

Antonia Hover

From: Ellen Plendl
Sent: Thursday, August 8, 2024 10:51 AM
To: Consumer Correspondence
Subject: Docket No. 20240025.
Attachments: FW: Duke; Consumer Inquiry - Duke Energy Florida

See attached customer correspondence and reply for Docket No. 20240025.

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, August 8, 2024 9:53 AM
To: Ellen Plendl
Subject: FW: Duke

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

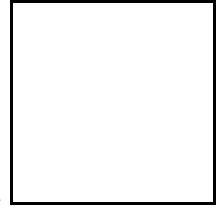
From: Karen Cordrey <bimini07@yahoo.com>
Sent: Tuesday, August 6, 2024 11:58 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke

Constituent message:

1. **Name**
Karen Cordrey
2. **Email Address**
bimini07@yahoo.com
3. **Phone Number**
3525045088
4. **Subject**
Duke
5. **Message**

Mr Governor, Please if you could check Duke Energy they are robbing us blind here in Fl. We seniors are struggling and they keep raising every month. What are we suppose to do? We need your help to put a cap on this lining their pockets off us poor people. It's also with the auto insurances, and Home owners. we can't even afford food or our meds. PLEASE HELP. WE ARE SUFFERING. we have

turned off all breakers and things we need and are disabled. We are HURTING.



6. **Attach file (optional)**
7. **User IP Address**
172.56.75.64
8. **HTTP User Agent**
Mozilla/5.0 (iPhone; CPU iPhone OS 17_5 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) GSA/328.0.658461140 Mobile/15E148 Safari/604.1
9. **Date Submitted**
06/08/2024
10. **Time Submitted**
11:58:23 am, EDT

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

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

Antonia Hover

From: Ellen Plendl
Sent: Thursday, August 8, 2024 10:50 AM
To: 'bimini07@yahoo.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Karen Cordrey
bimini07@yahoo.com

RE: FPSC Inquiry 1452725C

Dear Ms. Cordrey:

The Governor's office forwarded a copy of your email 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.

We appreciate your comments and will add your correspondence to Docket No. 20240025, regarding DEF's petition for a rate increase.

You may review all the information filed with the FPSC by accessing our website at <http://www.floridapsc.com>. Tap on the section for Clerk's Office, then Dockets and type in Docket No. 20240025 (just the number). Once you reach the Docket, tap on Document Filings Index to view all the information filed by the utilities and other parties in this Docket.

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>

* You may contact 211 to determine if further assistance is available to you.

* 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 questions or concerns, please contact me at 1-800-342-3552.

Sincerely,

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