.

8.05 Vacating or Change of Occupancy:

When a customer vacates a premise served by the Company, or when a change of occupancy therein takes place, the outgoing customer shall notify the Company not less than three (3) days prior to the date of vacating or change, as the case may be; and the outgoing customer shall be held responsible for all electric service used on such premises until such notice is received and service is disconnected, or until application for service at said location has been made by a new customer and accepted by the Company, whichever first occurs.

8.06 Service Charges:

Service Charges shall be made for each establishment or re-establishment of service, and for each returned check, in accordance with the Company's Rate Schedule SC-1.

8.07 Adjustment of Bills:

Adjustment of bills shall be made in accordance with regulations of the Florida Public Service Commission.

(Continued on Next Page)

Antonia Hover

From: Consumer Contact
Sent: Monday, May 9, 2022 10:41 AM
To: Ellen Plendl
Cc: Shonna McCray
Subject: FW: Duke Energy Minimum Bill Adjustment and net metering issues

Forwarded due to email sent to Governor and others. DHood

From: R F <ruf911ctr2@hotmail.com>
Sent: Sunday, May 08, 2022 9:01 PM
To: GovernorRon.DeSantis@eog.myflorida.com; Joy.Goff-Marcil@myfloridahouse.gov; brodeur.jason.web@flsenate.gov; Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: Duke Energy Minimum Bill Adjustment and net metering issues

Good evening,

I just looked at my Duke Energy bill and found a "Minimum Bill Adjustment". Due to the weather this year I had been a net user of electricity until this month and had not seen this. On researching it i found that the Public Service Commision approved a up to a \$30 fee if your bill is too low to benefit Duke Energy. From my Duke Energy bill "When the combined monthly customer, energy, fuel, and other charges fall below a \$30 threshold, customers will see the difference noted as a Minimum Bill Adjustment under the Billing Details section.". If i do not use at least \$30 in combined charges with them they will charge me the difference. How does this help anyone other than Duke? They say it is to offset their costs. The nicest way i can put it is that this is dishonest. They were already charging me a \$12.45 "customer charge" and what they have done is to impose a higher fee unless I use more.

I installed solar and sized my system for my needs plus factored in the potential of having an electric vehicle with larger batteries so it is slightly oversized for what I currently use. I currently overproduce most months and Duke Energy pays me ONLY the fuel fee. What do they charge my neighbors for the electricity i supplied? Full price. I am producing energy for them, they are billing others full price and giving me about 35% of what they charged my neighbor for my excess. Those who overproduce help Duke Energy not need to build their own additional generation capacity reducing their expenses and for this privilege we get to pay more. Remember we are the ones buying and installing this production. If something fails we are the ones who have to repair it. Duke Energy has all the upside, I believe this offsets any "loss" they incur due to our lower electrical usage.

I do get additional benefits.

1. I worked in customer service for over a decade dealing with anything from a single persons bill up to companies with 35,000 lines. I am good at reading bills and was often tasked with resolving complex billing issues when others could not figure it out. I would normally do this in under 48 hours with one week being the longest when i had to engage several other groups. I have had to call Duke Energy several times to go over the bill and the front line representatives have not been able to explain the bill. This benefit allows me to get to know their customer service agents as I spend several hours on the phone for them to correct my bill or guide me through understanding why it is correct. This requires a

senior person to call me after about a month of dealing with the issue. This is how long it takes them to figure it out.

2. I get to play games with Duke Energy. The game is called the net metering shell game. Let me tell you how it is played. You collect net metering "credit" to offset any months you use more than you produce. At the end of the calendar year you are paid the fuel fee for what you over produced. Now as we all know, the house always wins. Here is how they do this. December is typically a high electricity use month due to heating homes often costing more than the relative expense of cooling them and since we are in Florida families like to come visit during this time again increasing use beyond the norm. What the house does is make sure the bill processing date is on January 1st or after so that your use in December is not offset by the energy credits you have earned. The first year I had solar my December bill service date ran until the 31st of December but the bill did not process until several days later. Duke Energy explained to me that they credit any solar energy credit based on when the bill is processed not when the energy is used. Due to this I lost the game and had to pay even though as of December 31st i had about 1,000kW hours in credit. Around February I received a credit for my overproduction in that year for far less than if that had been applied to my December billing. This year my bill did not close until January 7th. Oh, I forgot to mention that the house can bill you for however many days it wants in a bill cycle. I have normally have 28 to 61 day billing periods. To answer a possible question, no, the 28/29 day periods are not for February. If i recall correctly i have even had a 25 day billing period pre solar. This year I had a 0 day billing period. In fact, for Valentines day this year they posted 3 bills on my account for different billing periods, they were 28, 0 and 32 days.

So what do I want?

1. Please tell me how the minimum bill adjustment helps the constituent consumer and the reasoning behind allowing the energy companies to ensure a minimum profit when they already have a monopoly. You are unable to not pay for their service as you cannot go "off grid". You have to pay them something every month even when you generate more than what you use that could have been used as credit towards their fee's.
2. I would also love if net metering "clarification" legislation would be submitted to require all use to the end of the calendar year be offset by any overproduction generated on or prior to the end of the calendar year. If Duke Energy says they have to drive by the houses to collect the meter information and the 31st is just before a holiday I would proffer changing to the fiscal year.

Respectfully,

Ruben Febres
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