

**Antonia Hover**

---

**From:** Ellen Plendl  
**Sent:** Tuesday, September 12, 2023 9:57 AM  
**To:** Consumer Correspondence  
**Subject:** Docket Nos. 20230001 & 20230020  
**Attachments:** Re: Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida;  
Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida; FW:  
Energy bill increase; FW: Duke energy rate increases; FW: Duke Energy is price gouging  
Floridians

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

## Antonia Hover

---

**From:** Elizabeth Hamilton <sellingbeachhouses@icloud.com>  
**Sent:** Monday, September 11, 2023 5:34 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.

Ellen

Perhaps I was not clear? This happens Every year! I have my electrician shut off EVERYTHING except the refrigerator. Even Duke's website states that a refrigerator costs less PER YEAR than I am charged for the month!

The Jury bill was 161. Nothing changed yet August is \$345.

This is stealing from a senior citizen and although I hope it isn't necessary to write an article letting everyone know what is happening before someone actually listens to what I am saying, I am happy to write such an article.

This is outrageous

**Elizabeth Hamilton**  
Charles Rutenberg  
Cell 310.500.9586 text/call

NOTICE: This email and any files transmitted with it may contain confidential information, and are intended solely for the use of the individual or entity to whom they are addressed. Any retransmission, dissemination or other use of the information by persons other than the intended recipient or entity is prohibited. If you receive this e-mail in error please contact the sender by return e-mail and delete the material from your system. Thank you.

On Sep 11, 2023, at 4:13 PM, Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

Ms. Elizabeth Hamilton  
sellingbeachhouses@icloud.com

RE: FPSC Inquiry 1429066C

Dear Ms. Hamilton:

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 4:21 PM  
**To:** 'gonarmyel@bellsouth.net'  
**Subject:** Consumer Inquiry - Duke Energy Florida

Mr. Armando Gonzalez  
gonarmyel@bellsouth.net

RE: FPSC Inquiry 1429070C

Dear Mr. Gonzalez:

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.

We have sent your correspondence to DEF and requested company staff contact you regarding your billing concern.

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 4:16 PM  
**To:** 'doris.perez2@yahoo.com'  
**Subject:** Consumer Inquiry - Duke Energy Florida

Ms. Doris Perez  
doris.perez2@yahoo.com

RE: FPSC Inquiry 1429068C

Dear Ms. 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.

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 4:14 PM  
**To:** 'sellingbeachhouses@icloud.com'  
**Subject:** Consumer Inquiry - Duke Energy Florida

Ms. Elizabeth Hamilton  
sellingbeachhouses@icloud.com

RE: FPSC Inquiry 1429066C

Dear Ms. Hamilton:

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:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Monday, September 11, 2023 3:24 PM  
**To:** Ellen Plendl  
**Subject:** FW: Energy bill increase

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:** Armando Gonzalez <gonarmyel@bellsouth.net>  
**Sent:** Saturday, September 9, 2023 3:36 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Energy bill increase

Constituent message:

1. **Name**  
Armando Gonzalez
2. **Email Address**  
[gonarmyel@bellsouth.net](mailto:gonarmyel@bellsouth.net)
3. **Phone Number**  
4077601928
4. **Subject**  
Energy bill increase
5. **Message**

I just sent this message to my energy provider:

Duke energy

Recently I was notified that my monthly bill was going from \$297 to \$364, which is a .56 increase on my bill. I went into to your website to find out my most recent energy consumption and discovered that the annual consumption from 09/24/21 to 08/31/22 was 22004 KwHr, from 09/30/22 to 08/31/23 was 22256, which resulted in a recent increase of energy of .81. My question is: what kind formula do you use to affect my bill based on energy consumption. Thank you.

This was a very hot summer and probably consumption has seen a big spike on the recent months, but I hope it's not an ever present situation. The company has based the bill increase on the recent months, which is not fair. Please help us. Thank you.

6. **Attach file (optional)**
7. **User IP Address**  
108.64.165.189
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**  
3:36:08 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 3:23 PM  
**To:** Ellen Plendl  
**Subject:** FW: Duke energy rate increases

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:** Doris Perez <doris.perez2@yahoo.com>  
**Sent:** Sunday, September 10, 2023 4:35 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Duke energy rate increases

Constituent message:

1. **Name**  
Doris Perez
2. **Email Address**  
[doris.perez2@yahoo.com](mailto:doris.perez2@yahoo.com)
3. **Phone Number**  
4072831667
4. **Subject**  
Duke energy rate increases
5. **Message**  
Hello, I'm a single mom on a strict budget and my last 2 energy bills have been over 500.00. Please do something this is just not reasonable for an 1100 sq ft one level home. Please help. I have joined my neighbors in sending this letter of complaint.  
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**  
142.196.46.190

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**  
10/09/2023
10. **Time Submitted**  
4:35:13 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 3:20 PM  
**To:** Ellen Plendl  
**Subject:** FW: Duke Energy is price gouging Floridians

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:** Elizabeth Hamilton <sellingbeachhouses@icloud.com>  
**Sent:** Saturday, September 9, 2023 3:52 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Duke Energy is price gouging Floridians

Constituent message:

1. **Name**  
Elizabeth Hamilton
2. **Email Address**  
[sellingbeachhouses@icloud.com](mailto:sellingbeachhouses@icloud.com)
3. **Phone Number**  
3105009586
4. **Subject**  
Duke Energy is price gouging Floridians
5. **Message**  
Why not assign our energy to a company like Eversource in Massachusetts?  
They have consistently looked out for consumers.

My August electric bill was \$161 which is outrageous since I am not in the house for the summer yet my new bill is \$345.xx!

My electrician shut everything off. I called Duke and explained that the only thing running or plugged in is my refrigerator. My thermostat is set at 81 degrees.

I am paying utilities here in Massachusetts where I cook and keep the thermostat at 70 degrees. My bill was \$52.

Floridians don't deserve to be gouged by a North Carolina energy company. This is truly outrageous . Why doesn't Duke attend to 'best practices " and save citizens money! Eversource is doing a great job! let them run Florida!

PLEASE fire Duke and you will immediately get more support!

6. **Attach file (optional)**
7. **User IP Address**  
104.28.39.29
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**  
3:52:26 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.