

Yvette Gillespie

From: Ellen Plendl
Sent: Friday, September 8, 2023 1:55 PM
To: Consumer Correspondence
Subject: Docket Nos. 20230001 & 20230020
Attachments: Consumer Inquiry - Duke Energy Florida; FW Consumer Inquiry - Duke Energy Florida; FW Skyrocketing Electric Costs; FW Duke Energy bills, auto insurance rates; Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida; FW Duke Electric Bills; FW DUKE electric; Consumer Inquiry - Duke Energy Florida; FW Duke Energy price gouging

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

Yvette Gillespie

From: Ellen Plendl
Sent: Friday, September 8, 2023 12:55 PM
To: 'haley.warren@me.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Haley Burke
haley.warren@me.com

RE: FPSC Inquiry 1428907C

Dear Ms. Burke:

The Governor's office forwarded a copy of your emails 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 DEF's 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.

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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.

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 --- <https://www.floridajobs.org/community-planning-and-development/community-services/low-income-home-energy-assistance-program/find-your-local-low-income-home-energy-assistance-program-provider-for-help>

* 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.

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

Yvette Gillespie

From: Ellen Plendl
Sent: Friday, September 8, 2023 12:53 PM
To: 'bandleadinglady@hotmail.com'
Subject: FW: Consumer Inquiry - Duke Energy Florida

Ms. Kathleen Moses
bandleadinglady@hotmail.com

RE: FPSC Inquiry 1428906C

Dear Ms. Moses:

The Governor's office forwarded a copy of your emails 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.

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Sincerely,

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

Yvette Gillespie

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, September 8, 2023 12:43 PM
To: Ellen Plendl
Subject: FW: Skyrocketing Electric Costs

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

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: Haley Burke <haley.warren@me.com>
Sent: Wednesday, September 6, 2023 12:04 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Skyrocketing Electric Costs

Constituent message:

1. **Name**
Haley Burke
2. **Email Address**
haley.warren@me.com
3. **Phone Number**
4073141862
4. **Subject**
Skyrocketing Electric Costs
5. **Message**
Dear Governor DeSantis,

The people of Orlando are struggling to pay their electricity bills. In Windermere, the cost of electricity has increased 20% this year alone. Wages aren't increasing high enough to pay this extreme increase in electric costs. My husband and I are very conservative with our electricity. However, the rate keeps increasing month after month. Why isn't there a cap on electricity rates? Something needs to be done to protect the consumer. Duke Energy's CEO, Lynn Good, just received a huge raise while the people of Orlando are suffering from these skyrocketing electricity rates. Please help us get these unbelievable electricity rates under contract. Thank you so much for your time.

6. **Attach file (optional)**

- 7. **User IP Address**
108.81.103.208
- 8. **HTTP User Agent**
Mozilla/5.0 (iPhone; CPU iPhone OS 16_6 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.6 Mobile/15E148 Safari/604.1
- 9. **Date Submitted**
06/09/2023
- 10. **Time Submitted**
12:03:48 pm, EDT

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Yvette Gillespie

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, September 8, 2023 12:38 PM
To: Ellen Plendl
Subject: FW: Duke Energy bills, auto insurance rates

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

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: Kathleen Moses <bandleadinglady@hotmail.com>
Sent: Friday, September 8, 2023 12:02 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy bills, auto insurance rates

Constituent message:

1. **Name**
Kathleen Moses
2. **Email Address**
bandleadinglady@hotmail.com
3. **Phone Number**
3158540162
4. **Subject**
Duke Energy bills, auto insurance rates
5. **Message**
Our Duke Energy bills have begun to go through the roof. I am a retired teacher and my husband is a disabled veteran. There is no logical explanation for such an astronomical increase in costs. Please look into what Duke Energy is doing to take advantage of us, including the incredible compensation received by its CEO. In addition, our auto insurance went up approximately \$1,000 in just one year. Please look into this as well. This is too much for us. Thank you.
6. **Attach file (optional)**
7. **User IP Address**
66.42.26.16
8. **HTTP User Agent**
Mozilla/5.0 (iPhone; CPU iPhone OS 16_1_1 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.1 Mobile/15E148 Safari/604.1

9. Date Submitted

08/09/2023

10. Time Submitted

12:02:09 pm, EDT

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Yvette Gillespie

From: Ellen Plendl
Sent: Friday, September 8, 2023 10:05 AM
To: 'tfowlerarnp@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Teresa Fowler-Plotkin
tfowlerarnp@gmail.com

RE: FPSC Inquiry 1428865C

Dear Ms. Fowler-Plotkin:

The Governor's office forwarded a copy of your emails 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.

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Sincerely,

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

Yvette Gillespie

From: Ellen Plendl
Sent: Friday, September 8, 2023 10:02 AM
To: 'susyhaldeman@yahoo.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Susan Haldeman
susyhaldeman@yahoo.com

RE: FPSC Inquiry 1428864C

Dear Ms. Haldeman:

The Governor's office forwarded a copy of your emails 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.

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* 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.

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Sincerely,

Ellen Plendl
Regulatory Analyst IV
Florida Public Service Commission
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1-800-342-3552 (phone)
1-800-511-0809 (fax)

Yvette Gillespie

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, September 8, 2023 8:47 AM
To: Ellen Plendl
Subject: FW: Duke Electric Bills

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

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: Susan Haldeman <susyhaldeman@yahoo.com>
Sent: Thursday, September 7, 2023 7:38 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Electric Bills

Constituent message:

1. **Name**
Susan Haldeman
2. **Email Address**
susyhaldeman@yahoo.com
3. **Phone Number**
8139568765
4. **Subject**
Duke Electric Bills
5. **Message**
Hi.

I know you have taken the cap off of the energy company so they can charge whatever they want. Unfortunately, this only benefits them, and, I assume, in turn, you. You are killing Florida families. We are all working our butts off here, and the electric bills are killing us. I live in a 1300 square foot home. I turn off my lights. I run my A/C enough to keep the house comfortable. I just got a \$450 electric bill! Last year our highest bill was about \$300. One of my neighbors got a \$900 bill! Why are you making it impossible for the middle and lower classes to get by here? Why are you allowing Duke to do this? Are you trying to drive everyone out of the state? Please help us out and make them cap what they can charge.

This is one you cannot blame on the federal government.

- 6. **Attach file (optional)**
- 7. **User IP Address**
47.205.196.208
- 8. **HTTP User Agent**
Mozilla/5.0 (iPhone; CPU iPhone OS 16_6 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.6 Mobile/15E148 Safari/604.1
- 9. **Date Submitted**
07/09/2023
- 10. **Time Submitted**
7:38:29 pm, EDT

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Yvette Gillespie

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, September 8, 2023 8:42 AM
To: Ellen Plendl
Subject: FW: DUKE electric

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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: Teresa Fowler-Plotkin <tfowlerarnp@gmail.com>
Sent: Thursday, September 7, 2023 5:09 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: DUKE electric

Constituent message:

1. **Name**
Teresa Fowler-Plotkin
2. **Email Address**
tfowlerarnp@gmail.com
3. **Phone Number**
4074680065
4. **Subject**
DUKE electric
5. **Message**
my electric bill is \$700 this month. this is unacceptable, unaffordable and needs to be addressed. my home is 3,000sq feet. i have never paid this much and needs to be illegal!
6. **Attach file (optional)**
7. **User IP Address**
67.77.87.16
8. **HTTP User Agent**
Mozilla/5.0 (iPhone; CPU iPhone OS 16_6 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.6 Mobile/15E148 Safari/604.1
9. **Date Submitted**
07/09/2023
10. **Time Submitted**
5:08:37 pm, EDT

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Yvette Gillespie

From: Ellen Plendl
Sent: Friday, September 8, 2023 6:56 AM
To: 'troopmom1@aol.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Amy S. Waldinger
troopmom1@aol.com

RE: FPSC Inquiry 1428844C

Dear Ms. Waldinger:

The Governor's office forwarded a copy of your emails 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.

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Regulatory Analyst IV
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1-800-511-0809 (fax)

Yvette Gillespie

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, September 7, 2023 4:31 PM
To: Ellen Plendl
Subject: FW: Duke Energy price gouging

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Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Amy S Waldinger <troopmom1@aol.com>
Sent: Thursday, September 7, 2023 2:20 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy price gouging

Constituent message:

- Name**
Amy S Waldinger
- Email Address**
troopmom1@aol.com
- Phone Number**
6463580118
- Subject**
Duke Energy price gouging
- Message**
Why are these Electric companies allowed to raise their rates and pass on fossil fuel costs and hurricane relief costs to consumers. In Windermere, rates are up 20% this year! How is there not a cap? No one is getting 20% raises to cover this!!! Fixed income residents are considering selling and moving. With hurricane threats and rising costs, it's no longer a great choice for a second home either. Something needs to be done to protect the consumer. We are not using more energy, just paying more every few months! Where do we get the funds to cover this huge rate increase. Lynn Good, Duke CEO got a huge raise. Look who paid for it!
- Attach file (optional)**
- User IP Address**
130.51.196.215
- HTTP User Agent**
Mozilla/5.0 (Linux; Android 10; K) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/115.0.0.0 Mobile Safari/537.36

- 9. **Date Submitted**
07/09/2023
- 10. **Time Submitted**
2:20:18 pm, EDT

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