

Antonia Hover

From: Ellen Plendl
Sent: Friday, September 22, 2023 8:33 AM
To: Consumer Correspondence
Subject: Docket Nos. 20230001 & 20230020
Attachments: Consumer Inquiry - Duke Energy Florida; Re: Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida; FW: Duke energy monthly bill; FW: Duke Stealing Money to customer; Consumer Inquiry - Duke Energy Florida; FW: Duke energy; Consumer Inquiry - Duke Energy Florida; FW: Duke energy price gouging; Consumer Inquiry - Duke Energy Florida; FW: Duke Energy bills; Consumer Inquiry - Duke Energy Florida; FW: Duke Energy increase; Consumer Inquiry - Duke Energy Florida; FW: Electric Bill gouging Duke Energy; Consumer Inquiry - Duke Energy Florida; FW: Electric bills; 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: Friday, September 22, 2023 8:29 AM
To: 'Elizabeth Middlebrook'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Elizabeth Middlebrook
e.middlebrook@hotmail.com

RE: FPSC Inquiry 1429281C

Dear Ms. Middlebrook:

Thank you for sharing your feedback. I will add your comments to our records regarding Dockets 20230001 and 20230020 regarding the mid-course correction and the storm restoration recovery, respectively.

The next fuel cost hearing will be held on November 1st, 2nd and 3rd. During the hearing, Duke Energy Florida and the other three electric companies regulated by the Florida Public Service Commission will present their projected 2024 fuel and purchased power costs, true-up previous estimates for 2023 incurred costs, and true-up 2022 costs to actual costs. Recovery of capacity, conservation, and environmental costs will also be considered. The Office of Public Counsel will represent the interest of consumers. You may watch the hearings live or afterwards by using the following link:

<https://www.floridapsc.com/watch-archive-psc-events>

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)

-----Original Message-----

From: Elizabeth Middlebrook <e.middlebrook@hotmail.com>
Sent: Thursday, September 21, 2023 9:37 PM
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 are other utility companies lowering their rates and Duke is not?!? I don't appreciate this automated reply letter of lies that everyone is receiving to a serious issue. Basically this email is just telling me Duke will raise rates as it pleases and the governor will not step in to stop this monopoly. Shame on Duke! People are suffering during these times of inflation and Duke is greedy and capitalizing on it.

Antonia Hover

From: Elizabeth Middlebrook <e.middlebrook@hotmail.com>
Sent: Thursday, September 21, 2023 9:37 PM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Duke Energy Florida

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Why are other utility companies lowering their rates and Duke is not?!? I don't appreciate this automated reply letter of lies that everyone is receiving to a serious issue. Basically this email is just telling me Duke will raise rates as it pleases and the governor will not step in to stop this monopoly. Shame on Duke! People are suffering during these times of inflation and Duke is greedy and capitalizing on it.

> On Sep 13, 2023, at 10:40 AM, Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

>

> 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.

>

> 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://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.floridajobs.org%2fcommunity-planning-and-development%2fcommunity-services%2flow-income-home-energy-assistance-program%2ffind-your-local-low-income-home-energy-assistance-program-provider-for-help&c=E,1,8jCt5KEtjYPTYR19FXVj6bXWlINqxaZbjzKeBexgbTYTxIKNh6yyTpbutQnnsFGviXgGudL1Py4SW3SEFHkF8u-xeWTNfonp02sf1A9TNBy-ZyX2rJMxtJN9&typo=1>
- >
- > * 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: Thursday, September 21, 2023 3:25 PM
To: 'Mitchf14@tampabay.rr.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. John R. Mitchell
Mitchf14@tampabay.rr.com

RE: FPSC Inquiry 1430015C

Dear Mr. Mitchell:

The Governor's office forwarded a copy of your emails regarding Duke Energy Florida (DEF) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

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

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

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

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

Customers who are experiencing difficulty in providing payment on their account can contact the following resources for financial assistance:

* Low Income Home Energy Assistance Program --- <https://www.floridajobs.org/community-planning-and-development/community-services/low-income-home-energy-assistance-program/find-your-local-low-income-home-energy-assistance-program-provider-for-help>

* Elderly Electric Assistance (EHEAP), which provides assistance for home-energy emergencies to qualified, low-income households with at least one person 60 years of age or older. To find out about qualifications, you may contact your county's local EHEAP agency, or by calling 1-800-963-5337.

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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: Thursday, September 21, 2023 3:23 PM
To: 'lgskinner62@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. Louis Skinner
lgskinner62@gmail.com

RE: FPSC Inquiry 1430012C

Dear Mr. Skinner:

This is in response to your inquiry with the Florida Public Service Commission (FPSC) regarding Duke Energy Florida (DEF). 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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* 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 21, 2023 3:15 PM
To: Ellen Plendl
Subject: FW: Duke energy monthly 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: John R. Mitchell <Mitchf14@tampabay.rr.com>
Sent: Thursday, September 21, 2023 12:09 PM
To: LtGovernorJeanette.Nunez <LtGovernorJeanette.Nunez@eog.myflorida.com>
Subject: Duke energy monthly bill

Constituent's message:

1. **Name**
John R. Mitchell
2. **Email Address**
Mitchf14@tampabay.rr.com
3. **Phone Number**
727-375-7264
4. **Subject**
Duke energy monthly bill
5. **Message**
Dear Governor. I don't understand why my Duke energy monthly bill has skyrocketed from \$189.00 one year ago a month to \$362.00 a month. I am a retired senior on a low fixed income and a US Navy Veteran. How does Duke energy expect homeowners to pay these outrageous monthly bills. It's bad enough that the cost of living has doubled in the last year thanks to our brainless president. Food, gas, etc. people are going to loose their homes and then we have bigger problems. Is there a solution?
6. **Attach file (optional)**
7. **User's IP Address**
96.59.1.126
8. **Date Submitted:**
09/21/2023
9. **Time Submitted:**
12:08:34 pm, EDT

10. 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

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: Angie Calhoun
Sent: Thursday, September 21, 2023 2:52 PM
To: Ellen Plendl
Cc: Cindy Muir; Kelly Thompson; Sierra Partridge
Subject: FW: Duke Stealing Money to customer

Ellen,

Please handle.

Thanks,

Angie

-----Original Message-----

From: Cindy Muir <CMuir@PSC.STATE.FL.US>
Sent: Thursday, September 21, 2023 2:39 PM
To: Angie Calhoun <ACalhoun@PSC.STATE.FL.US>
Cc: Kelly Thompson <KTHOMPSO@PSC.STATE.FL.US>; Sierra Partridge <SPartrid@psc.state.fl.us>
Subject: FW: Duke Stealing Money to customer

Hi Angie:

FYI....

-----Original Message-----

From: Louis Skinner <lgs Skinner62@gmail.com>
Sent: Thursday, September 21, 2023 2:32 PM
To: PSC Media <PSCMedia@psc.state.fl.us>
Subject: Duke Stealing Money to customer

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

I think Duke is trying to make the budget with the customers without solar panels, because people with panels they are paying less.

They're ripping off our wallets.

I don't want put my roof in risk and my insurance been affected.

Please help!!!!!!

Sent from my iPhone

Antonia Hover

From: Ellen Plendl
Sent: Thursday, September 21, 2023 10:54 AM
To: 'kkcondo1@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Sally Korn
kkcondo1@gmail.com

RE: FPSC Inquiry 1429962C

Dear Ms. Korn:

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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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:

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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: Thursday, September 21, 2023 10:48 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: Sally Kornis <kkcondo1@gmail.com>
Sent: Wednesday, September 20, 2023 4:23 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke energy

Constituent message:

- Name**
Sally Kornis
- Email Address**
kkcondo1@gmail.com
- Phone Number**
4074029273
- Subject**
Duke energy
- Message**
Hello, I think I'm writing on behalf of the Florida people. Our power company has raised our bill almost 3 times the amount normally we pay. We understand that it has been hot, this is a little too much. People are having a hard time coming up with that much money, some just can't pay it. I'm hoping you can help everyone out maybe, I don't know, capping it. Or something. I'm hoping other people have written in to hope something can be done. Thank you
- Attach file (optional)**
- User IP Address**
76.26.179.87
- HTTP User Agent**
Mozilla/5.0 (Linux; Android 10; K) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/117.0.0.0 Safari/537.36
- Date Submitted**
20/09/2023

10. Time Submitted

4:23:10 pm, EDT

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

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Antonia Hover

From: Ellen Plendl
Sent: Thursday, September 21, 2023 10:47 AM
To: 'tpr@cfl.rr.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. Timothy Ryan
tpr@cfl.rr.com

RE: FPSC Inquiry 1429960C

Dear Mr. Ryan:

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)

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, September 21, 2023 10:43 AM
To: Ellen Plendl
Subject: FW: Duke energy price gouging

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: Timothy Ryan <tpr@cfl.rr.com>
Sent: Thursday, September 21, 2023 7:03 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke energy price gouging

Constituent message:

1. **Name**
Timothy Ryan
2. **Email Address**
tpr@cfl.rr.com
3. **Phone Number**
4. **Subject**
Duke energy price gouging
5. **Message**
Over the summer Duke Energy has raised its rates as much as 30%. Being the only power company in our area, would this be considered price gouging.

They claimed to have lost money during the plandemic and are to recoup their losses. Everyone lost during that, including businesses that will never reopen.

PLEASE, look into it. A lot of us can't afford these jacked up prices.

6. **Attach file (optional)**
7. **User IP Address**
132.170.212.29
8. **HTTP User Agent**
Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.6 DuckDuckGo/7 Safari/605.1.15

- 9. **Date Submitted**
21/09/2023
- 10. **Time Submitted**
7:02:53 am, EDT

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Antonia Hover

From: Ellen Plendl
Sent: Wednesday, September 20, 2023 3:32 PM
To: 'vaughnjoni@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Joni Westmoreland
vaughnjoni@gmail.com

RE: FPSC Inquiry 1429926C

Dear Ms. Westmoreland:

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: Wednesday, September 20, 2023 3:26 PM
To: Ellen Plendl
Subject: FW: Duke Energy bills

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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: Joni Westmoreland <vaughnjoni@gmail.com>
Sent: Wednesday, September 20, 2023 2:10 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy bills

Constituent message:

1. **Name**
Joni Westmoreland
2. **Email Address**
vaughnjoni@gmail.com
3. **Phone Number**
4. **Subject**
Duke Energy bills
5. **Message**
Hello Governor Desantis,
I am contacting you in regards to Duke Energy's consistent increase in rates. It is getting out of control. Middle class citizens are struggling. I live in a 1500 sq ft home with 2 BR/2BA. I enlisted in "budget billing" as they said it helps with keeping your bill consistent. I was now told on my last bill that I am under paying by over \$300, this means that my small home has an energy bill that cost over \$350 in the last 2 months. We don't have a pool. New AC unit. I know we have a record breaking hot summer but my energy bills are \$200 more this month that they were last September 2022 in the same home. That is absolutely ridiculous. What are you going to do to help your Florida residents with this? What other options are there to helping Duke Energy with their costs?? Are you going to make incentives to solar paneling and greener energy? Your middle class families are struggling with the basic costs of living. We are drowning and need you to take action.
6. **Attach file (optional)**
7. **User IP Address**
96.59.77.239

8. **HTTP User Agent**

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.5.1
Safari/605.1.15

9. **Date Submitted**

20/09/2023

10. **Time Submitted**

2:10:28 pm, EDT

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Antonia Hover

From: Ellen Plendl
Sent: Wednesday, September 20, 2023 10:09 AM
To: 'sunjems@aol.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Judith Marsel
sunjems@aol.com

RE: FPSC Inquiry 1429836C

Dear Ms. Marsel:

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.

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: Wednesday, September 20, 2023 10:05 AM
To: Ellen Plendl
Subject: FW: Duke Energy 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: Judith Marsel <sunjems@aol.com>
Sent: Wednesday, September 20, 2023 8:59 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy increase

Constituent message:

1. **Name**
Judith Marsel
2. **Email Address**
sunjems@aol.com
3. **Phone Number**
4975230097
4. **Subject**
Duke Energy increase
5. **Message**
We are a retired couple living in Orlando. owning our own home.
The last few moths Duke Energy has raised our rates to nearly double!!!!
We cannot afford this and all our communities are desperate for a solution.
You are always able to find solutions for all issues in our State.
Please find a way to reduce this terrible occurance or give us an option for a
co op or choice for other electricity.
You are our best leader!!!
6. **Attach file (optional)**
7. **User IP Address**
184.88.230.245
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**

20/09/2023

10. **Time Submitted**

8:58:35 am, EDT

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

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Antonia Hover

From: Ellen Plendl
Sent: Wednesday, September 20, 2023 10:03 AM
To: 'saustin63@aol.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Suzanne Austin
saustin63@aol.com

RE: FPSC Inquiry 1429833C

Dear Ms. Austin:

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.

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: Wednesday, September 20, 2023 9:58 AM
To: Ellen Plendl
Subject: FW: Electric Bill gouging 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: Suzanne Austin <saustin63@aol.com>
Sent: Tuesday, September 19, 2023 5:18 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Electric Bill gouging Duke Energy

Constituent message:

1. **Name**
Suzanne Austin
2. **Email Address**
saustin63@aol.com
3. **Phone Number**
7277766465
4. **Subject**
Electric Bill gouging Duke Energy
5. **Message**
Huge Public Issue in Dunnellon, Fl. Duke energy has the monopoly on energy here. I ama retired, disabled and live on a minimal SSDI check. This town is small and rural. We need your help here. Please consider a way to keep them from gouging us! Thank you and I will vote for you!
6. **Attach file (optional)**
7. **User IP Address**
166.194.200.48
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**
19/09/2023
10. **Time Submitted**
5:18:21 pm, EDT

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Antonia Hover

From: Ellen Plendl
Sent: Tuesday, September 19, 2023 1:03 PM
To: 'caiosctt@aol.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Veronica Scott
caiosctt@aol.com

RE: FPSC Inquiry 1429749C

Dear Ms. Scott:

The Governor's office forwarded a copy of your emails regarding Duke Energy Florida (DEF) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

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

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

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

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

Customers who are experiencing difficulty in providing payment on their account can contact the following resources for financial assistance:

* Low Income Home Energy Assistance Program --- <https://www.floridajobs.org/community-planning-and-development/community-services/low-income-home-energy-assistance-program/find-your-local-low-income-home-energy-assistance-program-provider-for-help>

* Elderly Electric Assistance (EHEAP), which provides assistance for home-energy emergencies to qualified, low-income households with at least one person 60 years of age or older. To find out about qualifications, you may contact your county's local EHEAP agency, or by calling 1-800-963-5337.

If you have any questions or concerns please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

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

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, September 19, 2023 11:41 AM
To: Ellen Plendl
Subject: FW: 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: Veronica Scott <caiosctt@aol.com>
Sent: Tuesday, September 19, 2023 7:51 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Electric bills

Constituent message:

1. **Name**
Veronica Scott
2. **Email Address**
caiosctt@aol.com
3. **Phone Number**
7277548894
4. **Subject**
Electric bills
5. **Message**

What is happening to our Electric bills with Duke energy. Are they in the pocket of this green new deal. Yes I believe in saving our environment, but this has gone too far.... I'm paying more then double of last year and I haven't had friends or family visits or used anymore electric then I have in the past. My AC is always set at 78 never lower. I expect prices to go up, but more than DOUBLE. Do they want us to live in a tent. Is the state increasing rates what is it? My home has been checked for energy efficiency, I have energy saving appliances, don't wash/dry my cloths but once a week or twice a week. This is getting totally ridiculous. I'd like to know what you're going to do about these high energy costs

6. **Attach file (optional)**
7. **User IP Address**
72.184.160.107
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**

19/09/2023

10. **Time Submitted**

7:50:36 am, EDT

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Antonia Hover

From: Ellen Plendl
Sent: Tuesday, September 19, 2023 8:47 AM
To: 'courtneysmith1992@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Courtney Smith
courtneysmith1992@gmail.com

RE: FPSC Inquiry 1429692C

Dear Ms. Smith:

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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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:

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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.

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: Tuesday, September 19, 2023 8:43 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: Courtney Smith <courtneysmith1992@gmail.com>
Sent: Monday, September 18, 2023 3:03 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy

Constituent message:

1. **Name**
Courtney Smith
2. **Email Address**
courtneysmith1992@gmail.com
3. **Phone Number**
3524766739
4. **Subject**
Duke Energy
5. **Message**
Good afternoon,

My power bill has nearly doubles now that Duke Energy is passing the fuel charge onto consumers. This is unacceptable. They essentially have a monopoly within the state. We cannot just switch to another company because no other company can operate here. My taxes going up have led my escrow to go up and have led my mortgage to rise. I'm a homeowner here in the state of Florida and I'm basically being pushed out by the rising costs. As a active voter you're losing my support.

6. **Attach file (optional)**
7. **User IP Address**
50.88.97.236

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**

18/09/2023

10. **Time Submitted**

3:03:04 pm, EDT

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