

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, May 3, 2022 8:16 AM
To: Consumer Correspondence
Subject: Docket No. 20210016
Attachments: Consumer Inquiry - Duke Energy Florida; FW Duke energy; lisa-williamson-response-letter.pdf; Charge for connection...with Solar; FW Charge for connection....withSolar....

See attached customer correspondence and replies for Docket No. 20210016

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, April 26, 2022 3:44 PM
To: 'kwilliamson2@tampabay.rr.com'
Subject: Consumer Inquiry - Duke Energy Florida

Mrs. Lisa Williamson
kwilliamson2@tampabay.rr.com

RE: FPSC Inquiry 1394953E

Dear Mrs. Williamson:

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.

The FPSC filed an inquiry with DEF. Upon completion of the investigation, we will contact you. In the meantime, DEF staff will be contacting you directly to discuss your safety concern about the utility pole you referenced.

You also expressed concern about DEF's minimum billing charge. The FPSC approved DEF's general base rate settlement agreement in Order No. PSC-2021-0202-AS-EI, issued on June 4, 2021, in Docket No. 20210016-EI, and effective on January 1, 2022. The settlement agreement was entered into by DEF and various parties representing consumers, including the Office of the Public Counsel (OPC) who advocates on behalf of Florida consumers. The settlement agreement includes numerous provisions with regards to Duke's base rates through the end of 2024. The agreement also contains a provision that will raise the minimum bill charge to \$30 for all residential and small commercial customers.

The minimum monthly bill does not replace the existing customer charge; instead, DEF will only charge the minimum bill when a customer's total monthly bill does not exceed \$30, excluding any taxes, other additional charges, or off-peak electric vehicle charging credits.

DEF explained that the minimum bill provision was included in the settlement agreement to ensure that all residential and small commercial customers contribute towards the fixed costs of maintaining the electric system, costs which exist as a result of serving even limited amounts of energy to customers. The Commission approved the settlement agreement as being in the public interest when taken as a whole, and providing a comprehensive and balanced resolution to Duke's original petition for a base rate increase that provides rate stability for DEF's customers.

We have added your concerns to our records as a protest to the DEF's Rate Case, Docket 20210016.

If you have questions or concerns, please contact me at 1-800-342-3552.

Sincerely,

Ellen Plendl
Regulatory Consultant
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, April 26, 2022 3:18 PM
To: EOG-Referral
Subject: FW: Duke energy
Attachments: 20220323_100625.jpg; 20220323_100609.jpg; 20220323_100559.jpg; 20220323_100550.jpg

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: kwilliamson2@tampabay.rr.com <kwilliamson2@tampabay.rr.com>
Sent: Wednesday, March 23, 2022 11:24 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FW: Duke energy

I'm writing to ask how can these utility companies decide one day that charging a minimum above their normal customer charge is fair to their customers. It's not like I can just go to another electric company. We went solar years ago and last year put on more solar to help reduce our foot print and conserve energy, we are living in the sunshine state. But now Duke Energy is charging a "minimum bill adjustment" fee, than taxes after that. Last month we had an adjustment fee of \$17.55 and have had an adjustment fee each month this year. Are the only ones that are allowed to benefit from the sun the power companies, they can put up panels all over the country side, reap the benefits of the sun and still charge their customers increases each year and now minimum bill adjustment fees. They already charge a customer fee which is to cover maintenance, overhead, etc.

In January I called them regarding a pole by my house that someone ran into on New Years Eve. Must have been a pretty large truck, the pole was almost broken thru. They said they would send someone out to look at it. A month went by, nothing. Then there was a crew working in a field across from us where they are going to put in a biking and walking trail. Saw they were putting up new poles, so I walked over. Asked the guy if they were going to replace the pole that is leaning into the road, he said yea that looks bad, but it's not on their to do sheet. The next day my husband went over to talk to them, again, they agreed it was bad, the box on the side was on the ground, wires were hanging and the pole was split, but again, not on their work orders. Finally someone came out and put a pole next to it, drilled two holes in an all ready rotten pole and tied it off to the new pole. Pictures are attached. Bandage at best. This is a public school bus stop and a public transportation stop and we have the leaning tower of Pisa on the corner. So apparently the extra money they are collecting from their customers are no going to fix problems. It's not like you can disconnect from the grid in Florida. We didn't put on that many panels anyway knowing we could not go totally off the grid, but we sure has heck didn't know we were going to get hit with a additional charge because we went solar and during certain months we generate more than we use. We spent over \$50K for these solar panels, our return is now being eaten into by the power company. Duke isn't the only one that is doing this, but I would hope that we the people" would have better representation at our Capital, but I guess that only goes to the power company lobbyists.

Hope you enjoy the pictures and think about it if you had a child waiting for a bus in the mornings standing near this electric power pole.

Lisa Williamson
2013 Whitney Dr.
Clearwater, Florida 33760
727-686-7936

From: kwilliamson2@tampabay.rr.com

To: "kwilliamson2@tampabay.rr.com"

Cc:

Sent: Wednesday March 23 2022 10:18:04AM

Subject: Duke energy

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.









STATE OF FLORIDA

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

Public Service Commission

May 3, 2022

Ms. Lisa Williamson
2013 Whitney Drive
Clearwater, FL 33760

RE: FPSC Inquiry 1394953E

Dear Ms. Williamson:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Duke Energy Florida (DEF).

We have learned that DEF staff have been in contact with you regarding your utility pole concern. I have enclosed a copy of the company's written response for your records.

You also expressed concern about DEF's minimum billing charge. The FPSC approved DEF's general base rate settlement agreement in Order No. PSC-2021-0202-AS-EI, issued on June 4, 2021, in Docket No. 20210016-EI, and effective on January 1, 2022. The settlement agreement was entered into by DEF and various parties representing consumers, including the Office of the Public Counsel (OPC) who advocates on behalf of Florida consumers. The settlement agreement includes numerous provisions with regards to Duke's base rates through the end of 2024. The agreement also contains a provision that will raise the minimum bill charge to \$30 for all residential and small commercial customers.

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DEF explained that the minimum bill provision was included in the settlement agreement to ensure that all residential and small commercial customers contribute towards the fixed costs of maintaining the electric system, costs which exist as a result of serving even limited amounts of energy to customers. The Commission approved the settlement agreement as being in the public interest when taken as a whole, and providing a comprehensive and balanced resolution to Duke's original petition for a base rate increase that provides rate stability for DEF's customers.

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

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

Ms. Lisa Williamson

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May 3, 2022

We have added your concerns to our records as a protest to the DEF's Rate Case, Docket 20210016.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the FPSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

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

Sincerely,



Shonna McCray

Regulatory Program Administrator

Office of Consumer Assistance & Outreach

SM:mep

Enclosure



April 29, 2022

FPSC Inquiry Number: 1394953E

Complainant's Name: Lisa Williamson

Customer of Record's Name: Lisa Williamson

Service Address: 2013 Whitney Drive, Clearwater, FL 33760

Telephone Number(s): 727-686-7936

Account Number: 910071373905

Customer Complaint (*Verbatim from FPSC*):

I'm writing to ask how can these utility companies decide one day that charging a minimum above their normal customer charge is fair to their customers. It's not like I can just go to another electric company. We went solar years ago and last year put on more solar to help reduce our foot print and conserve energy, we are living in the sunshine state. But now Duke Energy is charging a "minimum bill adjustment" fee, than taxes after that. Last month we had an adjustment fee of \$17.55 and have had an adjustment fee each month this year. Are the only ones that are allowed to benefit from the sun the power companies, they can put up panels all over the country side, reap the benefits of the sun and still charge their customers increases each year and now minimum bill adjustment fees. They already charge a customer fee which is to cover maintenance, overhead, etc.

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Lisa Williamson
2013 Whitney Dr.
Clearwater, Florida 33760
727-686-7936

Actions Taken to Satisfy Customer:

On January 6, 2022, Ms. Lisa Williamson contacted Duke Energy Florida's (DEF) Customer Care and spoke with a Customer Care Specialist (CCS) to report a pole was damaged due to a vehicle and there were exposed/hanging wires. The CCS issued an urgent service request. That day, DEF's Line Technician arrived onsite and found the pole was a Verizon/Frontier pole and there were no DEF facilities attached to the pole.

On March 15, 2022, DEF issued a statement for \$30.33 (\$12.45 customer charge + \$17.55 minimum bill adjustment + \$.33 tax) with a current bill due date of April 5, 2022. The \$30.00 minimum bill was approved by the Public Service Commission last year as part of Duke Energy Florida's rate agreement that went into effect in January of this year.

On March 22, 2022, Ms. Williamson contacted DEF's Customer Care and spoke with a CCS to inquire if she enrolled in the averaged billing plan, Budget Billing, would it eliminate the minimum bill charge of \$30.00. The CCS advised Ms. Williamson that enrolling in Budget Billing would not eliminate the minimum bill charge.

On April 26, 2022, DEF received Ms. Williamson's complaint filed with the FPSC.

On April 27, 2022, Ms. Stacey Roberts, Sr. Consumer Affairs Specialist, contacted Ms. Williamson to acknowledge receipt of her complaint and address her concerns. Ms. Roberts explained the damaged pole was not owned by DEF, nor were DEF facilities attached. Ms. Roberts advised Ms. Williamson that DEF's Joint-Use team confirmed the pole and attached equipment was not DEF-owned; the pole was owned by Frontier. It was identified a new pole had been set and secured to the damaged pole, indicating another utility (possibly Frontier) had been out.

On April 28, 2022, DEF's Joint-Use department sent an email to Frontier advising of the damaged pole along with the coordinates of the location of the pole (27.923641, -82.725516). DEF received a response from Mr. Chris Gabriel, Pole Administration Frontier Communications, stating ticket number TK2444873 was issued to a local Frontier engineer for review. Ms. Roberts contacted Ms. Williamson to provide the update from DEF's Joint-Use department. Ms. Williamson expressed appreciation that her concern was forwarded to the correct party and being addressed. Ms. Roberts discussed Ms. Williamson's concern regarding the minimum bill charge and explained the minimum bill addresses the fixed cost of operating and maintaining the infrastructure that benefits customers including those with solar generation when they are using the grid to deliver solar energy or pulling electricity from the power grid as needed. Ms. Williamson stated she understood the reasoning behind the minimum bill charge and that her concern for the charge was not directed at DEF, but the state. Ms. Williamson thanked Ms. Roberts for her assistance and stated she was satisfied with the resolution of her complaint.

Antonia Hover

From: Shonna McCray
Sent: Wednesday, April 13, 2022 3:13 PM
To: 'roseannacalley@gmail.com'
Cc: Ellen Plendl
Subject: Charge for connection...with Solar

Mr. and Mrs. Brian Calley
roseannacalley@gmail.com

RE: FPSC Inquiry 1394321C

Dear Mr. and Mrs. Calley:

This is in response of your E-mail to Commissioner Gary Clark, Florida Public Service Commission (FPSC) regarding Duke Energy Florida's (DEF) monthly minimum bill charge. Given the nature of your concerns, Commissioner Clark believes it would be appropriate for the specialized staff of the FPSC's Office of Consumer Assistance and Outreach to respond directly to you.

The FPSC approved DEF's general base rate settlement agreement in Order No. PSC-2021-0202-AS-EI, issued on June 4, 2021, in Docket No. 20210016-EI, and effective on January 1, 2022. The settlement agreement was entered into by DEF and various parties representing consumers, including the Office of the Public Counsel (OPC) who advocates on behalf of Florida consumers. The settlement agreement includes numerous provisions with regards to Duke's base rates through the end of 2024. The agreement also contains a provision that will raise the minimum bill charge to \$30 for all residential and small commercial customers.

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You may contact the Office of the Public Counsel (OPC) who advocated on behalf of Florida consumers in this docket by calling 850-488-9330.

You may review all the docket correspondence and documentation including Order PSC-2021-0202A-AS-E by using the following link:

<http://www.floridapsc.com/ClerkOffice/DocketFiling?docket=20210016>

You can view the hearing on Docket 20210016 by using the following link:

https://psc-fl.granicus.com/MediaPlayer.php?view_id=2&clip_id=3364

You may contact DEF at 1-800-700-8744 to discuss the status of your account or place a service order to disconnect for no further use.

We have added your concerns to our records as a protest to the DEF's Rate Case, docket 20210016.

If you have questions or concerns, please contact Ms. Ellen Plendl at 1-800-342-3552.

Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission

Antonia Hover

From: Office of Commissioner Clark
Sent: Wednesday, April 13, 2022 2:28 PM
To: Shonna McCray
Cc: Ellen Plendl
Subject: FW: Charge for connection....withSolar....

Good afternoon Shonna,

Please see below an email from a Duke customer regarding the minimum \$30 fee.

Hannah E. Branum

Executive Assistant to Commissioner Clark
Florida Public Service Commission
[2540 Shumard Oak Blvd.](#)
[Tallahassee, FL 32399](#)
(850) 413-6004

From: roseanna calley <roseannacalley@gmail.com>
Sent: Wednesday, April 13, 2022 1:16 PM
To: desantis@live.com; Office of Commissioner Clark <Commissioner.Clark@psc.state.fl.us>; lynn.good@duke-energy.com
Subject: Charge for connection....withSolar....

Good Afternoon:

We have contacted Duke Energy and also sent an email to the Public Service Commission

We only got a response from Duke Energy; a woman named Carla.

Our complaint is that the "connection" fee with Duke went from \$12.79 to a "minimum" charge of \$30.00. We have solar panels which feed back to the grid. So we are giving energy to Duke, and in turn they are selling it to others!

Carla explained that this increase was to cover "upkeep, etc", however, for those of us who have gone through the expense of putting solar panels on our homes and are feeding the grid we should NOT have our connection fee increased as Duke is selling the power so we are being charged to help them sell the power?????

We are retirees, and these continued increases are not acceptable! We understand that there are costs involved to upkeep the energy grids, but it should not be at our expense as we are helping the grid supply the energy and they are getting revenue from selling our energy that we supply!

Gov. DeSantis, we feel you need to explore this practice. You are doing so very much for the State, that we need help with this. The sunshine state gives energy to Duke with the solar panels we should not have to pay a higher fee to help defray costs, they get compensated when they sell the energy.

Thank you all for your time with this request. Hopefully the Public Service Commissioner will weigh in on this with Duke.

--

Warm regards,

Roseanna

Roseanna and Brian Calley

123 Philadelphia Blvd.

Palm Harbor FL> 34684

Email: roseannacalley@gmail.com

Cell: 727 420 0310