

Antonia Hover

From: Ellen Plendl
Sent: Wednesday, August 16, 2023 12:59 PM
To: Consumer Correspondence
Subject: Docket Nos. 20230001 & 20230020
Attachments: Consumer Inquiry - Duke Energy Florida; FW: Duke Energy; Consumer Inquiry - Duke Energy Florida; FW: Duke energy

See attached customer correspondence and replies for Docket Nos. 20230001 & 20230020

Antonia Hover

From: Ellen Plendl
Sent: Wednesday, August 16, 2023 12:37 PM
To: 'pasasse@bellsouth.net'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Patti Sasse
pasasse@bellsouth.net

RE: FPSC Inquiry 1427407C

Dear Ms. Sasse:

The Governor's office forwarded a copy of your emails 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.

You expressed a concern about DEF's rate increases. On March 7, 2023, the FPSC approved a mid-course correction to the fuel factors and granted preliminary interim storm restoration charge for DEF.

The adjusted fuel factors reflect unrecovered fuel costs incurred in 2022. The interim storm restoration recovery charges are costs associated with named storms and will replenish each utility's storm reserve fund. Interim storm restoration charges are approved for a 12-month recovery period and are subject to refund, with interest, pending further review once the total actual costs are known for each utility.

Utilities do not earn a profit on fuel charges. The fuel and capacity cost component of customers' bills is set for each calendar year, but mid-course corrections are used when a utility's costs increase or decrease significantly in the interim. Under Commission rules, a utility must notify the PSC when it expects an under- or over-recovery greater than 10 percent.

DEF's approved charges include the new fuel factor to be recovered over 21 months and the preliminary approval for recovery of \$442.1 million in interim storm restoration costs for Hurricanes Elsa, Eta, Ian, Isaias, and Nicole, and Tropical Storm Fred.

We appreciate you sharing your views and will add your correspondence to both Dockets 20230001 and 20230020 regarding the mid-course correction and the storm restoration recovery, respectively.

Customers who are experiencing difficulty in providing payment on their account can contact 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 any questions or concerns please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl
Regulatory Analyst IV
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: Wednesday, August 16, 2023 11:44 AM
To: Ellen Plendl
Subject: FW: Duke Energy

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

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: Patti Sasse <pasasse@bellsouth.net>
Sent: Thursday, August 10, 2023 11:41 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy

Constituent message:

1. **Name**
Patti Sasse
2. **Email Address**
pasasse@bellsouth.net
3. **Phone Number**
9196016555
4. **Subject**
Duke Energy
5. **Message**

Dear Mr DeSantis,

I am writing to you today to get some answers regarding the cost of electricity

In this state.

I moved back to Florida a year ago. I am a retired, 67 year old woman just trying to live out the rest of my years on my Social Security.

Duke Energy is making it extremely difficult for everyone in my community . We live in a Mobile home over 55 community.

I have never seen such OUTRAGEOUS electric bills in my entire life!!!

Why! Why can't you put a cap on their charges and ridiculous taxes they are charging us?

And while you work on that, why can't you put a cap on the amount of Lot

Rent that these money grubbing corporations that are buying up all the retirement communities!???

Our lot rent went from 730.00 a month to \$1050.00 a month!!

I moved here specifically for the sunshine, the beach, and because YOU were the Governor.

I can tell you this, if you don't do something to

Take care of us seniors, you WILL NOT be getting our votes for President.

6. **Attach file (optional)**

7. **User IP Address**

71.44.156.215

8. **HTTP User Agent**

Mozilla/5.0 (iPhone; CPU iPhone OS 15_6_1 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/15.6.1 Mobile/15E148 Safari/604.1

9. **Date Submitted**

10/08/2023

10. **Time Submitted**

11:40:37 am, EDT

This message was sent from <https://www.flgov.com>.

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.

Antonia Hover

From: Ellen Plendl
Sent: Wednesday, August 16, 2023 11:04 AM
To: 'tracyl7545@yahoo.com'
Subject: Consumer Inquiry - Duke Energy Florida

Ms. Tracy Lawrence
tracyl7545@yahoo.com

RE: FPSC Inquiry 1427391C

Dear Ms. Lawrence:

The Governor's office forwarded a copy of your emails 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.

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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,

Ellen Plendl
Regulatory Analyst IV
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: Wednesday, August 16, 2023 10:46 AM
To: Ellen Plendl
Subject: FW: Duke energy

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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: Tracy Lawrtence <tracyl7545@yahoo.com>
Sent: Sunday, August 13, 2023 7:02 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke energy

You are letting our state go, from electric to insurance. There is no reason I should have an electric bill that's \$500 that is just crazy.

We live in sunrise subdivision WS, no big fancy house. Please come back to work for your own state and quit letting the electric company take advantage of us.

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