

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, April 11, 2023 3:40 PM
To: Consumer Correspondence
Subject: Docket Nos. 20230001 & 20230020
Attachments: FW: Duke; Consumer Inquiry - Duke Energy Florida

See attached customer correspondence and reply for Docket Nos. 20230001 & 20230020

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, April 7, 2023 2:21 PM
To: EOG-Referral
Subject: FW: Duke

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: Shaharazade Kayume <skayume1@icloud.com>
Sent: Monday, March 20, 2023 4:44 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke

Constituent message:

- Name**
Shaharazade Kayume
- Email Address**
skayume1@icloud.com
- Phone Number**
4074847298
- Subject**
Duke
- Message**
Hi, you have to know the people of Florida are suffering with rising costs of almost EVERYTHING, except the rich ones, and the ones that are getting paid off. Why are you not doing something about Duke energy company raising their rates so high. All we are doing is paying bills with our hard earned pay checks. The middle class title working hard trying to make a life for their families continue to suffer and I hope you realize that and actually will take action for us. Be the leader, where generations to come can be proud of.
Stop monopolies! Stop Duke!
- Attach file (optional)**
- User IP Address**
71.214.175.248
- Date Submitted**
20/03/2023
- Time Submitted**
4:43:55 pm, EDT

This message was sent from <https://www.flgov.com>.

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: Shonna McCray
Sent: Tuesday, April 11, 2023 3:24 PM
To: 'skayume1@icloud.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Shaharazade Kayume
skayume1@icloud.com

RE: FPSC Inquiry 1419634C

Dear Ms. Kayume:

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.

You expressed a concern about recent rate increases. On March 7, 2023, the FPSC approved a mid-course correction to the fuel factors and granted preliminary interim storm restoration charge for DEF.

The adjusted fuel factors reflect unrecovered fuel costs incurred in 2022. The interim storm restoration recovery charges are costs associated with named storms and will replenish each utility's storm reserve fund. Interim storm restoration charges are approved for a 12-month recovery period and are subject to refund, with interest, pending further review once the total actual costs are known for each utility.

Utilities do not earn a profit on fuel charges. The fuel and capacity cost component of customers' bills is set for each calendar year, but mid-course corrections are used when a utility's costs increase or decrease significantly in the interim. Under Commission rules, a utility must notify the PSC when it expects an under- or over-recovery greater than 10 percent.

DEF's approved charges include the new fuel factor to be recovered over 21 months and the preliminary approval for recovery of \$442.1 million in interim storm restoration costs for Hurricanes Elsa, Eta, Ian, Isaias, and Nicole, and Tropical Storm Fred.

We appreciate you sharing your views and will add your correspondence to both Dockets 20230001 and 20230020 regarding the mid-course correction and the storm restoration recovery, respectively.

If you have any questions or concerns 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