

**Lorena Hollett**

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**From:** Ellen Plendl  
**Sent:** Thursday, February 9, 2023 10:36 AM  
**To:** Consumer Correspondence  
**Subject:** Docket Nos. 20230001 & 20230017  
**Attachments:** Duke power increase ; Consumer Inquiry - Duke Energy Florida

See attached customer correspondence and reply for Docket Nos. 20230001 & 20230017

## Lorena Hollett

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**From:** Barbara R Usmiller <busmiller@earthlink.net>  
**Sent:** Thursday, February 9, 2023 10:19 AM  
**To:** Ellen Plendl  
**Subject:** Duke power increase

My bill more than doubles. I used no more this month than same time last year, when it was colder. I am 78 and living on Social Security. Is there nothing that can be done? This is outrageous!

Barbara Usmiller  
745 Roninhood Dr.  
Maitland, FL 32751

Sent from my iPad

## Lorena Hollett

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**From:** Ellen Plendl  
**Sent:** Thursday, February 9, 2023 10:34 AM  
**To:** 'busmiller@earthlink.net'  
**Subject:** Consumer Inquiry - Duke Energy Florida

Barbara Usmiller  
busmiller@earthlink.net

RE: FPSC Inquiry 1415504C

Dear Ms. Usmiller:

This is in response to your E-mail to the Florida Public Service Commission (PSC) regarding Duke Energy Florida (DEF). We appreciate the opportunity to respond directly to you.

We appreciate you sharing your views and will add your correspondence to the following dockets:

\* Docket 20230020 regarding DEF's petition for limited proceeding for recovery of incremental storm restoration costs related to Hurricanes Elsa, Eta, Isaias, Ian, Nicole, and Tropical Storm Fred.

\* Docket 20230001 regarding DEF middle course correction for fuel and purchased power cost recovery clause with generating performance incentive factor.

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

Customers who are experiencing difficulty in providing payment on their account can consult the following resources for financial assistance:

\* Low Income Home Energy Assistance Program --- <https://www.floridajobs.org/community-planning-and-development/community-services/low-income-home-energy-assistance-program/find-your-local-low-income-home-energy-assistance-program-provider-for-help>

\* Elderly Electric Assistance (EHEAP), which provides assistance for home-energy emergencies to qualified, low-income households with at least one person 60 years of age or older. To find out about qualifications, you may contact your county's local EHEAP agency, or by calling 1-800-963-5337.

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)