

Antonia Hover

From: Ellen Plendl
Sent: Friday, January 31, 2025 9:48 AM
To: Consumer Correspondence
Subject: Docket No. 20240173
Attachments: FW: Help with duke energy; Consumer Inquiry - Duke Energy Florida

See attached customer correspondence and reply for Docket No. 20240173.

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, January 31, 2025 9:35 AM
To: Ellen Plendl
Subject: FW: Help with duke energy
Attachments: IMG_5327.png

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: Rosemarie Mineo <csfaro2010@yahoo.com>
Sent: Sunday, January 26, 2025 10:59 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Help with duke energy

Submitted

Mon, 01/27/2025 - 03:58

Sender Information

Rosemarie Mineo
csfaro2010@yahoo.com
7274848454

Subject

Help with duke energy

Message

We are barely making it and now this is happening. My poor kids will never own a home due to all the high costs of a home and life, and now things like this make me worry more for them and myself . Please help us all

IP Address

47.199.61.206

User Agent

Mozilla/5.0 (iPhone; CPU iPhone OS 18_1_1 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/18.1.1 Mobile/15E148 Safari/604.1

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.

customers to pay for the emergency response and recovery efforts for Hurricanes Debby, Helene, and Milton. [↗](#)

What's happening? [↗](#)

- Duke Energy Florida filed a petition with the Public Service Commission (FPSC) to recover \$1.1 billion in storm charges
- The storm charge will increase residential bills by about \$21 per 1,000 kilowatt-hours (kWh) of electricity in March 2025
- The storm charge will remain on bills through February 2026
- Duke Energy Florida is offering financial assistance tools to customers in need

Why is Duke Energy doing this? [↗](#)

- Duke Energy Florida is seeking to recoup expenses after spending nearly \$1.1 billion on hurricane response and recovery efforts
- This is a typical procedure for storm charges

What can customers do?

- Customers can call the Customer Care phone number listed on their bills [↗](#)
- Customers can visit duke-energy.com/HereToHelp to learn more about programs that may be available to help [↗](#)


Tampa Electric, Duke seek big bill increases to pay fo...


Jan 2, 2025 — Duke Energy Florida asked for \$1.1 billion, which the utilit...

 Tampa Bay Times

Duke Energy Florida f for costs associated v

Dec 27, 2024 — A... d ir Energy Florida's t... th...

 Duke Energy Corporation

 [duke billing customers to pay for hurricane](#)

Antonia Hover

From: Shonna McCray
Sent: Friday, January 31, 2025 9:47 AM
To: 'csfaro2010@yahoo.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Rosemarie Mineo
csfaro2010@yahoo.com

RE: FPSC Inquiry 1463638C

Dear Ms. Mineo:

The Governor's office forwarded a copy of your correspondence 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 concern about DEF's petition for limited proceeding for recovery of incremental storm restoration costs related to Hurricanes Debby, Helene and Milton. We will add your comments to Docket 20240173 regarding the petition.

You may review all the information filed for Commission consideration in docket 20240173 by accessing the FPSC website at <http://www.floridapsc.com>. Under the Clerk's Office tab at the top of the page, click on Dockets. Type in the docket number 20240173. Click the Search button. Then select Document Filings Index for a list of all filings in the docket. This procedure allows you to view all of the information filed by the utility and other parties in the docket.

If you have any questions, please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission