

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, August 2, 2022 6:51 AM
To: Consumer Correspondence
Subject: RE: Docket No. 20220001
Attachments: Consumer Inquiry - Duke Energy Florida; FW Duke Energy

See attached customer correspondence and replies for Docket No. 20220001.

Antonia Hover

From: Shonna McCray
Sent: Monday, August 1, 2022 4:32 PM
To: 'leftea13@gmail.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Anna Miele
leftea13@gmail.com

RE: FPSC Inquiry 1400772C

Dear Ms. Miele:

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 assist you.

You expressed concern about the fuel adjustment charge. Originally, fuel costs were included as part of base rates and were not shown separately on the bill. As the price of oil increased dramatically in the 1970's and 1980's, utilities were filing for base rate increases on a yearly basis, simply to recognize the changing fuel costs. Base rate cases are intensive, expensive reviews of a utility's total operations, and take eight months to complete. The Commission decided at that point to require utilities to remove fuel from base rates and to set fuel charges in a separate proceeding. Since the early 1980's fuel has been shown as a separate line item on customers' bills.

Fuel rates are set annually in public hearings before the Commission. Fuel charges are set on a projected basis each November to be effective January of the following year. Therefore, the fuel charge component of your electric bill will increase or decrease in January based on the outcome of this annual hearing (all other things, such as your usage, equal). Utilities are required to file extensive data on their fuel costs, both past and projected. These filings often reach thousands of pages of testimony and exhibits. FPSC staff and interveners spend several months reviewing and questioning the utility on the information presented. Fuel hearings generally have several interveners who may raise any issues they choose. Intervenors in the last fuel docket included the Office of Public Counsel (the legislative agency representing consumers such as yourself before the Commission), the Office of the Attorney General, the Florida Retail Federation, Florida Industrial Power Users Group, and the Federal Executive Agencies.

Fuel costs charged to customers include only costs directly associated with the purchase, handling and storing of fuel. The utilities recover only the actual costs incurred and do not earn a return or profit on those costs. During each annual hearing, the utility must justify the costs it has incurred in the prior time period and the costs it expects to incur in the upcoming year. In addition, costs and revenues are "trued up." In the true up process, the revenues collected in the past year are compared to the actual costs incurred. If the company recovered more than its actual costs, that over recovery reduces the costs to be charged for the next year. If the utility under recovers in the prior year, that under recovery is added to the projected fuel cost for the next year.

The price of gas fluctuates almost daily, therefore there are two main reasons why the utility's fuel charge does not reflect short term market fluctuations. First, the utility is responsible for ensuring that enough fuel is available to meet the projected need for power. This may involve a combination of short and long term fuel purchase contracts. The utility must buy its fuel in the open market the same way any other user would. It must accept the terms and prices offered in the international market at the time it makes its purchases. Second, the true up provision also tempers the

total fuel costs recovered from customers. If the utility significantly under recovered in the prior period, that shortfall must be made up in the next period. This can result in what seems like an increase in the cost of fuel when market prices may be declining.

You may review all the information filed for Commission consideration in setting fuel rates by accessing the FPSC website at www.floridapsc.com. Under the Clerk's Office tab at the top of the page, click on Dockets. Type in the docket number 20220001. Click the Search button. Then select Document Filings Index for a list of all filings in the docket. This procedure allows you to view all of the information filed by the utilities and other parties in the fuel cost recovery docket.

Customers who are experiencing difficulty in providing payment on their account can contact the following resources for financial assistance:

* Low Income Home Energy Assistance Program --- Citrus County Division of Housing Services, Inc. at 424-389-4290 and [https://citrusbocc.com/departments/community_services/housing_services/home_energy_assistance_\(liheap\).php](https://citrusbocc.com/departments/community_services/housing_services/home_energy_assistance_(liheap).php)

* Elderly Electric Assistance (EHEAP), which provides assistance for home-energy emergencies to qualified, low-income households with at least one person 60 years of age or older. To find out about qualifications, you may contact your county's local EHEAP agency, or by calling 1-800-963-5337.

* Our Florida offers electric assistance. The program is administered by the Florida Department of Children & Families. You can learn more information about Our Florida assistance by using the following link:

<https://www.ourflorida.com/>

I hope this information has been helpful. If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, August 1, 2022 4:15 PM
To: EOG-Referral
Subject: FW: Duke Energy

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: Anna Miele <leftea13@gmail.com>
Sent: Monday, August 1, 2022 7:17 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy

Governor DeSantis, I live in Citrus County and just retired. Our energy company is Duke Energy. I received my bill last month and was shocked. They charged a fuel tax that raised my bill to a ridiculous amount. I'm living on a fixed income like many Floridians and I think it's appalling that Duke Energy can do this. The residents of this county have paid for a nuclear reactor that never came to fruition. Duke Energy needs to stop with these frivolous charges. Please help with this matter!!! I think you're a wonderful governor and I hope you can help with this issue. Respectfully, Anna Miele

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.