

Angela Charles

From: Ruth McHargue
Sent: Tuesday, July 29, 2014 9:14 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130208
Attachments: Fantasy power plant full accounting and refund requested.; FW My contact

[Customer correspondence](#)

From: Diane Hood
Sent: Monday, July 28, 2014 4:20 PM
To: Ruth McHargue
Subject: To CLK Docket 130208

The attached emails have been filed as info requests to Docket 130208. DHood

Angela Charles

From: Bobbo <bobbo924@earthlink.net>
Sent: Sunday, July 27, 2014 9:14 PM
To: Consumer Contact
Cc: editor@orlandosentinel.com
Subject: Fantasy power plant: full accounting and refund requested.

Dear PSC of Florida:

The Public Service Commission allowed then Florida Power to assess its customers for the cost of erecting a nuclear power plant. After Fukushima, that isn't happening. Where is all that money? Why is it not being refunded?

It gets even better. The PSC is now allowing the current monopoly company, Duke Energy, to charge us again... this time for pulling the would-be reactor down. So in the end, nothing happens, there is no reactor and never will be, and we're being charged twice. For a fantasy.

I want (1) an accounting of how much money has been paid into the fund for constructing this never-to-exist reactor, (2) how much money has been paid in to undo the project, (3) an accounting of where that money is, and (4) a refund of this spurious, incredible charge to all customers.

Please address this publicly, as tens of thousands of Floridians have been, and continue to be, bilked. I do not share in Duke's profits. Why have we been forced to subsidize their business risks and legitimate costs?

I believe there is class-action potential in this debacle of so-called regulation, and the people involved are owed an explanation, and much more.

Sincerely,

Robert Goldberg

Voice over site: <http://www.bob-vo.com>
Art site: <http://www.bobbogoldberg.com>

Angela Charles

From: Benjamin Legaspi
Sent: Monday, July 28, 2014 8:44 AM
To: Consumer Contact
Subject: FW: My contact

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

From: contact@psc.state.fl.us [<mailto:contact@psc.state.fl.us>]
Sent: Sunday, July 27, 2014 1:44 PM
To: Webmaster
Cc: Cah6265@gmail.com
Subject: My contact

Contact from a Web user

Contact Information:
Name: Carol Harrison
Company:
Primary Phone: 3526216680
Secondary Phone:
Email: Cah6265@gmail.com

Response requested? No
CC Sent? Yes

Comments:

Did you read the article in Sunday Tampa Bay Times. Is it about time you looked into what we are being charged? How can you let them get away with charging people for things in the future. Then they have a problem and don't build. But we still have to pay.

Please take your job more seriously.

Crystal Card

From: Ellen Plendl
Sent: Wednesday, July 09, 2014 11:33 AM
To: Consumer Correspondence
Subject: Docket 130208-EI - Duke Energy
Attachments: Consumer Inquiry - Duke Energy Florida; FW DUKE ENERGY

Please add the attached customer correspondence and PSC response to the correspondence side of Docket 130208-EI.

Crystal Card

From: Randy Roland
Sent: Wednesday, July 09, 2014 11:30 AM
To: 'shill1358@gmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Sue Hill
shill1358@gmail.com

Dear Ms. Hill:

The Governor's office forwarded a copy of your E-mail 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.

You expressed concern about DEF's nuclear cost recovery. On October 17, 2013, the FPSC approved a Revised and Restated Settlement Agreement (Agreement) for Duke Energy Florida, Inc. (DEF). The Agreement maintains customer base rates through 2018, terminates plans for DEF's Levy County nuclear units 1 & 2, and promotes community growth through economic development tariffs. We will add your comments to the correspondence side of Docket No. 130208-EI.

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

Sincerely,

Randy Roland
Regulatory Program Administrator
Florida Public Service Commission

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Wednesday, July 09, 2014 10:35 AM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: DUKE ENERGY

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

From: SUE [<mailto:shill1358@gmail.com>]
Sent: Tuesday, July 08, 2014 2:58 PM
To: Governor Rick Scott
Subject: DUKE ENERGY

From: SUE <shill1358@gmail.com>

County: Orange

Zip Code: 32712

Phone Number: 407-461-2808

Message Body: Dear Sir: Please be sure to read Beth Kassab in todays 7/8/2014 Orlando Sentinel-How has Duke gotten away with all of this ? When will Duke repay the citizens of Florida? I believe our money is being held hostage by Duke and nothing seems to be happening to aid the citizens of Florida. Your answer will have alot to do how I vote.thank you

Shawna Senko

From: Ellen Plendl
Sent: Tuesday, June 24, 2014 8:10 AM
To: Consumer Correspondence
Subject: Docket 130208-EI
Attachments: FW Public Service Commission; Consumer Inquiry - Duke Energy Florida

See attached customer correspondence and PSC response for correspondence side of Docket 130208 -EI.

Shawna Senko

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Monday, June 23, 2014 4:03 PM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: Public Service Commission

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

From: Bob Meals [<mailto:bobsnovaparts1@aol.com>]
Sent: Saturday, June 21, 2014 10:05 PM
To: Governor Rick Scott
Subject: Public Service Commission

From: Bob Meals <bobsnovaparts1@aol.com>

County: Pinellas

Zip Code: 33781-1315

Phone Number: 727-415-9933

Message Body: Governor Scott, Please take appropriate actions to stop the fleecing of the customers allowed by the Public Service Commission. The electric customers paid for the Crystal River Nuclear Facility that was never up to speed. It only worked a minimal amount of time then took multiple shut-downs. All were paid for by the customers. Maintenance was billed to the customers. Now customers have to pay for the dismantling of the same plant. Where's the responsibility of the Company to construct, maintain and manage a facility? If they are allowed to profit greatly from inept choices and management by the Commission, where's the incentive to do anything right? If whatever the Company does is always a cost plus award by the Public Service Commission, where's the risk/ reward? They are being allowed to squander money on anything they wish and they are always awarded a large profit for the effort. The stock holders think the Company does well. The customers think the Company

does poorly! The Public Service Commission takes on a whole new meaning as to who is being serviced!!! I don't appreciate being serviced that way! Thanks for your time.

Shawna Senko

From: Randy Roland
Sent: Tuesday, June 24, 2014 8:05 AM
To: 'bobsnovaparts1@aol.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. Bob Meals
bobsnovaparts1@aol.com

Dear Mr. Meals:

The Governor's office forwarded a copy of your E-mail 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.

You expressed a concern about DEF's nuclear cost recovery. On October 17, 2013, the FPSC approved a Revised and Restated Settlement Agreement (Agreement) for Duke Energy Florida, Inc. (DEF) that maintains customer base rates through 2018, terminates plans for DEF's Levy County nuclear units 1 & 2, and promotes community growth through economic development tariffs. We will add your comments to the correspondence side of Docket No. 130208-EI regarding the nuclear cost.

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

Sincerely,

Randy Roland
Regulatory Program Administrator
Florida Public Service Commission

132 Riverwalk Ct.
Ormond Beach, FL. 32176

April 10, 2014

Office of the Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL. 32399-0850

Dear Sirs:

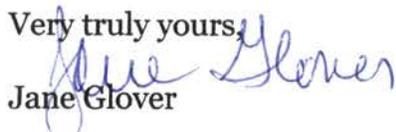
I am writing in response to a notification I received regarding the request by the North Peninsula Utilities Corp. to amend it's Wastewater Utility Certificate No. 249-S to "add territory" in Volusia County.

I have written to you before to object to this request on the grounds that it is not right for a private for profit corporation to usurp the rightful function of Volusia County to provide sewers to the areas in question. As they have again let us know their intention, I am writing again to object.

The corporation is seeking to extend it's territory within the Township 13, Range 32, Sections 8, 9, 16 and 21. I have spoken with Volusia County regarding this matter. They inform me that previously they reached an agreement with the corporation that any extension of their territory would not include the portion of Section 21 south of Beau Rivage Drive. My property is located south of Beau Rivage Drive. I do not believe this is an oversight but an intentional grab at obtaining more territory. Based on this attempt at deception and my previous statement that I believe the job of providing sewers belongs to County government, I do not believe that they should be granted permission to extend their coverage area at all.

Thank you for your attention to this matter.

Very truly yours,


Jane Glover

386 405 3259

Cc: North Peninsula Utilities Corp.



Ms. Jane Glover
132 Riverwalk Ct
Ormond Beach FL 32176

ORLANDO FL 328

10 APR 2014 PM 2 L

DISTRIBUTION CENTER

14 APR 14 AM 7:09



RECEIVED FPSC

14 APR 14 AM 9:19

COMMISSION
CLERK

Office of the Commission Clerk
Florida Public Services Commission
2540 Shumard Oak Blvd.

32399005099

Tallahassee FL 32399-0850

Crystal Card

From: Office of Commissioner Brown
Sent: Wednesday, February 19, 2014 8:16 AM
To: Commissioner Correspondence
Subject: FW: your job. our life , no accountability . Duke energy - Docket No. 130208-EI

Please place the correspondence below in Docket Correspondence, Consumers and their Representatives, in Docket No. 130208-EI.

Thank you,
Terry

*Ms. Terry Holdnak
Executive Assistant to Commissioner Julie I. Brown
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
tholdnak@psc.state.fl.us
(850) 413-6030 (Office)
(850) 413-6031 (Fax)*

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: K P Lanahan [mailto:kplchef@yahoo.com]
Sent: Wednesday, February 19, 2014 7:47 AM
To: Jennifer.Thompson@ocfl.net; mayor@ocfl.net; Office Of Commissioner Graham; Office of Commissioner Brown
Cc: Office Of Commissioner Edgar; Office of Commissioner Balbis; Office of Commissioner Brisé
Subject: your job. our life , no accountability . Duke energy

This utility commission is a farce... no accountability for these unknown faces of this so called utility commission, that allows DUKE ENERGY to raise rates... brag about profits this quarter and well treats their customers like garbage...

I Called this morning... lost power... received a horrible customer service rep, par for the course with them... I hate when I have to call them. They are so disrespectful.... but once again, the monopoly is in control, thanks to the 'utility commission.' Tried to tell me it's my fault I had no power.. and what am I suppose to do???.. Not a damn thing anyone can do..

Great job to all you unknown faces

No accountability...

How much money has DUKE ENERGY support your election campaign

In bed with them ????

Once again govt cannot trusted, should not be trusted and well... us little people are lost in your money hunger ways

Great job utility commission... im sure you sleep well at night not worried about money

Kevin lanahan
Orange county resident
Zip code 32825
Like it really matters.. and someone really cares..
Thanx for nothing

2/19/14

Jennifer.Thompson@ocfl.net

mayor@ocfl.net

Chairman.Graham@psc.state.fl.us

Commissioner.Brown@psc.state.fl.us

Commissioner.Edgar@psc.state.fl.us

Commissioner.Balbis@psc.state.fl.us

Commissioner.Brise@psc.state.fl.us

Kevin P Lanahan

Crystal Card

From: Ruth McHargue
Sent: Monday, February 03, 2014 1:08 PM
To: Consumer Correspondence
Subject: FW: To CLK Docket 130208
Attachments: Prather, Shirley - OAG Reply 12-10-2012.pdf

Customer correspondence

From: Consumer Contact
Sent: Monday, February 03, 2014 11:06 AM
To: Ruth McHargue
Subject: To CLK Docket 130208

Copy on file, see 1137659C. DHood

From: attorney.general@myfloridalegal.com [mailto:attorney.general@myfloridalegal.com]
Sent: Friday, January 31, 2014 1:47 PM
To: SPRATHER32@GMAIL.COM
Subject: From Attorney General Pam Bondi

Florida Attorney General Pam Bondi received your follow up correspondence regarding your concerns with Duke Energy. Attorney General Bondi asked that I respond.

We appreciate hearing from you and the chance to revisit your concerns. After a careful review of your current and past correspondence with this office, I can confirm that the resources we previously suggested are appropriate, and I encourage you to follow up with the agencies referenced in our reply dated December 10, 2012 (see enclosed copy).

(See attached file: Prather, Shirley - OAG Reply 12-10-2012.pdf)

As noted in our prior reply, the Florida Public Service Commission (PSC) regulates investor-owned utilities in this state, so I am again forwarding your information to the PSC for review. Please directly contact the PSC to follow up on your complaint and for more information about the regulation of utilities in Florida. You may contact the PSC at:

Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-6100
Toll-free in FL: 1-800-342-3552
Websites: <http://www.psc.state.fl.us>
<http://www.psc.state.fl.us/consumers/>

Thank you for sharing your concerns with Attorney General Bondi's Office. I hope you are able to reach a satisfactory resolution. For news on Attorney General Bondi's efforts to fight fraud please follow this link and subscribe to the Attorney General's electronic newsletters:

<http://myfloridalegal.com/NewsBrie.nsf/Subscriber>

Sincerely,
Beverly Bailey
Office of Citizen Services
Florida Attorney General's Office

PL-01, The Capitol
Tallahassee, Florida 32399-1050
Telephone: (850) 414-3990
Toll-free within Florida: (866) 966-7226
Website: www.myfloridalegal.com

PLEASE DO NOT REPLY TO THIS E-MAIL. THIS ADDRESS IS FOR PROCESSING ONLY.

To contact this office please visit the Attorney General's website at www.myfloridalegal.com and complete the on-line contact form. Again, thank you for contacting the Office of the Florida Attorney General.

INTERNET MESSAGE RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 01/22/2014

Shirley Prather
1701 Pinehurst #3D
Dunedin, FL 34698
Phone: (727) 560-8376
Email: sprather32@gmail.com

RE: Duke Energy, FL

Subject: Utility Monopoly

I am in Pinellas County. I could not get your website to adjust. I want to know why we are stuck with Duke Energy in Pinellas County with no other choice? I thought a monopoly was illegal. Duke business practices are outrageous and any other company would be going bankrupt. But instead of bankruptcy they are ENTITLED to charge me and other customers for their huge financial judgment mistakes. We want another utility company.



PAM BONDI
ATTORNEY GENERAL
STATE OF FLORIDA

OFFICE OF THE ATTORNEY GENERAL
Citizen Services

PL-01, The Capitol
Tallahassee, Florida 32399-1050
Phone: (850) 414-3990 Fax: (850) 410-1630
Website: <http://www.myfloridalegal.com>

December 10, 2012

Ms. Shirley A. Prather
1701 Pinehurst Road, Unit 3D
Dunedin, Florida 34698

Dear Ms. Prather:

Florida Attorney General Pam Bondi received your letter regarding the Florida Public Service Commission and Progress Energy Florida, now a subsidiary of North Carolina-based Duke Energy. Attorney General Bondi asked that I reply.

We appreciate that you consider the Attorney General's Office a source of assistance, and I have reviewed your concerns to determine the best resources to help you. Our office is not at liberty to provide legal advice or opinions to private individuals; however, I hope the following information and referrals prove helpful.

I am forwarding your correspondence to the Florida Public Service Commission (PSC) to ensure that office is aware of your concerns. The PSC regulates investor-owned utilities in this state. I am enclosing an overview and key facts regarding the PSC from www.psc.state.fl.us. You may contact the PSC directly at the address below, or by telephone at (850) 413-6100, or toll-free within Florida (800) 342-3552.

If you wish to file a complaint about the PSC, you may contact the PSC Inspector General's Office. The contact information is:

Office of the Inspector General
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Phone: (850) 413-6071
Website: www.psc.state.fl.us/about/inspectorgeneral/

Thank you for taking the time to share your concerns with Attorney General Bondi's Office.

Sincerely,

Bethann Dillon
Office of Citizen Services

Enclosure

cc: Florida Public Service Commission
Consumer Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Please explain your complaint. Attach additional sheets, if necessary.

In the Tampa Bay Times Nov. 27, 2012 issue the article by Susan Peam spells out how Florida residents are being ripped off monthly by Duke Progress Energy for all the mistakes they have made regarding nuclear energy plants. And the Public Service Commission endorses this rip off. I have never seen such blatant fraud against residents of a state and to add to the fraud the Public Service Commission endorses it, IT IS AN OUTRAGE!!

The Attorney General needs to step in and do their job of protecting Florida residents. Why should I pay for something the Progress Energy is doing while they and their stock holders collect the profits from?
WE NEED ACTION NOW!!!

My signature authorizes the Attorney General's Office to take any action deemed necessary for purposes of investigation or enforcement. I understand that the Attorney General does not represent private citizens seeking the return of their money or other personal remedies. I am filing this complaint to notify your office of the activities of this company so that it may be determined if law enforcement or legal action is warranted.

Signature: Shirley A Prater

Date: 11/27/12

Shirley A. Prather
1701 Pinehurst Rd. #3D
Dunedin, Florida
34698

TAMPA FL 335
SAINT PETERSBURG FL
27 NOV 2012 PM 8 L



*Office of the Attorney General Pam Bondi
State of Florida
PL-01, The Capitol
Tallahassee, FL 32399-1050*

32399105099



Crystal Card

From: Ellen Plendl
Sent: Monday, February 03, 2014 9:23 AM
To: Consumer Correspondence
Subject: Docket 130208-EI
Attachments: FW: Duke Energy Decommission; Consumer Inquiry - Duke Energy Florida

See attached customer correspondence and PSC response for correspondence side of Docket 130208 -EI.

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Friday, January 31, 2014 4:13 PM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: Duke Energy Decommission

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

From: Samuel R Prugh (Rodger) [<mailto:rprugh@hotmail.com>]
Sent: Friday, January 31, 2014 3:04 PM
To: Governor Rick Scott
Subject: Duke Energy Decommission

From: Samuel R Prugh (Rodger) <rprugh@hotmail.com>

County: Pinellas

Zip Code: 33709

Phone Number: (727) 549-0267

Message Body: Dear Governor Scott,

I simply would like to urge you to reject any proposal by Duke Energy to pass along to it's customers any fee for the decommissioning of the Crystal River Nuclear Plant.

Regards,

Crystal Card

From: Randy Roland
Sent: Monday, February 03, 2014 9:21 AM
To: 'rprugh@hotmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. Samuel R. Prugh
rprugh@hotmail.com

Dear Mr. Prugh:

The Governor's office forwarded a copy of your E-mail 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 assist you.

You expressed a concern about DEF's nuclear cost recovery. On October 17, 2013, the FPSC approved a Revised and Restated Settlement Agreement (Agreement) for Duke Energy Florida, Inc. (DEF) that maintains customer base rates through 2018, terminates plans for DEF's Levy County nuclear units 1 & 2, and promotes community growth through economic development tariffs.

We will add your comments to the correspondence side of Docket Nos. 130208-EI regarding nuclear cost recovery.

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

Sincerely,

Randy Roland
Regulatory Program Administrator
Florida Public Service Commission

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Friday, January 31, 2014 4:13 PM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: Duke Energy Decommission

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

From: Samuel R Prugh (Rodger) [<mailto:rprugh@hotmail.com>]
Sent: Friday, January 31, 2014 3:04 PM
To: Governor Rick Scott
Subject: Duke Energy Decommission

From: Samuel R Prugh (Rodger) <rprugh@hotmail.com>

County: Pinellas

Zip Code: 33709

Phone Number: (727) 549-0267

Message Body: Dear Governor Scott,

I simply would like to urge you to reject any proposal by Duke Energy to pass along to it's customers any fee for the decommissioning of the Crystal River Nuclear Plant.

Regards,

Crystal Card

From: Randy Roland
Sent: Monday, February 03, 2014 9:21 AM
To: 'rprugh@hotmail.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. Samuel R. Prugh
rprugh@hotmail.com

Dear Mr. Prugh:

The Governor's office forwarded a copy of your E-mail 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 assist you.

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We will add your comments to the correspondence side of Docket Nos. 130208-EI regarding nuclear cost recovery.

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

Sincerely,

Randy Roland
Regulatory Program Administrator
Florida Public Service Commission

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: Jan. 27, 2014
TO: Office of Commission Clerk
FROM: Bureau of Consumer Assistance, Division of Safety, Reliability & Consumer Assistance
RE: Customer Correspondence

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 130208.

RECEIVED-PSC
14 JAN 27 PM 2:32
COMMISSION
CLERK

PSC: THE ART OF IGNORING CONSUMERS STUCK WITH A BIG BILL

How the five Public Service commissioners justified their 4-1 vote backing a settlement agreement with Duke Energy on who must pay for the \$5 billion wasted on two failed nuclear power plants in Florida.



Ronald Brise

PSC chairman claimed settlement hearing rules did not allow involvement of actual consumers — including those the PSC just voted must pay \$3.2 billion in higher rates

for Duke Energy's failed nuclear projects. "We are looking at whether the company is prudent in what it is doing."

Trigaux's question: How many more billions must Duke charge customers for botched deals before it is to be judged imprudent?



Lisa Edgar

She "appreciated" consumer concerns but called them "beyond the purview" before the PSC hearing. "This settlement does provide rate stability and certainty over an

extended period of years. That is in the interest of consumers."

Trigaux's question: Duke Energy Florida is about to charge customers more than \$124 for 1,000 kilowatt hours of power, while Florida Power & Light customers will pay just over \$100. If that's "rate stability," how can Edgar say that Duke's lack of a competitive price is "in the interest" of consumers?



Art Graham

He asked Duke Energy Florida president Alex Glenn if his company would participate in town meetings, if asked, to further explain details of the complex settlement.

"Sure," Glenn replied, though it may prove unlikely such meetings will ever be requested.

Trigaux's question: If Graham spent so much of his precious question time asking about hearings for the public, why didn't he request them before — when it counted?



Julie Brown

"Some view us as being between a rock and a hard place, but we have an opportunity here," said Brown. "This is an opportunity to stop the bleeding.

With public interest at the forefront of my decision, I think the settlement agreement is the best alternative we have."

Trigaux's question: Charging Florida customers \$3.2 billion of \$5 billion wasted by the company "stops" the bleeding? By then, customers will be nearly drained.



Eduardo Balbis

The sole commissioner to vote against the settlement agreement, he went further to ask what else could have been done to improve the deal. But he stopped short when asking

the toughest line of questions to the Office of Public Counsel — suggesting it was time for lunch. He never followed up.

Trigaux's question: Is this vote against the settlement an act of courage and common sense, or is this a ceremonial protest to look good, knowing full well the PSC would rubber-stamp the settlement as is?

JAN 24 2014



Mr. Thomas Meehan
 7932 Sailboat Key Blvd S # 505
 S Pasadena, FL 33707



SAINT PETERSBURG FL
 21 JAN 2014 4M 8 L



DISTRIBUTION CENTER

14 JAN 23 AM 6:26

Florida Public Service Commission
 2540 Shumard Oak Blvd.
 Tallahassee, Fl 32399-0850

JAN 24 2014

32399085099



Crystal Card

From: Ruth McHargue
Sent: Wednesday, January 22, 2014 2:49 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130208

Customer correspondence

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

From: Consumer Contact
Sent: Wednesday, January 22, 2014 10:38 AM
To: Ruth McHargue
Subject: To CLK Docket 130208

Copy on file, see 1136693C. DHood

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Wednesday, January 22, 2014 10:15 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35286

CUSTOMER INFORMATION

Name: Sylve Davis
Telephone: 407 677-4397
Email: leximou@gmail.com
Address: 1209 Carvell Drive Winter Park FL 32792

BUSINESS INFORMATION

Business Account Name: Sylve Davis
Account Number:
Address: 1209 Carvell Drive Winter Park Florida 32792

COMPLAINT INFORMATION

Complaint: Other Complaint against Duke Energy Florida, Inc. d/b/a Duke Energy
Details:

The Florida Public Service Commission is the biggest joke in this state! They seem to have forgotten that they are in place to SERVICE THE PUBLIC!!!! How dare you people approve and allow Duke Energy to not only assess us so they can dissemble the Crystal River Plant, but, on top of that ASSESS US FOR "POSSIBLE" FUTURE CONSTRUCTION!!!! Isn't that what INVESTORS are for, or can Duke no longer get investors because of their shoddy and greedy business practices? The public is tired of being gouged and you people smile and just go along instead of doing your job.

Shawna Senko

From: Ellen Plendl
Sent: Wednesday, January 22, 2014 9:44 AM
To: Consumer Correspondence
Subject: Docket 130208-EI
Attachments: FW: Energy - Duke Energy in particular; Consumer Inquiry - Duke Energy Florida

See attached customer correspondence and PSC response for correspondence side of Docket 130208 -EI.

Shawna Senko

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Wednesday, January 22, 2014 9:30 AM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: Energy - Duke Energy in particular

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

From: Michael Dabby [<mailto:dabmik@aol.com>]
Sent: Sunday, January 19, 2014 2:30 PM
To: Governor Rick Scott
Subject: Energy - Duke Energy in particular

From: Michael Dabby <dabmik@aol.com>

County: Orange

Zip Code: 32751-6377

Phone Number: 407 628 8233

Message Body: The following is a copy of a letter I sent to the to the Orlando Sentinel on March 15, 2013. I stand by my opinion and encourage you to act accordingly in the best interests of ALL Floridians.

It is outrageous that any company, regulated or not, should not suffer the consequences of its failures. Why would any company, be allowed to pass on the cost of poor management, maintenance, repairs and planning to its customer? As a regulated company, it must be responsible to its customers, not just its shareholders. If it is not able to provide reliable services at a reasonable cost, why should the customers pay? Any company that fails to provide products or services at a competitive price and reasonable services ultimately goes by the way of the dodo bird. Why should Progress Energy be any different?

The reason is in the mid 2000's, The Florida Legislature, in its infinite wisdom, allowed power companies to pass along costs for planned future energy plants to the power companies' customers. The provision was permitted regardless of the ultimate completion of the power plants. Effectively, the power companies were given free rein to do as they please without regard to its customers.

Now, given the circumstance (irreparable damage to the existing plant and uncertainty if another nuclear plant will be built), Progress Energy will continue to try to charge its customers for its failures. This is corporate (and shareholder) welfare and irresponsibility at its worst. The shareholders have reaped the benefits of the regulations and effectively, a guaranteed return. Like any other, the shareholders should hold its management responsible for its failures. And like any other shareholders, they should also participate in the failures of its management.

The Legislature (And Public Service Commission) must be primarily responsible to the citizens and power users of the state and must rescind this asinine regulation. And if Progress Energy is not responsible to its customers, it should not be allowed to operate. The ultimate solution is to deregulate the industry as was done for phone service.

Shawna Senko

From: Randy Roland
Sent: Wednesday, January 22, 2014 9:42 AM
To: 'dabmik@aol.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. Michael Dabby
dabmik@aol.com

Dear Mr. Dabby:

The Governor's office forwarded a copy of your E-mail 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.

Thank you for sharing your views about DEF's nuclear cost recovery. We will add your comments to the correspondence side of Docket No. 130208-EI.

You also requested deregulation in the electric industry in Florida. It would be up to the Florida Legislature to make changes in the Florida Statutes to deregulate the electric industry in Florida.

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

Sincerely,

Randy Roland
Regulatory Program Administrator
Florida Public Service Commission

Crystal Card

From: Ellen Plendl
Sent: Tuesday, January 21, 2014 2:47 PM
To: Consumer Correspondence
Subject: Docket 130208-EI
Attachments: FW: Duke Energy; Consumer Inquiry - Duke Energy Florida

See attached customer correspondence and PSC response for correspondence side of Docket 130208 -EI.

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Tuesday, January 21, 2014 1:35 PM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: Duke Energy

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

From: Arlene Gibbon [<mailto:dgibbon@tampabay.rr.com>]
Sent: Saturday, January 18, 2014 5:52 AM
To: Governor Rick Scott
Subject: Duke Energy

From: Arlene Gibbon <dgibbon@tampabay.rr.com>

County: Pinellas

Zip Code: 34683

Phone Number: 727-736-8036

Message Body: The people, including myself, are thoroughly disgusted with this So called Public Service Commission and of course Duke Energy.

Firstly, the PSC is supposed to look out for the people of Florida, not hand this Energy Co. anything they want!!!! If they are not doing their job properly, as many of us think, then it is high time to appoint new commissioners.

As far as Duke Energy is concerned, they knew perfectly well what they were buying and I am sure they had their game plan all mapped out as how to "BLEED" the people of this state and make more money for their share holders. People are not foolish as some may think.

I believe it is high time "YOU" step in and do something about this situation!!!! After all it is we the people who elected you.

Disgusted Florida Resident!!!!

Arlene Gibbon
Palm Harbor, FL

Crystal Card

From: Randy Roland
Sent: Tuesday, January 21, 2014 2:46 PM
To: 'dgibbon@tampabay.rr.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Arlene Gibbon
dgibbon@tampabay.rr.com

Dear Ms. Gibbon:

The Governor's office forwarded a copy of your E-mail 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.

Thank you for sharing your views about DEF's nuclear cost recovery. We will add your comments to the correspondence side of Docket No. 130208-EI.

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

Sincerely,

Randy Roland
Regulatory Program Administrator
Florida Public Service Commission

Crystal Card

From: Ruth McHargue
Sent: Tuesday, January 21, 2014 10:24 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130208

Customer correspondence

From: Consumer Contact
Sent: Tuesday, January 21, 2014 10:01 AM
To: Ruth McHargue
Subject: To CLK Docket 130208

Copy on file, see 1136491C. DHood

From: dabmik@aol.com [<mailto:dabmik@aol.com>]
Sent: Sunday, January 19, 2014 2:37 PM
To: Consumer Contact
Subject: Energy, Duke Energy in particular

The following is a copy of a letter I sent to the to the Orlando Sentinel on March 15, 2013. I stand by my opinion and encourage you to act accordingly in the best interests of ALL Floridians -

It is outrageous that any company, regulated or not, should not suffer the consequences of its failures. Why would any company, be allowed to pass on the cost of poor management, maintenance, repairs and planning to its customer? As a regulated company, it must be responsible to its customers, not just its shareholders. If it is not able to provide reliable services at a reasonable cost, why should the customers pay? Any company that fails to provide products or services at a competitive price and reasonable services ultimately goes by the way of the dodo bird. Why should Progress Energy be any different?

The reason is in the mid 2000's, The Florida Legislature, in its infinite wisdom, allowed power companies to pass along costs for planned future energy plants to the power companies' customers. The provision was permitted regardless of the ultimate completion of the power plants. Effectively, the power companies were given free rein to do as they please without regard to its customers.

Now, given the circumstance (irreparable damage to the existing plant and uncertainty if another nuclear plant will be built), Progress Energy will continue to try to charge its customers for its failures. This is corporate (and shareholder) welfare and irresponsibility at its worst. The shareholders have reaped the benefits of the regulations and effectively, a guaranteed return. Like any other, the shareholders should hold its management responsible for its failures. And like any other shareholders, they should also participate in the failures of its management.

The Legislature (And Public Service Commission) must be primarily responsible to the citizens and power users of the state and must rescind this asinine regulation. And if Progress Energy is not responsible to its customers, it should not be allowed to operate. The ultimate solution is to deregulate the industry as was done for phone service.

Shawna Senko

From: Betty Leland
Sent: Tuesday, January 14, 2014 3:18 PM
To: Commissioner Correspondence
Subject: Docket #130208 Duke CR3
Attachments: JMKRUCK RE DUKE CR3.pdf

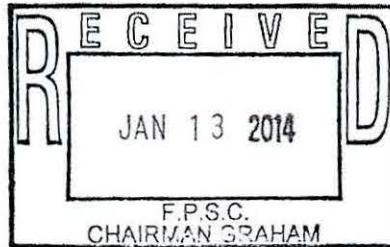
Please place the attached e-mail in docket correspondence consumers and their representatives in Docket #130208.

Thanks.

Docket # 130208 EI

JAN 9 2014

JAMES M. KRUCK
10875 111th PLACE N.
LARGO FL 33778



MR. GRAHAM,

I'VE FOLLOWED THE DECISIONS OF THE FLORIDA PUBLIC SERVICE COMMISSION FOR MANY YEARS. I'VE ALWAYS FELT THAT THE COMMISSION IS A TOOTHLESS LAP DOG OF FLORIDA UTILITIES.

THE MOST RECENT DECISIONS REGARDING THE FAILED POWER PLANT IN CRYSTAL RIVER ARE MOST DISTURBING.

THE FLORIDA PUBLIC SERVICE COMMISSION IS OBVIOUSLY BIASED TOWARD THE UTILITIES AND IS AN EMBARRASSMENT OF THE PEOPLE OF FLORIDA.

Jim Kruck

Shawna Senko

From: Betty Leland
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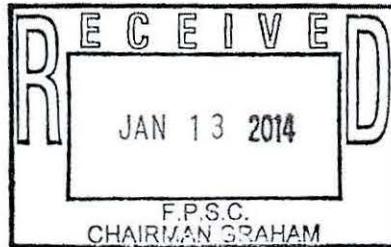
Please place the attached e-mail in docket correspondence consumers and their representatives in Docket #130208.

Thanks.

Docket # 130208 EI

JAN 9 2014

JAMES M. KRUCK
10875 111th PLACE N.
LARGO FL 33778



MR. GRAHAM,

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Jim Kruck

Shawna Senko

From: Turn2 <turn2mastering@cfl.rr.com>
Sent: Sunday, January 12, 2014 8:10 PM
To: consumerComplaint@psc.state.fl.us
Cc: Records Clerk
Subject: Fw: E-Form Comments for Docket 130208-EI

CUSTOMER INFORMATION

Mark Dykins
Tel:407.415.2912
602 Pheasant Ave
Longwood, FL 32750
turn2mastering@cfl.rr.com

COMPLAINT INFORMATION

Complaint: Improper Billing against Duke Energy Florida, Inc. d/b/a Duke Energy

Details:

I read an article that Duke is requesting a 7% rate increase. I would like to know how to apply for a rebate for the moneys I have been over-charged over the past years for their nuclear power plant that was to be built, but now isn't. Since this plant is NOT going to be built and Duke has moneys that I was charged in advance for this plant, I should be reimbursed this money. How would I apply for a rebate for this money with the backing of the PSC?

COMPLAINT INFORMATION

Complaint: Medical conditions attributed to "Smart Meters" associated with installation to home owners without consent or agreement.

Health: The Commission is falsely relying on FCC standards for public health safety having full knowledge that the Florida Department of Health has jurisdiction on non-ionizing radiation of which the smart meters emit. The Commission is also fully aware of the current FCC proceedings on such guidelines. In addition, the Commission also is fully aware of the limitations of the FCC guidelines - only protects from thermal effects. does not protect from biological effects. does not consider long - term chronic exposure consequences and does not consider accumulated exposure from other radiation emitting devices.

The Commission Staff received 5 binders of data from a resident at the Workshop on September 20th, 2012 and to date has done nothing with them. Without having such data reviewed, which refuted the industry's experts, how the Commission could accept the Smart Meter Workshop Report as factual and complete is beyond comprehension? A legal opinion from the Attorney General and an opinion from the Florida Dept. of Health are necessary and should be obtained immediately.

Florida Public Service Commission whose legal counsel has informed flatly that the body had no authority over smart meter deployment and referred to the Federal Communications Commission. After a public records request to the agency it was discovered that the information the Florida Public Service Commission members accepted used to evaluate the safety of such equipment (in terms of human health) consisted largely of smart meter manufacturer and utility boilerplate handouts and included a "PowerPoint"-like presentation seemingly pitched to a fifth grade audience.

The foremost danger of smart meters is that they are designed to communicate with each other by emitting substantial and frequent bursts of radio frequency (RF) microwave pollution several thousand times per day—a cumulative burden on one's genetic and biological makeup that children and the elderly are especially vulnerable to given their respective developing and degenerative conditions. Yet the documented health effects are something Duke Energy never voluntarily told anyone about, and your power utility will likely not tell you.

For example, FPL spokeswoman Elaine Hinsdale disingenuously remarked that smart meters' radio frequencies are akin "to those in a garage-door opener and hundreds of times less than emission limits set by the Federal Communications Commission." According to Hinsdale, "You'd have to stand right next to the smart-meter for more than a year to equal the radio-frequency exposure of a 15-minute cellphone call ... Once we talk to our customers and explain how it will repair power outages faster and safer, they understand." [5] In 2011 when I contacted FPL via telephone to inquire on the overall safety of the devices I was similarly told that RF radiation is emitted only "a few times per day."

Yet other sources consulted observed that such emissions are much more frequent. Duke Energy "Smart Meter's" have been measured emitting RF bursts in excess of 2,000 microwatts per square meter at a distance of 1 meter several times *every thirty seconds to one minute*. This pulsing radiation was detected in varying degrees of intensity elsewhere throughout the home and may have at least partially explained the common symptoms of electro-hypersensitivity.

In May 2011 the World Health Organization's International Agency for Research on Cancer classified RF as a Class 2B carcinogen. This means that caution should be applied because exposure to RF and EMF may cause cancer. Given such an admission power utilities should be exercising the precautionary principal lest they further endanger human health with the continued wide-scale deployment of smart meters. Duke Energy and the broader power industry have produced no compelling scientific evidence to date that even tentatively confirms the safety of smart meters. With this in mind, and in terms specifically related to human health, the power industry is executing a transparently dangerous and criminal fraud against the US public. Aside from long term adverse health effects, smart meters also pose more immediate safety and privacy concerns. The equipment has not been inspected by and thus does not meet the protocols of the internationally recognized authority on consumer appliance safety standards, Underwriters Laboratory, a potential violation of numerous state and local municipal codes. Careless installation or the limited integrity of smart meter engineering and design have been pointed to as the possible cause of house fires.

Finally, the collection and uncertain wireless transmission of intimate data related to a family's domestic power usage and everyday life encompassed in residential occupancy also serve as a potential basis for the violation of protections from illegal search and seizure guaranteed under the

Fourth Amendment to the US Constitution. This lifestyle-related information relayed throughout the mesh network via RF microwave may be easily "hacked" and the broader network attacked by any number of third parties, including criminals and terrorists. Such data may also be easily accessed by police or other government agencies that would otherwise need a warrant and probable cause to access such information. Utility customers should remind power companies that they do not consent to any personal data related to electrical usage and living patterns aggregated and sold to third parties, including marketers, appliance manufacturers, or data analyst subcontractors.

Please allow we the people to live with out the fear of being exposed to these dangerous levels of RF radiation from these illegal devices that have been installed on our homes.

Thank you,
Mark Dykins

Crystal Card

From: Ruth McHargue
Sent: Thursday, January 09, 2014 12:27 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130208

Customer correspondence

From: Consumer Contact
Sent: Wednesday, January 08, 2014 4:45 PM
To: Ruth McHargue
Subject: To CLK Docket

Copy on file, see 1135328C. DHood

From: Duleytruss@bellsouth.net [mailto:Duleytruss@bellsouth.net]
Sent: Wednesday, January 08, 2014 4:34 PM
To: Consumer Contact
Subject:

To Whom It May Concern:

In these troubling times, please do not give in to Duke Energy demands. The problems they have are self inflicted and as a private entity the company and the shareholders should suffer the consequences. Not the customers who have already paid for property and new facilities that will never come to fruition. That money obviously will never be returned to the consumers. The "Golden Parachutes" received by the ones directly responsible for the power plants damages must be obvious to the PSC if I as a citizen have first hand knowledge. The PSC is our only fiduciary against unnecessary rate hikes. Have the courage to hold Duke responsible. They should be spending their profits and shareholder's investments for the mistakes they have made instead of putting excess profits in their pockets. John Duley jeduley@aol.com

Crystal Card

From: Office of Commissioner Brown
Sent: Tuesday, December 17, 2013 3:08 PM
To: Commissioner Correspondence
Subject: FW: Duke Energy - Docket No. 130208-EI

Please place the correspondence below in Docket Correspondence, Consumers and their Representatives, in Docket No. 130208-EI.

Thank you,
Terry

*Ms. Terry Holdnak
Executive Assistant to Commissioner Julie I. Brown
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
tholdnak@psc.state.fl.us
(850) 413-6030 (Office)
(850) 413-6031 (Fax)*

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: Patricia Dardiz [mailto:fnpdardiz@hotmail.com]
Sent: Monday, December 16, 2013 8:07 PM
To: Office of Commissioner Brisé; Office Of Commissioner Edgar; Office of Commissioner Balbis; Office Of Commissioner Graham; Office of Commissioner Brown
Subject: Duke Energy

Good morning Chairman and Commissioners:

We are customers of Duke Energy (formerly Progress Energy formerly FPL) and just received a notice in with our recent Duke Energy bill entitled: "All rates effective with January 2014 billing - Important information about Duke Energy Florida's 2014 residential rates. Duke Energy Florida's electric rates ARE SET BY THE STATE. As a regulated utility, Duke Energy Florida ***IS ALLOWED TO RECOVER*** the costs necessary to produce and deliver reliable power to the company's 1.7 million customers who rely on electricity 24/7". ***Silly me, I assumed that the 1.7 million customers who make payments to Duke Energy Florida on a very expensive monthly basis, enables Duke Energy Florida to pay for and deliver "reliable power" to us its customers.***

Duke Energy Florida goes on further to state: "The Florida Public Service Commission (you people) ***has approved*** Duke Energy Florida's annual filings to recover costs associated with fuel nuclear generation. When the adjustments in the annual filings are included with **PREVIOUSLY APPROVED** base rates ... (thanks to previous Board members) ... the changes will result in an increase of 8% for customers using 1,000 kilowatt-hours per month".

My first question is:

#1. Since we, Duke Energy of Florida customers, are also saddled with a fuel charge involving 1000 kilowatt hours of usage and above, in addition to an energy charge involving 1000 kilowatt hours of the same usage as above + - which part of the January 2014 bill does this 8% increase effect. **The fuel or energy charge or heaven forbid, both.**

Secondly,

#2. Why is Duke Energy able to "recover costs associated with fuel and purchased power, energy efficiency programs, environmental improvements and new nuclear generation" - isn't that what our monthly payments to Duke Energy enable them to do like every other company doing business. If Progress Energy now Duke Energy of Florida were typical corporations, who made wrong headed decisions, they would have to eat these costs instead of presenting themselves before you "weeping" for the right to receive more and more rate increases.

Third,

#3. And, who approved this type of retroactive recovery payment process and when was this approved.

Fourth,

#4. **Why is it that Duke Energy of North Carolina charge their customers as follows:**

Basic Facilities Charger Per Month: \$12.19 (flat fee)

Energy Charge - July - October: \$9.6701 per KWH

November - June: \$9.6701 per KWH

You will notice there is not separate charges on bill for energy charge and then a fuel charge.

And why does Florida customers pay:

\$8.76 per month flat fee

Energy Charge:

First 1000 KWH: \$7.04700 usage

Above first 1000 KWH: \$8.28200 usage

Fuel Charge:

First 1000 KWH: \$3.39300 usage

Above first 1000 KWH: \$4.39300 usage

Why did the PSC ever grant first Progress Energy and then Duke Energy these two charges, when we all know you need fuel to run the energy supplied - then the energy consumed is what should be billed! If garbage collection companies billed this way it would amount to the customer being charged first for the fuel going into the garbage truck and a separate charge for the garbage truck stopping to pick up and collecting our garbage.

Our electric utility bill has become unbridled... it is starting to look like our mortgage payment. We truly believe the energy usage and fuel usage charges and now this 8% increase for a previously approved base rate by Duke Energy are completely out of control, due to the purchase and repurchase of this electric entity over recent years

and, the promises to the new owners by PSC members over the past years.

Since it is your job, in the positions you are holding with the Public Service Commission to keep these charges in check, what happened?

Your attention and response to this email will be greatly appreciated.

cc: Karen Castor Dentel - District 30 House of Representatives
David Simmons - District 20 Senate
Carlton Henley - Seminole County Commissioner
S. Solomon - Casselberry Commissioner

Crystal Card

From: Pamela Paultre on behalf of Office of Commissioner Brisé
Sent: Tuesday, December 17, 2013 10:11 AM
To: Commissioner Correspondence
Subject: FW: Duke Energy

Good morning,

Please place the forwarded or enclosed correspondence in Docket Correspondence of Consumers and their representatives for docket no. 130208-EI.

Thank you,

Pamela Paultre
Assistant to Chairman Ronald Brisé
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399
(850) 413-6036

From: Patricia Dardiz [<mailto:fnpdardiz@hotmail.com>]
Sent: Monday, December 16, 2013 8:07 PM
To: Office of Commissioner Brisé; Office Of Commissioner Edgar; Office of Commissioner Balbis; Office Of Commissioner Graham; Office of Commissioner Brown
Subject: Duke Energy

Good morning Chairman and Commissioners:

We are customers of Duke Energy (formerly Progress Energy formerly FPL) and just received a notice in with our recent Duke Energy bill entitled: "All rates effective with January 2014 billing - Important information about Duke Energy Florida's 2014 residential rates. Duke Energy Florida's electric rates ARE SET BY THE STATE. As a regulated utility, Duke Energy Florida **IS ALLOWED TO RECOVER** the costs necessary to produce and deliver reliable power to the company's 1.7 million customers who rely on electricity 24/7". **Silly me, I assumed that the 1.7 million customers who make payments to Duke Energy Florida on a very expensive monthly basis, enables Duke Energy Florida to pay for and deliver "reliable power" to us its customers.**

Duke Energy Florida goes on further to state: "The Florida Public Service Commission (you people) **has approved** Duke Energy Florida's annual filings to recover costs associated with fuel nuclear generation. When the adjustments in the annual filings are included with **PREVIOUSLY APPROVED** base rates ... (thanks to previous Board members) ... the changes will result in an increase of 8% for customers using 1,000 kilowatt-hours per month".

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Since it is your job, in the positions you are holding with the Public Service Commission to keep these charges in

check, what happened?

Your attention and response to this email will be greatly appreciated.

cc: Karen Castor Dentel - District 30 House of Representatives
David Simmons - District 20 Senate
Carlton Henley - Seminole County Commissioner
S. Solomon - Casselberry Commissioner

Crystal Card

From: Ellen Plendl
Sent: Wednesday, December 11, 2013 7:54 AM
To: Consumer Correspondence
Subject: Docket Nos. 130208-EI and 130001-EI - Duke Energy
Attachments: FW: PSC; Consumer Inquiry - Duke Energy Florida

Please add the attached customer correspondence and PSC response to the correspondence side of Docket Nos. 130208-EI and 130001-EI

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Tuesday, December 10, 2013 12:09 PM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: PSC

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

From: Ronald McCarthy [<mailto:broron@live.com>]
Sent: Monday, December 09, 2013 9:29 PM
To: Governor Rick Scott
Subject: PSC

From: Ronald McCarthy <broron@live.com>

County: Levy

Zip Code: 32668

Phone Number: 352-528-1235

Message Body: I am really upset that the PSC has approved the rate increase of 9.23 per 1000 kwh for Duke Energy. They WERE supposed to build a nuclear plant and collected for years...and now not building but keeping all that money PLUS now they have an increase !! Outrageous. I am now wondering how much they got paid off to approve it..and if our politicians are like that too.

Crystal Card

From: Randy Roland
Sent: Tuesday, December 10, 2013 5:02 PM
To: 'broron@live.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. Ronald McCarthy
broron@live.com

Dear Mr. McCarthy:

The Governor's office forwarded a copy of your E-mail 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 assist you.

You expressed a concern about DEF's nuclear cost recovery. On October 17, 2013, the FPSC approved a Revised and Restated Settlement Agreement (Agreement) for Duke Energy Florida, Inc. (DEF) that maintains customer base rates through 2018, terminates plans for DEF's Levy County nuclear units 1 & 2, and promotes community growth through economic development tariffs.

You also expressed a concern about fuel adjustment charges. Fuel adjustment charges allow the utility to recover the actual expenses associated with securing and processing fuel necessary to run the power plants used to generate electricity. Fuel rates mirror rising and falling fuel costs as reflected in the international marketplace. The revenue generated by the fuel adjustment charge does not add to the profit of the utility companies, but goes to pay fuel suppliers and transporters. The cost of fuel is shown as a separate cents per kilowatt-hour charge, and fuel costs are not contained in any other charge on your bill.

Each year, utilities file their projected fuel expenses for the upcoming calendar year. The PSC, along with the Office of Public Counsel and other consumer representatives closely examine the fuel costs requested by the utilities. Public hearings are held annually to set the fuel factors for the next year. Since rates are set on projected costs, at the end of the year, the costs are "trued-up" or compared to the audited actual expenses incurred by the utility. If the utility recovered more than its actual costs, the amount of over-recovery is used to reduce the next year's costs. If the utility under-recovered (costs were higher than expected) that deficit is likewise rolled into the next year. The fuel cost adjustment is recognized by virtually all state commissions, by the Federal Energy Regulatory Commission, and is also used by most municipal electric utilities and rural electric cooperatives.

On November 4, 2013, the PSC set the 2014 fuel adjustment charges for the customers of Florida investor-owned electric utilities. The fuel adjustment charges were decided at a hearing where the PSC considered each utility's projected costs of fuel and the purchased power for 2014 as well as 'trued up' costs for 2013.

As a result of the November 4, 2013 hearing, a residential customer using 1000 kWh will see their bill increase from \$ 116.06 to \$ 125.29. The fuel portion of the bill will increase by \$ 9.23. Thank you for sharing your views.

We will add your comments to the correspondence side of Docket Nos. 130208-EI and 130001-EI regarding the nuclear cost recovery and fuel cost adjustment, respectively.

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

Sincerely,

Randy Roland
Regulatory Program Administrator
Florida Public Service Commission

STATE OF FLORIDA

COMMISSIONERS:
RONALD A. BRISÉ, CHAIRMAN
LISA POLAK EDGAR
ART GRAHAM
EDUARDO E. BALBIS
JULIE I. BROWN



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

November 20, 2013

Mr. John Torres
8005 Blue Marlin Way
Orlando, FL 32822-6915

RE: FPSC Inquiry Number 1130947C

Dear Mr. Torres:

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 assist you.

You expressed a concern about DEF's nuclear cost recovery. On October 17, 2013, the FPSC approved a Revised and Restated Settlement Agreement (Agreement) for Duke Energy Florida, Inc. (DEF) that maintains customer base rates through 2018, terminates plans for DEF's Levy County nuclear units 1 & 2, and promotes community growth through economic development tariffs.

You also expressed a concern about fuel adjustment charges. Fuel adjustment charges allow the utility to recover the actual expenses associated with securing and processing fuel necessary to run the power plants used to generate electricity. Fuel rates mirror rising and falling fuel costs as reflected in the international marketplace. The revenue generated by the fuel adjustment charge does not add to the profit of the utility companies, but goes to pay fuel suppliers and transporters. The cost of fuel is shown as a separate cents per kilowatt-hour charge, and fuel costs are not contained in any other charge on your bill.

Each year, utilities file their projected fuel expenses for the upcoming calendar year. The FPSC, along with the Office of Public Counsel and other consumer representatives closely examine the fuel costs requested by the utilities. Public hearings

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

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COMMISSION
CLERK

Mr. John Torres
Page 2
November 20, 2013

are held annually to set the fuel factors for the next year. Since rates are set on projected costs, at the end of the year, the costs are "trued-up" or compared to the audited actual expenses incurred by the utility. If the utility recovered more than its actual costs, the amount of over-recovery is used to reduce the next year's costs. If the utility under-recovered (costs were higher than expected) that deficit is likewise rolled into the next year. The fuel cost adjustment is recognized by virtually all state commissions, by the Federal Energy Regulatory Commission, and is also used by most municipal electric utilities and rural electric cooperatives.

On November 4, 2013, the FPSC set the 2014 fuel adjustment charges for the customers of Florida investor-owned electric utilities. The fuel adjustment charges were decided at a hearing where the FPSC considered each utility's projected costs of fuel and the purchased power for 2014 as well as 'trued up' costs for 2013.

As a result of the November 4, 2013 hearing, a residential customer using 1000 kWh will see their bill increase from \$ 116.06 to \$ 125.29. The fuel portion of the bill will increase by \$ 9.23. Thank you for sharing your views.

We will add your comments to the correspondence side of Docket 130208-EI and 130001-EI regarding the nuclear cost recovery and fuel cost adjustment, respectively.

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

Sincerely,



Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep



RICK SCOTT
GOVERNOR

STATE OF FLORIDA
Office of the Governor

THE CAPITOL
TALLAHASSEE, FLORIDA 32399-0001

www.flgov.com
850-488-7146
850-487-0801 fax

November 15, 2013

Mr. John Torres
8005 Blue Marlin Way
Orlando, FL 32822

07 1
RECEIVED

NOV 20 2013

Public Service Commission
Inspector General

RE: Chief Inspector General Case # 201311150004

Dear Mr. Torres:

The Office of the Chief Inspector General received your complaint on November 15, 2013, in which you expressed concerns about Duke Energy.

After having had the opportunity to review your concerns, by copy of this letter, we are referring your complaint to the Inspector General for the Public Service Commission for review and action deemed appropriate.

Thank you for bringing this matter to our attention. In the event that you have any further questions, please contact the Inspector General's office for the Public Service Commission at (850) 413-6071.

Sincerely,

A handwritten signature in black ink, appearing to read "Heather Robinson".

Heather Robinson
Investigations Manager
Office of the Chief Inspector General

HR:jg

cc/enc: Steven Stolting, Inspector General

RECEIVED

NOV 15 2013

RE: Rate Increase Again

Governor's Office
Chief Inspector General

Duke Energy wants to increase the monthly rate again. They claim it is to build a nuclear power plant but they have been saying that for years in North Carolina and also here in Florida. This nuclear power plant has yet to be seen. I don't understand why Duke Energy has not used any of their profits to at least start the project.

According to Wall Street The company's U.S. franchised gas and electric business reported adjusted income rose 1.8% to \$923 million on revised customer rates, favorable retail volumes and stronger wholesale net margins. Adjusted profit at the international energy segment improved by 13%.

Our increased rates has allowed this profit and yet they still want more. I live in a retirement community and some of us live on a fixed income. I keep my thermostat at 85 and do everything I can to keep my electric bill down and with another rate increase I would have to give up something else. I know some of my neighbors are no longer taking some of their prescription medicines because they have to have power no matter what and can't afford the medicines. Some of the elderly have to have electricity because of medical equipment also.

Governor Scott needs to take a stand and refuse to bow down to Duke Energy's demands for another rate increase. Let them use their profit money for this project instead of pocketing the profit. Duke Energy's actions remind me of the banks and how they spent all of their profits over bad contracts the only difference is we have to have power and we have no choice which power company we use. If I had a choice I would use Orlando Utilities Commission. Governor Scott was elected by the people and needs to work for the people not big business. I would like to know if Duke Energy is a major contributor to Governor Scott's re-election bid.

Sincerely,

John Torres
8005 Blue Marlin Way
Orlando, Florida 32822-6915

John Torres
8005 Blue Martin Way
Orlando, Florida 32822-6915



CHIEF INSP GENERAL
MS. MM MIGUEL
THE CAPITOL ROOM 2103
TALLAHASSEE FL 32399-0001



Crystal Card

From: Ellen Plendl
Sent: Monday, November 18, 2013 2:01 PM
To: Consumer Correspondence
Subject: Docket 130208-EI & Docket 130001-EI - Duke Energy
Attachments: FW: Duke Energy; Consumer Inquiry - Duke Energy Florida

Please add the attached customer correspondence and PSC response to the correspondence side of Docket 130208-EI & Docket 130001-EI.

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Monday, November 18, 2013 9:47 AM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: Duke Energy

From: EMarino634@aol.com [<mailto:EMarino634@aol.com>]
Sent: Sunday, November 17, 2013 3:16 PM
To: Governor Rick Scott
Subject: Duke Energy

Good Morning Governor. Can you tell me why we have to pay to power plants that will never be on line and supply us power? Could it be we consumers have to pay off the loans Duke has for the power plants? Then they will charge us with a monthly charge because there fuel charges went up. Duke has millions in the bank, yet we have to pay extra.

There is something wrong with this. My fuel charges went up, will Duke pay me. You and I know that won't happen. Duke is the only game in town and we have to use them. I'm going to be 78 in January and on a fixed income, and the extra expense is not good for me or a lot of seniors. Why did the PUC grant the increases, when everybody knows it hurts the middle class. If you have time I really would like your thoughts on this. Thank you for time .

ED MARINO
1607 KILEY COURT
LADY LAKE. FL 32159

Crystal Card

From: Randy Roland
Sent: Monday, November 18, 2013 1:59 PM
To: 'EMarino634@aol.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mr. Ed Marino
EMarino634@aol.com

Dear Mr. Marino:

The Governor's office forwarded a copy of your E-mail 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 assist you.

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Sincerely,

Randy Roland
Regulatory Program Administrator
Florida Public Service Commission

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COMMISSION
CLERK

RE: Rate Increase Again

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Sincerely,

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Orlando, Florida 32822-6915

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FLA PUBLIC SERV COMM
2540 SHUMARD OAK BLVD
TALLAHASSEE FL 32399-0850



Orlando, FL 32822-6915
NOV 13 2013
John Torres

Shawna Senko

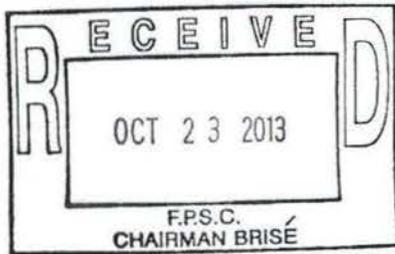
From: Carolyn Cannon
Sent: Wednesday, October 23, 2013 10:13 AM
To: Commissioner Correspondence
Subject: FW: Peter G. Richter
Attachments: SKMBT_36313102309090.pdf

Good morning,

Please place the forwarded or enclosed correspondence in Docket Correspondence of Consumers and their representatives for docket no. 130208-El.

Thank you,

Carolyn Cannon
Commission Suite
(850) 413-6012



138 Corkwood Boulevard
Homosassa, Florida 34446
October 20, 2013

Mr. Ronald Brise, Chairmen
The Public Service Commission
2540 Shumard Boulevard
Tallahassee, Florida 32399

Dear Mr. Brise,

I wish to compliment you on your courage to stand up for Duke Energy in the recent matter of their request for the passing on of the major part of their aquired expenses in (a) closing the reactor in Crystal River and (b) the future construction {yet to be approved} of the nuclear plant in Levy County. It is most uplifting to see that the Public Service Commission truly does support the interests of the public over those of industry. Perhaps we, of the PUBLIC sector do not renumerate you enough? The industries you represent, instead of the PUBLIC certainly must do so.

It might be more appropriate if you were to change the name of the commission in which you hold office from PSC to ISC {Industry Service Commission}.

Again congratulations for standing up and taking a stand for those you really represent.

Sincerely,

Peter G. Richter