

Antonia Hover

From: Ellen Plendl
Sent: Monday, September 11, 2023 4:12 PM
To: Consumer Correspondence
Subject: Docket Nos. 20230001 & 20230020
Attachments: Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida; FW: Electric prices; FW: Duke Energy ENORMOUS Bill !; FW: Duke electric; FW: DUKE ENERGY always rising bill to ridiculous amounts; FW: Duke Energy; Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida; FW: Increased energy rates; FW: Increasing electric-Duke energy; Re: Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida; FW: Duke Energy's huge bills in Central Florida; Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida; FW: Duke Enegy Bills; Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida; FW: Help! Duke Energy Electric Rates!; FW: Duke energy rate hike; FW: Duke; FW: Duke energy bills; FW: Duke Energy recent sky high electric bills; Consumer Inquiry - Duke Energy Florida

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

Antonia Hover

From: Ellen Plendl
Sent: Monday, September 11, 2023 4:09 PM
To: 'dorothymclaughlin2@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Dorothy McLaughlin
dorothymclaughlin2@gmail.com

RE: FPSC Inquiry 1429064C

Dear Ms. McLaughlin:

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.

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.

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)

Antonia Hover

From: Ellen Plendl
Sent: Monday, September 11, 2023 4:05 PM
To: 'militzaen@yahoo.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Militza Price
militzaen@yahoo.com

RE: FPSC Inquiry 1429062C

Dear Ms. Price:

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
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

Antonia Hover

From: Ellen Plendl
Sent: Monday, September 11, 2023 4:03 PM
To: 'ellenlisa116@ymail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Lisa E. Hantman
ellenlisa116@ymail.com

RE: FPSC Inquiry 1429061C

Dear Ms. Hantman:

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.

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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)

Antonia Hover

From: Ellen Plendl
Sent: Monday, September 11, 2023 3:57 PM
To: 'aarnieadler6@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Dr. Shepard A. Adler
aarnieadler6@gmail.com

RE: FPSC Inquiry 1429058C

Dear Dr. Adler:

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.

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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
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

Antonia Hover

From: Ellen Plendl
Sent: Monday, September 11, 2023 3:54 PM
To: 'got2liv4him@hotmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. Angel Nater
got2liv4him@hotmail.com

RE: FPSC Inquiry 1429057C

Mr. Nater:

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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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.

You also requested competition in the electric industry in Florida. Florida is not a deregulated state. The Florida Public Service Commission cannot deregulate the electric industry. It would be up to the Florida Legislature to make changes in the Florida Statutes to deregulate the electric industry.

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)

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, September 11, 2023 3:15 PM
To: Ellen Plendl
Subject: FW: Electric prices
Attachments: JtcYCLHlm9GN-IMG_3029.jpeg; yfhOFmheGQ8B-IMG_3023.png; L9UZNiBLhe7T-IMG_3022.jpeg

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: Dorothy McLaughlin <dorothymclaughlin2@gmail.com>
Sent: Friday, September 8, 2023 9:23 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Electric prices

Constituent message:

1. **Name**
Dorothy McLaughlin
2. **Email Address**
dorothymclaughlin2@gmail.com
3. **Phone Number**
4072276221
4. **Subject**
Electric prices
5. **Message**

Dear Governor,

We need you help. My electric bill looks more like a mortgage payment! Here in Orlando, 32835 Orange County we have but one choice of electric companies, Duke Energy. Prior to my move in 2012 from Dr. Phillips, 32819 to Metro West, 32835 we had OUC. Duke has always cost more and provided less. We have outages fairly regular. Out of desperation, we replaced my AC inside and out in August 2021 and I was told by bill would go down with the new Trane Unit but it never did. I spent \$20,000+ to do it for nothing! My last bill was over \$900.00!! I keep my AC at 78

Degrees or higher all day and only lower it at night so I can sleep. I keep the blinds and curtains closed all day to keep the house as cool as possible. I hope you can do something, anything to help. You always make things right, will you please do it again! PS. You're a great governor, thank you for all you do.

6. **Attach file (optional)**

JtcYCLhlm9GN-IMG_3029.jpeg

yfhOFmheGQ8B-IMG_3023.png

L9UZNiBLhe7T-IMG_3022.jpeg

7. **User IP Address**

97.100.2.4

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**

08/09/2023

10. **Time Submitted**

9:22:32 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.



10/31/22

Sep 29 to Oct 27 Bill (29 Days)

[View Bill](#)



\$474.72

10/21/22

Auto Pay Payment ACH

-\$687.64



09/30/22

Aug 30 to Sep 28 Bill (30 Days)

[View Bill](#)



\$687.64

09/21/22

Auto Pay Payment ACH

-\$798.80



Site Feedback

8:59



 p-auth.duke-energy.com



-\$575.12

10/26/21

Sep 24 to Oct 25 Bill (32Days) [View Bill](#)



\$575.12

10/15/21

Cash



-\$592.99

09/24/21

Aug 24 to Sep 23 Bill (31Days) [View Bill](#)



\$592.99

09/14/21

Cash




-\$630.91

Site Feedback

(Account #910057848458) 3334 Belling... 

\$937.46

Due September 21, 2023 

[PAY NOW](#)

[View Bill](#)

Site Feedback



\$937.46

Scheduled Payment on September 21, 2023

[VIEW BILLING & PAYMENT ACTIVITY](#)

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, September 11, 2023 3:13 PM
To: Ellen Plendl
Subject: FW: Duke Energy ENORMOUS Bill !

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: Militza Price <militzaen@yahoo.com>
Sent: Saturday, September 9, 2023 9:09 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy ENORMOUS Bill !

Constituent message:

1. **Name**
Militza Price
2. **Email Address**
militzaen@yahoo.com
3. **Phone Number**
3213522624
4. **Subject**
Duke Energy ENORMOUS Bill !
5. **Message**
Please protect the consumers! I live in a home 3/2 of only 1,800.00 sq ft. minimum income and my electric bill for September is \$666.57 almost taking all my income! Soon middle class will not be able to afford the electric bill.
6. **Attach file (optional)**
7. **User IP Address**
108.64.164.240
8. **HTTP User Agent**
Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/109.0.0.0 Safari/537.36
9. **Date Submitted**
09/09/2023

10. **Time Submitted**

9:09:28 am, EDT

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

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, September 11, 2023 3:13 PM
To: Ellen Plendl
Subject: FW: Duke electric

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Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Lisa E Hantman <ellenlisa116@ymail.com>
Sent: Saturday, September 9, 2023 2:48 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke electric

Constituent message:

1. **Name**
Lisa E Hantman
2. **Email Address**
ellenlisa116@ymail.com
3. **Phone Number**
4073403454
4. **Subject**
Duke electric
5. **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!
6. **Attach file (optional)**
7. **User IP Address**
142.197.245.31
8. **HTTP User Agent**
Mozilla/5.0 (Linux; Android 10; K) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0 Mobile Safari/537.36

9. **Date Submitted**

09/09/2023

10. **Time Submitted**

2:48:26 pm, EDT

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

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, September 11, 2023 3:11 PM
To: Ellen Plendl
Subject: FW: DUKE ENERGY always rising bill to ridiculous amounts
Attachments: CEBPOLVTQ0Bd-Scan2023-09-08_223346.jpg

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Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Shepard A Adler ODPa <aaarnieadler6@gmail.com>
Sent: Friday, September 8, 2023 10:35 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: DUKE ENERGY always rising bill to ridiculous amounts

Constituent message:

1. **Name**
Shepard A Adler ODPa
2. **Email Address**
aaarnieadler6@gmail.com
3. **Phone Number**
727-398-6945
4. **Subject**
DUKE ENERGY always rising bill to ridiculous amounts
5. **Message**
Dear Sir, I have written you before about the support of my Profession, Optometry. I thank you deeply for supporting us against the Senate attack. Another one is one the making i am sure.
This topic is not that, it is the monopoly of DUKE ENERGY BILLS. Ours has now gone up in two months \$200.00 .
AC- 77, energy consultant from duke came out went over whole house, all pass very well. No excuse for this other than greediness. Please step in and put a stop to this illegal treatment of Florida citizens
6. **Attach file (optional)**
[CEBPOLVTQ0Bd-Scan2023-09-08_223346.jpg](#)
7. **User IP Address**
65.32.85.206
8. **HTTP User Agent**
Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.6 Safari/605.1.15

9. **Date Submitted**

08/09/2023

10. **Time Submitted**

10:34:32 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.

From: Helene Adler adlerh2003@gmail.com
Subject: Re: Your Duke Energy statement is ready
Date: September 8, 2023 at 10:24 PM
To: DukeEnergyPaperlessBilling@paperless.dukeenergy.com



Why is bilkik \$100.00 plus higher?

On Sep 8, 2023, at 11:09 AM, DukeEnergyPaperlessBilling@paperless.dukeenergy.com wrote



Your online bill is ready to view

To view your bill, [sign in to My Account](#) and select View Bill.

To pay your bill online, [sign in to My Account](#) and select Pay Now.

Account Number:	910080066172
Billing Date:	09/08/2023
Amount:	\$433.10
Prior Balance:	\$0.00
Due Date:	09/29/2023

*\$1857.59 FT
Home*

We appreciate your being a paperless billing customer. You can see important messages which are included in paper bills [here](#).

If you need additional information or have questions, please [visit our website](#). Thank you for your business, and we look forward to serving you.

Para español, visite duke-energy.com/español

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, September 11, 2023 3:12 PM
To: Ellen Plendl
Subject: FW: Duke Energy

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Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Angel Nater <got2liv4him@hotmail.com>
Sent: Friday, September 8, 2023 11:51 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy

Constituent message:

1. **Name**
Angel Nater
2. **Email Address**
got2liv4him@hotmail.com
3. **Phone Number**
4074638289
4. **Subject**
Duke Energy
5. **Message**
Greetings sir,

I am writing to let you know how concerned I am about the increase to my electric bill. I upgraded my a/c unit to a 17-seer last year and had a home energy audit to try to make my home more efficient. In spite of these improvements, I am seeing my electric bill go higher and higher. I would like to see more electric companies (competition) in Florida.

Mr. Nater

6. **Attach file (optional)**
7. **User IP Address**
67.8.59.180

8. **HTTP User Agent**

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0 Safari/537.36

9. **Date Submitted**

08/09/2023

10. **Time Submitted**

11:50:36 pm, EDT

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Antonia Hover

From: Ellen Plendl
Sent: Monday, September 11, 2023 2:38 PM
To: 'perezd1375@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. Daniel Perez
perezd1375@gmail.com

RE: FPSC Inquiry 1429045C

Mr. Perez:

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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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.

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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)

Antonia Hover

From: Ellen Plendl
Sent: Monday, September 11, 2023 2:36 PM
To: 'melissam423@hotmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Melissa Madden
melissam423@hotmail.com

RE: FPSC Inquiry 1429043C

Dear Ms. Madden:

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)

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, September 11, 2023 2:28 PM
To: Ellen Plendl
Subject: FW: Increased energy 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: Daniel Perez <perezd1375@gmail.com>
Sent: Friday, September 8, 2023 10:19 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Increased energy rates

Constituent message:

1. **Name**
Daniel Perez
2. **Email Address**
perezd1375@gmail.com
3. **Phone Number**
239-476-2056
4. **Subject**
Increased energy rates
5. **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!
6. **Attach file (optional)**
7. **User IP Address**
72.188.38.32
8. **HTTP User Agent**
Mozilla/5.0 (Linux; Android 10; K) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0 Mobile Safari/537.36

9. **Date Submitted**

08/09/2023

10. **Time Submitted**

10:18:46 pm, EDT

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, September 11, 2023 2:26 PM
To: Ellen Plendl
Subject: FW: Increasing electric-Duke energy
Attachments: vZO3NHtGU8Ur-IMG_6542.jpeg

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: Melissa Madden <melissam423@hotmail.com>
Sent: Friday, September 8, 2023 11:57 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Increasing electric-Duke energy

Constituent message:

1. **Name**
Melissa Madden
2. **Email Address**
melissam423@hotmail.com
3. **Phone Number**
5163551110
4. **Subject**
Increasing electric-Duke energy
5. **Message**
Hello,
How is it that last year in 2022 I was working remotely. This year I'm not home 11 hours a day (teaching 4th grade inclusion low income school) and my electric bill has increased by \$120.00 A MONTH???. Rents are unaffordable. I can go on. WHAT ARE YOU DOING???. This is shameful. I'm telling you now Florida is going to have ALOT OF HOMELESSNESS in the near future if you do not do something to stop this. You expect me, a Republican, to vote for you? NO WAY. DO SOMETHING
6. **Attach file (optional)**
[vZO3NHtGU8Ur-IMG_6542.jpeg](#)
7. **User IP Address**
68.205.214.103

8. **HTTP User Agent**

Mozilla/5.0 (iPhone; CPU iPhone OS 16_6 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) GSA/278.0.557984068 Mobile/15E148 Safari/604.1

9. **Date Submitted**

08/09/2023

10. **Time Submitted**

11:57:18 pm, EDT

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

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Antonia Hover

From: Mary Rich <niprich66@gmail.com>
Sent: Monday, September 11, 2023 12:38 PM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Duke Energy Florida

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

Thank you for your response.

On Mon, Sep 11, 2023, 11:37 AM Ellen Plendl <EPlendl@psc.state.fl.us> wrote:
Ms. Mary Rich
niprich66@gmail.com

RE: FPSC Inquiry 1428994C

Dear Ms. Rich:

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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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)

Antonia Hover

From: Ellen Plendl
Sent: Monday, September 11, 2023 12:06 PM
To: 'jhymes7@aol.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. Jeff Hymes
jhymes7@aol.com

RE: FPSC Inquiry 1429006C

Dear Mr. Hymes:

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
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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, September 11, 2023 12:01 PM
To: Ellen Plendl
Subject: FW: Duke Energy's huge bills in Central Florida

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: Jeff Hymes <jhymes7@aol.com>
Sent: Friday, September 8, 2023 6:07 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy's huge bills in Central Florida

Constituent message:

1. **Name**
Jeff Hymes
2. **Email Address**
jhymes7@aol.com
3. **Phone Number**
4074918639
4. **Subject**
Duke Energy's huge bills in Central Florida

5. **Message**
Everyone on "Nextdoor Neighbor" in the Dr. Phillips neighborhood of Orange County (Orlando) is furious with the cost increases. My bill for this month is around 20% higher than for the same period last year and from last month....and I was out of town for 9 days during this billing cycle and turned up my thermostats to 83 degrees on two of my units and turned one completely off. I'm doing everything they've said to do and the bill still went up over 20%.

I don't know what the answer is, but everyone I've talked to and others online seems to be very upset. I've called Duke and they don't have any real answers for me.

It really is very frustrating and I wanted someone in Tallahassee to know what we're dealing with here. It doesn't compare to people losing their homes in a hurricane, but it does feel like gouging to some extent.

Thanks for reading this and hopefully responding.

6. **Attach file (optional)**
7. **User IP Address**
71.47.158.100
8. **HTTP User Agent**
Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.5 Safari/605.1.15
9. **Date Submitted**
08/09/2023
10. **Time Submitted**
6:07:28 pm, EDT

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

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Antonia Hover

From: Ellen Plendl
Sent: Monday, September 11, 2023 11:40 AM
To: 'nicoleneaves@yahoo.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Nicole Stein
nicoleneaves@yahoo.com

RE: FPSC Inquiry 1428996C

Dear Ms. Stein:

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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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)

Antonia Hover

From: Ellen Plendl
Sent: Monday, September 11, 2023 11:37 AM
To: 'niprich66@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Mary Rich
niprich66@gmail.com

RE: FPSC Inquiry 1428994C

Dear Ms. Rich:

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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)

Antonia Hover

From: Ellen Plendl
Sent: Monday, September 11, 2023 11:35 AM
To: 'jamiedoering@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Jamie Doering
jamiedoering@gmail.com

RE: FPSC Inquiry 1428993C

Dear Jamie:

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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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)

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, September 11, 2023 11:33 AM
To: Ellen Plendl
Subject: FW: Duke Enegy 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: Nicole Stein <nicoleneaves@yahoo.com>
Sent: Sunday, September 10, 2023 8:30 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Enegy Bills

Constituent message:

1. **Name**
Nicole Stein
2. **Email Address**
nicoleneaves@yahoo.com
3. **Phone Number**
4077219770
4. **Subject**
Duke Enegy Bills
5. **Message**
Governor DeSantis,

I know you are very busy vying to be a Presidential candidate and running a state. But as a constituent here in Florida, I urge you to act immediately to remedy the unbelievably high bills Duke energy customers are receiving. This cannot continue. People will be put into untenable situations. My last three energy bills were \$742, \$767, and finally an eye popping \$942 for this last month. This is insanity. My usual summer bills never went higher than \$650. It was a stretch then and we had to tighten down the budget. But now it's a heavy burden. It's a third of my mortgage! And it's not just me. Everyone is complaining. Please don't make families choose between air and lights or food and medicine. Please step in here and reign in this madness.

6. **Attach file (optional)**

- 7. **User IP Address**
104.28.94.189
- 8. **HTTP User Agent**
Mozilla/5.0 (iPhone; CPU iPhone OS 16_6_1 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.6 Mobile/15E148 Safari/604.1
- 9. **Date Submitted**
10/09/2023
- 10. **Time Submitted**
8:30:23 am, EDT

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Antonia Hover

From: Ellen Plendl
Sent: Monday, September 11, 2023 11:30 AM
To: 'dwhiteorfl@icloud.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Denise White
dwhiteorfl@icloud.com

RE: FPSC Inquiry 1428992C

Dear Ms. White:

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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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)

Antonia Hover

From: Ellen Plendl
Sent: Monday, September 11, 2023 11:28 AM
To: 'deddianirn@hotmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Diane Eddiani
deddianirn@hotmail.com

RE: FPSC Inquiry 1428990C

Dear Ms. Eddiani:

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.

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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.

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)

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, September 11, 2023 11:13 AM
To: Ellen Plendl
Subject: FW: Help! Duke Energy Electric 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: Mary Rich <niprich66@gmail.com>
Sent: Sunday, September 10, 2023 2:54 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Help! Duke Energy Electric Rates!

Constituent message:

- Name**
Mary Rich
- Email Address**
niprich66@gmail.com
- Phone Number**
- Subject**
Help! Duke Energy Electric Rates!
- Message**
Thermostat is on 85! Fans are on in every room! Living on SS and a small pension. Rates have doubled! Show us what a great governor you are! Help!!! Future President!
- Attach file (optional)**
- User IP Address**
71.47.158.190
- HTTP User Agent**
Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0 Safari/537.36 Edg/116.0.1938.76
- Date Submitted**
10/09/2023
- Time Submitted**
2:53:49 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: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, September 11, 2023 11:01 AM
To: Ellen Plendl
Subject: FW: Duke energy rate hike

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: Jamie doering <jamiedoering@gmail.com>
Sent: Saturday, September 9, 2023 11:58 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke energy rate hike

Constituent message:

1. **Name**
Jamie doering
2. **Email Address**
jamiedoering@gmail.com
3. **Phone Number**
5087263420
4. **Subject**
Duke energy rate hike
5. **Message**

Good Afternoon,

I am writing in regarding the recent rate hike Duke energy has placed on the area residents . I decided to look through all my bills from Duke over the last year. All the way up until May , rates were average. Come June we saw a 300% increase in our bill. Yes you read that correctly . No, we have not changed a thing regarding consumption . Our bills went from 80.00 ish to over 324.00 in a single month and keep climbing . We are kindly requesting some consumer protections against the monopoly Duke has on our area. This has become a hardship for my family as well as many others . Thank you for your consideration.

Jamie Doering
Orlando FL

6. **Attach file (optional)**

- 7. **User IP Address**
104.28.92.188
- 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**
09/09/2023
- 10. **Time Submitted**
11:58:18 am, 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: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, September 11, 2023 10:50 AM
To: Ellen Plendl
Subject: FW: Duke

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: Denise White <dwhiteorfl@icloud.com>
Sent: Sunday, September 10, 2023 11:52 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke

Constituent message:

1. **Name**
Denise White
2. **Email Address**
dwhiteorfl@icloud.com
3. **Phone Number**
4073120865
4. **Subject**
Duke
5. **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!(edited)
6. **Attach file (optional)**
7. **User IP Address**
146.75.253.253
8. **HTTP User Agent**
Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.6 Safari/605.1.15

9. **Date Submitted**

10/09/2023

10. **Time Submitted**

11:52:07 am, EDT

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

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, September 11, 2023 10:49 AM
To: Ellen Plendl
Subject: FW: Duke energy 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: Denise White <dwhiteorfl@icloud.com>
Sent: Sunday, September 10, 2023 11:51 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke energy bills

Constituent message:

1. **Name**
Denise White
2. **Email Address**
dwhiteorfl@icloud.com
3. **Phone Number**
4073120865
4. **Subject**
Duke energy bills
5. **Message**
This is another reason to leave this state! I have been here 37 years and things just keep getting worse. In credible.
I wasn't even home for the month of August and my electric bill \$377!
Last yr same time was in 200!
This will surely not help your campaign.
You spend time fighting Disney but letting Duke lobby and campaign for the largest rate hikes in the FI history.
Go Gov!
6. **Attach file (optional)**
7. **User IP Address**
146.75.253.253

8. **HTTP User Agent**

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.6
Safari/605.1.15

9. **Date Submitted**

10/09/2023

10. **Time Submitted**

11:51:26 am, EDT

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

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, September 11, 2023 10:49 AM
To: Ellen Plendl
Subject: FW: Duke Energy recent sky high 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: Diane Eddiani <deddianirn@hotmail.com>
Sent: Friday, September 8, 2023 9:09 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy recent sky high electric bills

Constituent message:

1. **Name**
Diane Eddiani
2. **Email Address**
deddianirn@hotmail.com
3. **Phone Number**
7036751002
4. **Subject**
Duke Energy recent sky high electric bills
5. **Message**
Dear Governor, My Duke electric bill recently has been going up steadily to the point that it is double what it has been the last 5 years. Every month I say it's the highest it's ever been, and the next month it is higher than the last. Would you please call for an audit investigation of Duke Energy? Or bill was \$450 last month, with 1 less person in the house. Thank you for your time and attention to our concern. -Diane Eddiani
6. **Attach file (optional)**
7. **User IP Address**
71.47.131.123
8. **HTTP User Agent**
Mozilla/5.0 (iPhone; CPU iPhone OS 16_6_1 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.6 Mobile/15E148 Safari/604.1
9. **Date Submitted**
08/09/2023

10. Time Submitted

9:08:34 pm, EDT

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

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Antonia Hover

From: Ellen Plendl
Sent: Monday, September 11, 2023 9:53 AM
To: 'patyhernaiz@hotmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Patricia Hernaiz
patyhernaiz@hotmail.com

RE: FPSC Inquiry 1428946C

Dear Ms. Hernaiz:

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.

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)