

Antonia Hover

From: Ellen Plendl
Sent: Thursday, October 5, 2023 3:33 PM
To: Consumer Correspondence
Subject: Docket Nos. 20230001 & 20230020
Attachments: Consumer Inquiry - Duke Energy Florida; FW: Duke Energy Rate Increases; Consumer Inquiry - Duke Energy Florida; FW: Gouging; Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida; FW: high homeowners' insurance, high electricity bills, cost of living and inflation; Consumer Inquiry - Duke Energy Florida; FW: DUKE ENERGY UNAFFORDABLE; FW: Duke Energ

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

Antonia Hover

From: Ellen Plendl
Sent: Thursday, October 5, 2023 9:51 AM
To: 'darlenebookkeeper@yahoo.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. D.C.G.
darlenebookkeeper@yahoo.com

RE: FPSC Inquiry 1431112C

Dear Darlene:

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.

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)

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, October 5, 2023 9:43 AM
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: D.C.G. <darlenebookkeeper@yahoo.com>
Sent: Wednesday, October 4, 2023 9:37 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy Rate Increases

Constituent message:

- Name**
D.C.G.
- Email Address**
darlenebookkeeper@yahoo.com
- Phone Number**
4079692434
- Subject**
Duke Energy Rate Increases
- Message**
Why are these Electric companies allowed to raise their rates and pass on fossil fuel costs and hurricane relief costs to consumers. In Windermere, Ocoee, Winter Garden, & Claricona, 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 if they should sell or move. 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. Duke Energy CEO Lynn Good, got a huge raise. (Look who paid for it)!
- Attach file (optional)**
- User IP Address**
142.197.186.167
- HTTP User Agent**
Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/117.0.0.0 Safari/537.36

9. **Date Submitted**

04/10/2023

10. **Time Submitted**

9:36:35 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: Wednesday, October 4, 2023 8:36 AM
To: 'rareredhead@aol.com'
Subject: Consumer Inquiry - Duke Energy Florida

Dr. & Mrs. Thomas DeWire
rareredhead@aol.com

RE: FPSC Inquiry 1431007C

Dear Dr. & Mrs. DeWire:

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.

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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: Tuesday, October 3, 2023 4:46 PM
To: Ellen Plendl
Subject: FW: 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: Dr. And Mrs. Thomas DeWire <raredhead@aol.com>
Sent: Tuesday, October 3, 2023 4:19 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Gouging

Constituent message:

1. **Name**
Dr. And Mrs. Thomas DeWire
2. **Email Address**
raredhead@aol.com
3. **Phone Number**
4074930160
4. **Subject**
Gouging
5. **Message**
Duke Energy raised prices 40% in Seminole County. How is this possible?

Sincerely concerned,
Sherri DeWire
Thomas M. DeWire

6. **Attach file (optional)**
7. **User IP Address**
71.47.21.178
8. **HTTP User Agent**
Mozilla/5.0 (iPhone; CPU iPhone OS 16_2 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.2 Mobile/15E148 Safari/604.1

9. **Date Submitted**

03/10/2023

10. **Time Submitted**

4:18:49 pm, EDT

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Antonia Hover

From: Ellen Plendl
Sent: Tuesday, October 3, 2023 10:04 AM
To: 'danieljayjohnson@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. Daniel Johnson
danieljayjohnson@gmail.com

RE: FPSC Inquiry 1430931C

Dear Mr. Johnson:

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: Ellen Plendl
Sent: Tuesday, October 3, 2023 9:52 AM
To: 'wlparadise@aol.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Wendy Paradise
wlparadise@aol.com

RE: FPSC Inquiry 1430929C

Dear Ms. Paradise:

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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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, October 3, 2023 9:49 AM
To: Ellen Plendl
Subject: FW: high homeowners' insurance, high electricity bills, cost of living and inflation

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

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Daniel Johnson <danieljayjohnson@gmail.com>
Sent: Monday, October 2, 2023 4:45 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: high homeowners' insurance, high electricity bills, cost of living and inflation

Constituent message:

1. **Name**
Daniel Johnson
2. **Email Address**
danieljayjohnson@gmail.com
3. **Phone Number**
703-577-8489
4. **Subject**
high homeowners' insurance, high electricity bills, cost of living and inflation
5. **Message**
Dear Mr. Desantis,

Long-time Floridians are struggling to make ends meet. Some are being forced to move. They are getting hit hard fanatically from all angles. Something needs to be done to save people from these rising costs. Our electricity bills have tripled due to energy rate hikes. In 2015 my average electric bill was \$98. In 2023 the new Duke Energy bill average is \$290(this is after I upgraded everything to be energy efficient). All food and products have gone up due to inflation. All of my neighbors are having difficulty getting in home owners insurance. In 2015 home insurance was \$2100 now its 4-6k. Our fixed income, service industry and retirees are getting hit the hardest. Several of my neighbors have been forced to sell and moved to other states.

We are slowly being phased out and replaced by teleworkers from DC, Cali, Ny. Please save the locals who love florida.

Our homeowner's insurance rates have doubled.

6. **Attach file (optional)**
7. **User IP Address**
75.112.1.33
8. **HTTP User Agent**
Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/117.0.0.0 Safari/537.36 Edg/117.0.2045.36
9. **Date Submitted**
02/10/2023
10. **Time Submitted**
4:44:31 pm, EDT

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Antonia Hover

From: Ellen Plendl
Sent: Tuesday, October 3, 2023 9:46 AM
To: 'c.jae@icloud.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. & Mrs. Harley Garrett
c.jae@icloud.com

RE: FPSC Inquiry 1430927C

Dear Mr. & Mrs. Garrett:

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: Tuesday, October 3, 2023 9:39 AM
To: Ellen Plendl
Subject: FW: DUKE ENERGY UNAFFORDABLE

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: Wendy Paradise <WLPARADISE@AOL.COM>
Sent: Sunday, October 1, 2023 9:53 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: DUKE ENERGY UNAFFORDABLE

Constituent message:

1. **Name**
Wendy Paradise
2. **Email Address**
WLPARADISE@AOL.COM
3. **Phone Number**
3527422100
4. **Subject**
DUKE ENERGY UNAFFORDABLE
5. **Message**
All over the internet and mostly FB people are asking each other for help with HUGE (400% in one instance) increases in electric bills. Losing their homes and rentals. We cannot live without electricity. We can not sustain these prices even for one month. The citizens need intervention.
6. **Attach file (optional)**
7. **User IP Address**
73.42.80.234
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**
01/10/2023

10. Time Submitted

9:53:16 am, EDT

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, October 3, 2023 9:37 AM
To: Ellen Plendl
Subject: FW: Duke Energ

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Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Cindy Garrett <c.jae@icloud.com>
Sent: Sunday, October 1, 2023 11:17 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energ

Constituent message:

1. **Name**
Cindy Garrett
2. **Email Address**
c.jae@icloud.com
3. **Phone Number**
6037023171
4. **Subject**
Duke Energ
5. **Message**
Dear Sir,

We're writing you to ask if you could please investigate the Duke Energy electric company. They have increased their services to exorbitant monthly fees! We are retirees after 47 years working and live without any outside help. Our home has all new appliances and we've hired an electrician to check wiring. There were no issues.

Our home is small at just 1360 sq ft and we are mindful of our usage! They've increased from \$160 month in August 2018 steadily up to \$400 month sometime more!

We know you're busy but we're bringing this to your attention because we know you're very strong on advocacy for the people! Please help so we can remain independent!

Thank you so much!

Harley & Cindy Garrett
October 2023

6. **Attach file (optional)**
7. **User IP Address**
156.146.43.217
8. **HTTP User Agent**
Mozilla/5.0 (iPhone; CPU iPhone OS 16_6_1 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.6 Mobile/15E148 Safari/604.1
9. **Date Submitted**
01/10/2023
10. **Time Submitted**
11:17:15 am, EDT

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