

Antonia Hover

From: John Plescow
Sent: Monday, January 9, 2023 11:35 AM
To: Consumer Correspondence; Diane Hood
Subject: FW: Please review and advise

Please, add to 20230001.

From: Consumer Contact <Contact@PSC.STATE.FL.US>
Sent: Monday, January 09, 2023 10:20 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: Please review and advise

File for docket 20230001? Or file an improper billing complaint? DHood

From: Herb Appleton <herb.appleton3@gmail.com>
Sent: Saturday, January 07, 2023 4:52 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: Complaint: Duke Energy - Florida; December 2022 Energy Rate Charge

Duke Energy's latest and current (PSC approved) rate schedule was in September 2022 and at that time the Energy cost per kWh was 8.379 c. Additionally they have disclosed that the rates will increase starting on January 2023 bills at a rate of 9.772 c/kWh.

However for my December 2022 bill I was charged 9.415c/kWh. I did call the Customer Service Department at the utility and after a second call, the explanation I was provided was that the December rate was due to the "start of the winter rates". In nearly 40 years at this address I have never had a rate adjustment made due to the time of the year. This is the only explanation the specialist could provide. (In Florida we actually use less energy in the winter than the rest of the country).

Not only was this answer insufficient but I find it difficult to believe that public power utilities can arbitrarily increase rates because of a season. In summary I have no idea how this December rate was derived, it was not disclosed to the public and I have no way to determine if this increase was submitted and approved by the Florida Public Service Commission.

I believe that the September 2022 rate schedule of 8.379c/kWh should still be in force and myself and all other RS-1 customers are owed adjustments/credits to their December 2022 bills.

Your attention and response to this inquiry will be appreciated.