

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Tuesday, November 08, 2016 4:55 PM  
**To:** Consumer Correspondence  
**Cc:** Angie Calhoun  
**Subject:** docket 160128

Customer correspondence

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**From:** Angie Calhoun  
**Sent:** Monday, November 07, 2016 2:38 PM  
**To:** Ruth McHargue  
**Subject:** FW: Duke Energy

Filed as protest to docket 160128.

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**From:** Consumer Contact  
**Sent:** Monday, November 07, 2016 11:30 AM  
**To:** Angie Calhoun  
**Subject:** FW: Duke Energy

**From:** Peggy DeFrancisco [<mailto:peggytrcrent@gmail.com>]  
**Sent:** Monday, November 07, 2016 11:27 AM  
**To:** Consumer Contact  
**Subject:** Duke Energy

If you read my letter, you will see what I am objecting to. You have approved yet another increase in rates for Duke beginning Jan 1. We already have to pay a customer charge (which to me is outrageous since we do not have any alternative for electricity, plus I am charged a customer charge twice because we are renting a light. I am already paying to be a customer once - fair, no way!), a fuel charge, an energy charge, asset securitization charge (what exactly is that?), then all the taxes !

I object to the fact that you allow them to enjoy very strong earnings while they pass along what is (to every small business owner )the cost of doing business - repairs and possible future building/facilities on to the consumer. You are supposed to watch out for the consumers - to protect us from utilities taking advantage of us. We do not have a choice - we cannot shop for electricity. Why don't you just tell Duke to suck up their costs of doing business - so what if the stockholders don't get high dividends for once. They have been allowed to become a monopoly, and the PSC lets them charge whatever they want. And because you are all appointed, we cannot even vote you out.

Please represent the people you were appointed to represent. Say no to Duke when they request to scalp us with fees and rate increases.

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Peggy DeFrancisco  
Taylor Rental  
3315 E Gulf to Lake Hwy

Inverness, Fl 34453  
P: 352/726-1900, F: 352/726-7136  
cell: 352/257-2334  
[taylorrentalinverness.com](http://taylorrentalinverness.com)

**From:** Consumer Contact  
**Sent:** Monday, November 07, 2016 8:54 AM  
**To:** 'Taylor Rental Inverness'  
**Subject:** RE: Duke Energy

11/07/2016

RE: Duke Energy

Dear Ms. DeFrancisco:

This e-mail is in response to your recent inquiry to the Florida Public Service Commission (FPSC) regarding Duke Energy.

It would be beneficial if you could provide the following information:

\* The charges on the Duke Energy bill you are disputing.

You may send this information by reply e-mail, or at the address and/or fax number listed below.

Sincerely,

Angela Calhoun  
Regulatory Consultant  
Office of Consumer Assistance & Outreach

[contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)  
Toll Free - 800-342-3552  
Toll Free Fax 800-511-0809

Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399

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:** Taylor Rental Inverness [<mailto:trcrent@hotmail.com>]  
**Sent:** Saturday, November 05, 2016 8:18 AM  
**To:** Consumer Contact  
**Subject:** Duke Energy

Can you please explain why you continue to allow Duke to pass along their cost of doing business to it's customers while, by their own admission, they've enjoyed a fabulously strong 3rd quarter profits? You've allowed them to continue to gouge their customers and pay for their experiments and mistakes. God forbid they or their stockholders should see a decline in profits. I am a small business owner and we're expected to roll with the punches. But the PSC has willingly supported Duke in making us, the consumers who cannot choose another company for electricity, to keep paying for it all. We do not have a choice of which utility company we can purchase our electricity from-we cannot comparison shop for it. We're stuck with Duke and you let them charge what they want. What is wrong with you people? It's sad that you are all appointed. We can't even vote on the fox that's watching the chicken coop!

Peggy DeFrancisco  
483 E Lancaster Street  
Lecanto, Fl 34461

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Sent from myMail app for Android