

**Hiep Nguyen**

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**From:** Ellen Plendl  
**Sent:** Friday, March 10, 2023 12:53 PM  
**To:** Consumer Correspondence  
**Subject:** Docket Nos. 20230001 & 20230020  
**Attachments:** Governor's Assignment | Case Number: 953,726 | NRN | EOG:000490998

See attached customer correspondence for Docket Nos. 20230001 & 20230020

## Hiep Nguyen

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**From:** CRM.CitizenServices <CRM.CitizenServices@eog.myflorida.com>  
**Sent:** Friday, March 10, 2023 12:25 PM  
**To:** EOG-Referral  
**Subject:** Governor's Assignment | Case Number: 953,726 | NRN | EOG:000490998  
**Attachments:** 953726-ANON.pdf

Case Number:	953,726
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Origin	Letter
EOG Source	Citizen Services
Created On	3/10/2023 11:17 AM
Letter Date	
Scannable	Yes
Priority	Default

### Case Attribute(s)

Attribute	
Utilities	

### Primary Contact Information

First Name	Anonymous	Last Name	Contact	Phone	
City		County		State	
		Email			
Address Line 1					

Address Line 2	
Organization / Additional Information	

**Description**

<b>Note: Letter :: Citizen Services :: 3/10/2023 11:17 AM</b>
Anonymous letter.

**Case Assignment**

Assigned To:	PSC - Public Service Commission	Case Stage:	Open/Working

You have an assignment from the Executive Office of the Governor. Please have staff review and handle as appropriate.

**It is not necessary to send follow up information to the Office of Citizen Services unless it is deemed appropriate by agency staff.**

To send information on this case, please respond to this email or send an email to [CRM.CitizenServices@eog.myflorida.com](mailto:CRM.CitizenServices@eog.myflorida.com)

If a unit or agency is incorrectly assigned a case, please respond to this email and note which agency should receive the assignment.

Sincerely,

Martha Cimmino-Lynn

Office of Citizen Services

Executive Office of the Governor

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Office of Citizen Services

Executive Office of the Governor

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.

Anon

Re: Duke Electric Utilities / Marty  
953,726  
3/24/2023

Well, hello governor DeSantòs .

I reside in Sugarmill Florida, which is not too far from Homosass on Highway 19. We are about an hour north of Tampa, on the Gulf of Mexico side of Florida. we are some sort off the beaten path by that I mean we have no big skyscrapers We have no large manufacturing companies. But we do have Crystal River just down the road from us where the amenities makes their home. plus we have a lot of visitors in the summertime, and in the winter time we have snowbirds. With that said, I would like to tell you why I am writing this letter to you in hopes that you can help us out.

Every customer of Duke electric is outrage over the electrical bill they are getting. When I receive mine, I put it on the Internet for people to look out for their electric bill and I must have over 1000 + people that are outraged over their bill and I mean outraged. That's just the ones that has replied to my comment. There are thousands of them out out there or unhappy as hell, for the way that Duke has raise their electric bill.

I called. I got a very nice lady that I talk to. She said well the weather was cold. Yes we know it was and it was at Christmas time when you had your Lighs. Yes we but not everybody. I for one ran my Christmas lights for an hour a night and that's all . I kept my temperature down I wore long sleeve shirts and my bill was \$551 (\$355 more than the month before ) and the top it off during that time frame I was not home for 15 days.

My neighbor is 89 or 90 years old he wears sweatpants, and sweatshirts His bill last month was \$173 this month over \$600 and he did not have Christmas lights on and his home is not that warm..

There's people out there that are paying \$600.00 \$800.00 more this month than they did the month before. and not all of them had their Christmas lights on at all because it didn't put any of them up. My daughter's bill was over \$800 before that it was running right around \$400.00 or less.

sometime ago they came in and put all new smart meters and ever since people have had problems after problems after problems and this one is a big damn problem they will not come out and reread the meters. Someone called the company and reported it and the response he was told. was you use it you pay for it and slam the phone down if that person would have told me that I would've got the names and they would've been fired cause that's not the answer you give out.

I was in a meeting last night we had over 135 people. Every one of them was outgrashed why and why is this being done and a lot of the answers, we're you go along with what the electric companies do?.

The electric companies have asked for 20 to 25% increase 1 April and you people gave them the go

ahead to do it. What the hell are the people going to do that got these outrageous bills they got this month?

you people up there in the capital are not doing a damn thing for the lower income people in the state. all last month you had a special meeting with all the big boys to do had a special meeting with all the big boys to do something something about the insurance on the homes. What did we see? I'll tell you what we saw they are going to raise insurance on your home by 40% to 50%. higher. And what is that going to do to people that are trying to make ends meet they always say you're only one house payment away from being homeless and it's coming down to that..

Oh, let's not forget auto insurance is going up also.

There's going to come a time and it's not too far down the road that there's Jo to be two class of people in the United States. The poor ones and the real Rich ones there'll be no middle-class people in the United States. It's coming too.

One of my neighbors had his rent raised at the first of the year he asked the landlord why and the landlord came back and said well you got a pay raise you can afford it and that's the way a lot of the damn landlord feel.

When we get a pay raise at the first of the year, the only thing that does is put you in your higher income bracket because a utility companies, your gas companies, their grocery stores, the landlords, and anybody else knows that you got a pay raise and they raise everything so they can take that pay raise away from you. Like everybody says, it only put you in a higher income bracket to pay higher taxes.



Let me pass a little information on the y'all you better sit down when you get your electrical bill this month I am single I keep my temperature set at 75-76. I received my bill today \$551.00. I know it was a little chilly, but I never change my temperature. Somebody in electrical company must wants to go on vacation and use my money to go with.. Sherry nice. Do use somebody else's money when I went on vacation maybe I can get a job with electrical company.


 44 Neighbors




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### Filtered Comments

 **Kat M.** · Sugarmill Woods V ...  
Who do you have? Duke or Withlacoochee?  
2w Like Reply Share

 **Jennifer Jones** · Sugarmill Woods I ...  
Yea mine was \$458.00 I almost died. My husband even called Duke to verify. How can people live with this increase?  
2w   3 Like Reply Share

 **Steven Slavik** · Sugarmill Woods I ...  
**Jennifer Jones** Thanks Joe Biden!  
2w   14 Like Reply Share

 See 6 more replies

 **Norman Couture** · Sugarmill Woods II ...  
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**Norman Couture** · Sugarmill Woods II



I suspect at \$131. you used about 650 Kw. What was the kw used at \$331. ? I have reduced my usage from 850 kw in Nov. to 698 kw in Jan. keeping the cost the same. (edited)

2w 2

Like Reply Share



**Debbie Whithorn** · Sugarmill Woods I



**Norman** You reduced your KW usage and your bill stayed the same therefore you were charged an increase. That wasn't due to happen until April.

2w 2

Like Reply Share



**Norman Couture** · Sugarmill Woods II



**Debbie Whithorn** Thats what happen. There as an increase in electric cost and an increase in fuel charge. My next statement is due next week can't wait. My usage is going to go down again let's see what happens. Stay tuned!

2w 1

Like Reply Share



**Gary Searles** · Sugarmill Woods IV



Have them reread your meter. Our meter was misread 3000 more kw hrs in their favor. Once corrected it dropped to about \$140.00 from \$501.00

2w 5

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**Lea Bedinotti** · Sugarmill Woods I



Ours went from 157 to 377



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 **Norman Couture** · Sugarmill Woods II ...  
How many kilowatts did you use?  
2w  1 Like Reply Share

 **Deana Knox** · Sugarmill Woods III ...  
I don't know how this can be attributed to a "rate increase". My bill went from \$131 to \$331. A \$200 increase seems so far fetched. For the folks that called about this increase (as it seems to have occurred to many others) did Duke just say it was the rate increase? What is it based on?  
2w  1 Like Reply Share

 **Marie Brotnitsky** · Hills of Avalon ...  
@Deana the weather..  
Every hour those kilowatts are being added on top of those already used. It was extremely cold in December. What we will find now is your bill will be down as much as it went up last month Usually .....call for a free home energy check... (edited)  
2w  1 Like Reply Share

 **Debbie Whithorn** · Sugarmill Woods I ...  
Marie no it won't. Every time there is an extreme increase across the board it will never average as low as the average was before.  
2w Like Reply Share

 **Mari E.** · Sugarmill Woods I ...  
You think this is bad? Just wait until April when the increase goes into effect.  
2w  1 Like Reply Share

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**Tom Hoehn** · Sugarmill Woods IV

...

Just a little FYI if you didn't know. Almost every house in SMW has a heat pump. A heat pump STOPS WORKING at 38 degrees. Then your emergency heat comes on. Emergency heat is like your toaster. Elements heat up and blow across the coils. It's a terribly inefficient way to heat a home but we don't get that cold here for too long. To heat a house to 74-76 degrees that thing would have to run almost constantly. That's why your bills are so high. It was not a mistake. (edited)

2w 5

Like Reply Share



**Darlene K.** · Sugarmill Woods V

...

I recall that Duke Energy customers are bailing them out for failed projects. Any residents who have been here for more than a few years should be able to inform you. Here is something I found on the internet <https://www.ewg.org/news-insights/news-release/report-duke-energy-has-squandered-billions-failed-natural-gas-and> However, WREC has minimally increased their service charge and charge per kwh.

2w 1

Like Reply Share



**Stephanie Chapin** · Cambridge Greens

...

Darlene thanks no wonder prices are so high

1w

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**Sonny C.** · Sugarmill Woods II

...

Lynne , the House passed the Bill rescinding the bid of the assets but it has no chance of



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thousand kW usage

See more

2w  1

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**Homer & Bobbie F.** · Sugarmill Woods IV

...

Uh....Everett.....I wuz thinkin.....comparable house....comparable thermostat.....what could it be?.....looking over there.....what could it be.....OMG! .....that POOL!.....do you have a HEATED POOL?

2w  3

Like Reply Share



**Edward Lasusky** · Glen Lakes

...

I have WREC and Christmas bill was \$138 then back to \$111 for Jan. Completely normal.

2w

Like Reply Share



**Marie Brotnitsky** · Hills of Avalon

...

We are finding bills are coming down as much as they went up in December through January.. The only thing different is the weather.. (edited)

2w  2

Like Reply Share



**Michelle Wynn** · S Sonata Ave

...

Withlachochee rates are the same, they are not included in the rate increase. It may be because they're a co-op.

2w

Like Reply Share



**Marie Brotnitsky** · Hills of Avalon

...

@Michelle withlacochee rates are set differently and they are a few cents cheaper per kW.

...

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Notifications



**Marie Brotnitsky** · Hills of Avalon



Conservation and energy efficiency is the key to lower bills.. granted everything is going up the less we use the less you pay.. size of home amount of people in the house. Age... See more

2w



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**Monica Nickum** · Sugarmill Woods I



**Marie Brotnitsky** I used 400 kWh less last month than over the summer and still paid more. I looked at the amounts they're charging per kWh and they have gone up drastically with more hik... See more

2w



Like Reply Share



**Marie Brotnitsky** · Hills of Avalon



And also the condition and thickness of windows... Oh, let's not forget the thermostat settings.. The colder it is outside the more The heat comes on and runs.. I turn my heat off immediately when I get out... See more

2w



Like Reply Share



**Dana Peake** · High Point



My bill last month was approx \$138. We have central air but we have a heat pump. I think that makes a difference. Our windows are old aluminum.

2w

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**Marie Brotnitsky** · Hills of Avalon



@Dana There are many many reasons why bills escalate different than our neighbor or...



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 **Maryann S.** · Brookridge ...  
I'm sure that the electric bill is the single thing in your life that has increased though..... Cmon man you can't be serious  
2w 😊 1 Like Reply Share


 **Kathy Eastridge** · East of Hwy 19 ...  
we have WREC my Nov bill was normal but my Dec bill about 50.00 higher with all the christmas lights and that cold spell I was expecting it A little high but to me was not outrages I know Duke is really high....  
2w ❤️🍏 2 Like Reply Share

 **Christina Jordan** · Leisure Acres ...  
We all had a huge increase . Looked at my last two previous years comparisons, and it jumped 100 and that's my alone and heat set to 68 degrees when we needed it .  
2w Like Reply Share

 **Susan Anning** · Sugarmill Woods III ...  
You need to call them. Mine was only \$83.00  
2w ❤️ 1 Like Reply Share

 **Merveen N.** - Sugarmill Woods V ...  
**Susan** how? What size is your home, how many people, etc.  
2w ❤️ 1 Like Reply Share

↪ See 2 more replies

 **Ree Rost** · Sugarmill Woods II ...  
OMG - I didn't get my bill yet for this month but my last 2 bills were \$264 and my AC/Heat unit if

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**Christin Abraham** · Leisure Acres



Ours was double the normal too, I called and they claimed "you use you pay"... insane to believe I used 65% MORE than I did this time last year, not being home with everything OFF

2w 1

Like Reply Share



**Roger Davis** · Sugarmill Woods IV



I just paid mine last week. It was \$248. That includes \$8 for surge protection and 1338 kWh of usage.

We have 2600sf and 3 people and keep the thermostat in the low 70s for heat.

2w 1

Like Reply Share



**Blanca Blanco** · Sugarmill Woods II



It's crazy I paid \$240.00 this month. When I called Duke they said well it was cold and that's your bill ! It's just me and I had the heater at 67 . Everything is so high it's either Buy groceries or pay your Electric bill ! Crazy !!!

2w 2

Like Reply Share



**Jeanna P.** · Sugarmill Woods IV



It's recommended that your thermostat be set to 68 in the winter while you're home, and turned a couple of degrees lower while you're sleeping or when you aren't home. In the summer, set it at 78. These temperatures should be comfortable. In the summer a ceiling fan can make a huge difference in making you feel like the temperature is much lower.



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...ing the 30,000 agents.

2w 7

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**Kerry Caruso** · Sugarmill Woods II ...

My last bill was \$643.

2w

Like Reply Share



**Joseph C.** · Sugarmill Woods V ...

With Withlacoochee River Electric I paid on 2/6/2023 \$152.32 for 1178 kWh... that's 12.9 cents per kW. My house is kept at 76 degrees year round.

2w 3

Like Reply Share



**Suzanne Markowski** · Brookridge ...

Joseph C. That's about the same as mine. I do the prepaid, easier for me.

2w

Like Reply Share

↳ See 2 more replies



**Linda Nee** · Sugarmill Woods I ...

That is crazy unbelievable

2w

Like Reply Share



**nauris aracelis** · East of Hwy 19 ...

I have been paying 400+ since I moved here last year and my house doesn't have central ac and heating

2w 1

Like Reply Share



**Christin Abraham** · Leisure Acres ...

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**Everett Riecke** · Sugarmill Woods IV

...

I just received the phone call from a neighbor last month. His bill was 170 this month 631 somebody in that damn company better have some good answers tomorrow. I know when I call tomorrow they'll be nobody answering the phone it will be dead. There's nobody wants to talk to us. I think we should find out the phone number for the CEO and everybody call him because his phone will probably be shut off too or already on a vacation.

2w



2

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**Judy Simon** · Forest Dr

...

Everett Probably nobody will answer the phone because it's a holiday and nobody's working tomorrow.

1w

Like Reply Share



**Sonny C.** · Sugarmill Woods II

...

May as well get used to it. This is the new normal in the United States. Wait until the recession completely takes hold and the 85,000 new extra IRS agents are put in place. You get what you vote for.

2w



16

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**Lynne La** · Homosassa Trail

...

@Sonny Funding has been removed for hiring the 86,000 agents.

2w



7

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**Homer & Bobbie F.** · Sugarmill Woods IV ...

I live next door to Everett. Comparable home. Comparable thermostat setting. My bill was \$209 for the same period. I suspect a bad meter or a bad meter read. In any event I would demand an explanation.

2w 😊❤️👍 3 Like Reply Share



**Everett Riecke** · Sugarmill Woods IV ...

Homer I am calling tomorrow I'll let you know

2w ❤️😊 2 Like Reply Share



**diane nye** · Homosassa Green Acres ...

My daughter received a bill that was close to 600.00 for the month of December the previous bill was 127.00. January was back down again. The electric company must think people will pay one big bill without complaining.

2w ❤️👍😊 3 Agree Reply Share



**Todd Keen** · Sugarmill Woods III ...

Me too.....! Thanks Joe.

2w ❤️😊 3 Like Reply Share



**Julie A.** · Cambridge Greens ...

@Todd you mean thanks Ronnie - states approve their own utility companies rate increase. Hard to acknowledge our own state could do this to the very residents who voted them in but if you don't recognize the true source of the increases you won't ever stop it. Period.



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Here is a copy of a write up that was in the paper the other day there are fantastic one and only electrical companies are going to raise the rates the example they have in the paper if your bill was \$165.55 It is going to be \$199.04 and that is a an increase of \$33.49 which will be another expense of \$401.88 for a year more than what they're paying now for electricity. It is about time that you people in our fantastic state capital sit down and think about the people that put you in office and it's about time that you take care of these people the every family cannot afford this kind of raise.

**Craig & Sue H.**

Sugarmill Woods II · 2d ·

**⚡ Duke rate hike not as big as first proposed ⚡**

\* Michael D. Bates Chronicle Reporter 5 hrs ago

The bad news: The 51,000 Citrus County customers of Duke Energy will likely see their bills go up in April.

The good news: The rate hike won't be as high as Duke originally forecast.

With projected prices of natural gas dropping, Duke Energy Florida on Monday trimmed proposed bill increases that likely will hit customers statewide in April.

Duke Energy Florida in January sought approval with the Florida Public Service Commission to pass along hundreds of millions of dollars in additional costs to recoup more money from customers because of higher-than-expected gas prices in 2022 and hurricane-related costs.

But in a filing Monday, Duke said lower projected gas prices in 2023 will help offset part of the proposed increases.

"Duke Energy wanted to take immediate steps to provide cost relief for our customers," Melissa Seixas, Duke Energy Florida state president, said in a prepared statement. "We understand some families are facing financial pressures and encourage anyone who needs assistance to reach out to us."

Duke Energy and other utilities rely on a benchmark of residential customers who use 1,000 kilowatt hours of electricity a month.

Under Duke's January filings, customers who use 1,000 kilowatt hours a month would have seen their bills go from the current \$165.55 to \$199.04.

But with the reductions made Monday, those bills would go from \$165.55 to \$190.56.

The Public Service Commission is slated March 7 to take up proposed increases for Duke. If approved, the increases would take effect in April.

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