

Antonia Hover

From: Ellen Plendl
Sent: Thursday, September 14, 2023 3:47 PM
To: Consumer Correspondence
Subject: Docket Nos. 20230001 & 20230020
Attachments: Consumer Inquiry - Duke Energy Florida; FW: Prices; Consumer Inquiry - Duke Energy Florida; Re: Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida; FW: Duke Energy; Consumer Inquiry - Duke Energy Florida; FW: Duke raping customers with high energy prices!! Disgusting what they are doing!; Consumer Inquiry - Duke Energy Florida; FW: Rising Prices in Electricity; Consumer Inquiry - Duke Energy Florida; FW: Duke Energy

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

Antonia Hover

From: Ellen Plendl
Sent: Thursday, September 14, 2023 10:58 AM
To: 'gmanni710@yahoo.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Gladys Manni
gmanni710@yahoo.com

RE: FPSC Inquiry 1429384C

Dear Ms. Manni:

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: Thursday, September 14, 2023 10:46 AM
To: Ellen Plendl
Subject: FW: Prices

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: Gladys manni <gmanni710@yahoo.com>
Sent: Wednesday, September 13, 2023 6:22 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Prices

Constituent message:

- Name**
Gladys manni
- Email Address**
gmanni710@yahoo.com
- Phone Number**
631-897-3857
- Subject**
Prices
- Message**
I am a senior citizen living in solivita , you came here ! I just got my duke electric bill it's soo high I started with \$100.00 and now it's \$284.00 ! Publix tripled the prices on food . Gas is way up our copays are way up! How can a senior on a fixed income pay for this, every month now someone doesn't get paid on time! This is crazy why can't you do something to help us seniors that have worked all our lives, and now we can't make it help please !
HELP
- Attach file (optional)**
- User IP Address**
67.8.86.132
- 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
- Date Submitted**
13/09/2023

10. Time Submitted

6:21:54 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: Ellen Plendl
Sent: Thursday, September 14, 2023 10:09 AM
To: 'Wendy Gervais'
Subject: Consumer Inquiry - Duke Energy Florida

Dear Ms. Gervais:

You expressed concern about the customer charge. The costs associated with the \$12.51 customer charge can be classified as either customer accounting costs or operating expenses incurred in providing certain transmission and distribution facilities. For instance, meter reading and customer billing are done monthly regardless of a customer's kilowatt-hour consumption level. Other expenses included are depreciation on certain utility installed equipment such as meters, distribution lines from the pole to the customer's premises, line transformers and other expenses incurred in the maintenance and operation of these items. These are fixed costs the company has to do monthly, regardless of consumption. The customer charge was approved in the company's rate case settlement in 2021.

The fuel cost charge allows the utility to recover the actual expenses associated with securing and processing fuel necessary to run the power plants used to generate electricity, including natural gas, coal, nuclear and solar. The cost of fuel is shown as a separate cents per kilowatt-hour charge, and fuel costs are not contained in any other charge on your bill. The fuel charge fluctuates monthly depending on your electric consumption and is approved by the FPSC.

You also mentioned tiered residential rates. Duke Energy Florida (DEF) uses the 1,000 kWh breakpoint for setting residential rates. The breakpoint of 1,000 kWh was not chosen to represent the average usage in Florida. It was set to encourage customers at all usage levels to think carefully about their usage and the cost of producing the electricity they use. The first tier rate is lower than if residential rates were set at a flat rate for all usage. Thus, the tiered rate rewards customers who, through desire or need, keep a close watch on their usage to stay at or below the breakpoint. Raising the break point to something over 1,000 kWh would mean that both the first and second tier rates would have to increase for the utility to collect the approved amount of costs from residential customers. This would penalize those customers who do aggressively implement plans to reduce usage. This rate structure was approved by the PSC.

You also mentioned the nuclear cost recovery. In 2015, the Florida Legislature passed, and Governor Rick Scott signed into law, Section 366.95, Florida Statute, authorizing the issuance of nuclear-asset recovery bonds.

In July 2015, DEF filed its petition with the FPSC for approval to issue the bonds and to collect the nuclear-asset recovery charge on a per kWh basis from all customer rate classes over a period of 20 years. The nuclear asset recovery charge will be paid by all existing and future customers receiving transmission or distribution services from DEF. The funds DEF receives will allow it to recover its investment in the Crystal River III nuclear power plant regulatory asset.

With respect to having no other options, 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.

Please contact me at 1-800-342-3552 if you have further questions or concerns.

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)

From: Wendy Gervais <wendy@straightlinefl.com>
Sent: Thursday, September 14, 2023 9:53 AM
To: Ellen Plendl <EPlendl@PSC.STATE.FL.US>
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.

why in the world should I be paying \$12.95 a month for the 'PRIVELEDGE" of being a Duke Energy customer (even if I do not use ANY electricity for a particular month) when I have no other options available to me?

also why would FUEL cost more if I use over 1,000 KWH? why I buy fuel at the gas station I do not get charged more after the first say 30 gallons for example

any WHY am I being charge a fee related to nuclear power when I do NOT use any nuclear power?

how can any of this be LEGAL?

I feel like this is UNLAWFUL

On Thu, Sep 14, 2023 at 9:47 AM Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

Ms. Wendy Gervais
wendy@straightlinefl.com

RE: FPSC Inquiry 1429375C

Dear Ms. Gervais:

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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in the interim. Under Commission rules, a utility must notify the PSC when it expects an under- or over-recovery greater than 10 percent.

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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)

--

Wendy Gervais
Straight Line Construction, LLC
CBC1259718
Cell: 352-453-9609
Showroom: 352-554-4500
Fax: 352-448-4395
StraightLineFL.com



Antonia Hover

From: Wendy Gervais <wendy@straightlinefl.com>
Sent: Thursday, September 14, 2023 9:53 AM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Duke Energy Florida

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any WHY am I being charge a fee related to nuclear power when I do NOT use any nuclear power?

how can any of this be LEGAL?
I feel like this is UNLAWFUL

On Thu, Sep 14, 2023 at 9:47 AM Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

Ms. Wendy Gervais
wendy@straightlinefl.com

RE: FPSC Inquiry 1429375C

Dear Ms. Gervais:

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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)

--

Wendy Gervais
Straight Line Construction, LLC
CBC1259718
Cell: 352-453-9609
Showroom: 352-554-4500
Fax: 352-448-4395
StraightLineFL.com



Antonia Hover

From: Ellen Plendl
Sent: Thursday, September 14, 2023 9:47 AM
To: 'wendy@straightlinefl.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Wendy Gervais
wendy@straightlinefl.com

RE: FPSC Inquiry 1429375C

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Regulatory Analyst IV
Florida Public Service Commission
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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, September 14, 2023 9:38 AM
To: Ellen Plendl
Subject: FW: Duke Energy

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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: Wendy Gervais <wendy@straightlinefl.com>
Sent: Wednesday, September 13, 2023 5:58 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy

Constituent message:

- Name**
Wendy Gervais
- Email Address**
wendy@straightlinefl.com
- Phone Number**
18632434379
- Subject**
Duke Energy
- Message**
Duke Energy; My latest bill highest ever. I know it has been hot, and AC is running more BUT I used to have 4 full time people living in my home now I have 1 and 1 person there 1-2 days a week at most. Also used to have 4 fridge/freezers running and a pool pump running 6-8 hours a day. With the rising costs of EVERYTHING I cut my pool pump down to 4 hours, unplugged 2 of the 4 fridge/freezers and with only 1 full time person in the home there is less use of the water heater, laundry, and general electricity like lights. My usage is UP, and my costs are UP. This makes no sense to me. They charge me \$12.91 per month just for the privilege of being there customer even if I use \$0 electricity (SCAM). I pay FUEL charges on top of electricity usage charges. Even IF this is a legit cost then why would Fuel cost more if I use over a certain amount of KWH? I mean if I buy gas at the gas station I do not pay more for gallon for every gallon over say 50. (SCAM) What can I do about this? HELP
- Attach file (optional)**
- User IP Address**
172.56.97.146

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 Edg/116.0.1938.76

9. **Date Submitted**

13/09/2023

10. **Time Submitted**

5:57:32 pm, EDT

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

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Antonia Hover

From: Ellen Plendl
Sent: Wednesday, September 13, 2023 10:40 AM
To: 'e.middlebrook@hotmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Elizabeth Middlebrook
e.middlebrook@hotmail.com

RE: FPSC Inquiry 1429281C

Dear Ms. Middlebrook:

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: Wednesday, September 13, 2023 10:25 AM
To: Ellen Plendl
Subject: FW: Duke raping customers with high energy prices!! Disgusting what they are doing!

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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: Elizabeth Middlebrook <e.middlebrook@hotmail.com>
Sent: Tuesday, September 12, 2023 7:47 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke raping customers with high energy prices!! Disgusting what they are doing!

Constituent message:

- Name**
Elizabeth Middlebrook
- Email Address**
e.middlebrook@hotmail.com
- Phone Number**
407-716-6169
- Subject**
Duke raping customers with high energy prices!! Disgusting what they are doing!
- Message**
Why are these Electric companies allowed to raise their rates and pass on fossil fuel costs and hurricane relief costs to consumers. In Celebration, 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!
Please "come back" to Florida and help us with these issues! We need our governor to stand up for us and fix this! No one can afford to live here anymore!
- Attach file (optional)**
- User IP Address**
216.230.40.90

- 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**
12/09/2023
- 10. **Time Submitted**
7:46:59 pm, EDT

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Antonia Hover

From: Ellen Plendl
Sent: Wednesday, September 13, 2023 8:16 AM
To: 'mgay@redbirdj.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Margaret Ann Jones Gay
mgay@redbirdj.com

RE: FPSC Inquiry 1429239C

Dear Ms. Jones-Gay:

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: Wednesday, September 13, 2023 8:00 AM
To: Ellen Plendl
Subject: FW: Rising Prices in Electricity

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Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

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To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Rising Prices in Electricity

Constituent message:

1. **Name**
Margaret Ann Jones Gay
2. **Email Address**
mgay@redbirdj.com
3. **Phone Number**
4073530372
4. **Subject**
Rising Prices in Electricity
5. **Message**

I am a single woman, age 76, with limited income. The monthly electric bill is completely out of control and is difficult for me to pay. I basically live in the dark (all lights off except my kitchen when cooking and a lamp at night) - my air conditioner is set at 78-80 - I sleep with 4 fans because my upstairs is 81 degrees at night and I use fans downstairs during the day. All blinds are kept closed to avoid sunlight and heat. My a/c has been serviced so no issues with the air conditioner. THIS HAS TO STOP! I cannot live without electricity as can no one else. This month my bill went up over \$100! It was \$709!! How am I to survive? SOMETHING HAS TO BE DONE ABOUT THE CONTINUED INCREASES!

Why are electric companies (Duke Energy) 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!! PLEASE HELP!

6. **Attach file (optional)**

7. **User IP Address**
68.205.222.40
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**
12/09/2023
10. **Time Submitted**
3:49:28 pm, EDT

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Antonia Hover

From: Ellen Plendl
Sent: Tuesday, September 12, 2023 10:48 AM
To: '3220Simpsonville@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Julie A. Simpson
3220Simpsonville@gmail.com

RE: FPSC Inquiry 1429133C

Dear Ms. Simpson:

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: Tuesday, September 12, 2023 10:42 AM
To: Ellen Plendl
Subject: FW: Duke Energy

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: Julie A Simpson <3220Simpsonville@gmail.com>
Sent: Monday, September 11, 2023 11:24 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy

Constituent message:

1. **Name**
Julie A Simpson
2. **Email Address**
3220Simpsonville@gmail.com
3. **Phone Number**
3214433585
4. **Subject**
Duke Energy
5. **Message**
Dear Sir,

I am in shock with the price that Duke Energy is charging on my electric bill. It has gone up approximately 40% from last year. Jumping over 60.00 from last month alone. We are struggling just to pay to have a roof over our heads and something needs to be done. I have called Duke Energy and they are of no help. Our community needs your help.

6. **Attach file (optional)**
7. **User IP Address**
50.88.154.74
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 Edg/116.0.1938.76

9. **Date Submitted**

11/09/2023

10. **Time Submitted**

11:24:04 pm, EDT

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