

Charlie Smith

From: Ellen Plendl
Sent: Monday, October 2, 2023 1:17 PM
To: Consumer Correspondence
Subject: Docket Nos. 20230001 & 20230020
Attachments: FW Energy prices; Consumer Inquiry - Duke Energy Florida; FW Duke Energy - Charges;
Consumer Inquiry - Duke Energy Florida

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

Charlie Smith

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, October 2, 2023 8:54 AM
To: Ellen Plendl
Subject: FW: Energy 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: Raynaldo Ruiz <rayruiz.0329@gmail.com>
Sent: Wednesday, September 27, 2023 10:46 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Energy prices

Constituent message:

1. **Name**
Raynaldo Ruiz
2. **Email Address**
rayruiz.0329@gmail.com
3. **Phone Number**
4072215829
4. **Subject**
Energy prices
5. **Message**

I am a person who is very direct but I will be as polite as possible. My Duke electric and Orlando utilities bills have been going up by leaps and bounds. My electric bill was about \$230 and is now \$411 and change. My utilities was about \$69 and is now \$171.61. My understanding you and the states congress passed a bill to screw over the common person so that the companies can recover their supposed losses. So now we are getting slammed and this doesn't even count food and gasoline prices along with car insurance prices which are horrible and have gone up. While I know the Biden Administration is doing their best to sink the energy ship, I don't think they need any help, which seems to me that you're providing along with the state's Congress. All I can say is we need help and relief and that bill definitely didn't help the situation but made it much worse. We are very frustrated because it seems both parties are not helping and only care about the money from donors. Help we're sinking

6. **Attach file (optional)**

7. **User IP Address**
71.44.156.138
8. **HTTP User Agent**
Mozilla/5.0 (Linux; Android 10; K) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/117.0.0.0 Mobile Safari/537.36
9. **Date Submitted**
27/09/2023
10. **Time Submitted**
10:46:09 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.

Charlie Smith

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, October 2, 2023 12:32 PM
To: Ellen Plendl
Subject: FW: Duke Energy- Charges

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: Bob Roperti <rjroperti@gmail.com>
Sent: Monday, October 2, 2023 11:25 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Cc: Mary-Dianne <Floridamadi@gmail.com>; Renatta Cochran <renfilco@tampabay.rr.com>
Subject: Duke Energy- Charges

Governor,
Recent DukeEnergy bills are intolerable yet there's no effort on your part to stop this exorbitant increase in our costs. I don't see how i can support you and your campaign when you've overlooked this critical issue on the minds of most Floridians while bangering Disney over there policies on gender. It's ridiculous to expect support.
Bob Roperti

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.

Charlie Smith

From: Ellen Plendl
Sent: Monday, October 2, 2023 9:48 AM
To: 'rayruiz.0329@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. Raynaldo Ruiz
rayruiz.0329@gmail.com

RE: PFSC Inquiry 1430803C

Dear Mr. Ruiz:

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.

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>

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)

Charlie Smith

From: Ellen Plendl
Sent: Monday, October 2, 2023 1:14 PM
To: 'rjroperti@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. Bob Roperti
rjroperti@gmail.com

RE: FPSC Inquiry 1430845C

Dear Mr. Roperti:

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.

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>

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)