

**Nickalus Holmes**

---

**From:** Ellen Plendl  
**Sent:** Monday, August 18, 2025 3:50 PM  
**To:** Consumer Correspondence  
**Subject:** Docket No. 20240173  
**Attachments:** Re: Consumer Inquiry - Duke Energy Florida

See attached customer correspondence for Docket No. 20240173.

## Nickalus Holmes

---

**From:** Vanessa Morgan <vanessaemorgan@gmail.com>  
**Sent:** Monday, August 18, 2025 3:15 PM  
**To:** Ellen Plendl  
**Subject:** Re: Consumer Inquiry - Duke Energy Florida

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

Thank you for getting back to me. Respectfully, the information provided does not solve the core problem: **customers cannot afford their power bills.**

- The approved base-rate increases (\$203M in 2025 and \$59M in 2026), combined with the **\$32.40/month per 1,000 kWh storm surcharge (March 2025–February 2026)**, have pushed bills beyond the reach of many households and small businesses.
- Limited protections (heat-related shutoff pauses, waived reconnect fees, program expansions) are appreciated, but they do not materially lower monthly bills.

I'm requesting concrete, immediate relief measures, including:

1. Extend and broaden shutoff moratoria during extreme heat and economic hardship, with protections for medical and senior residents.
2. Implement larger, automatic low-income discounts or credits/credits and arrearage forgiveness options.
3. Offer longer, interest-free payment plans and remove punitive fees.
4. Reevaluate and temper base-rate increases and ROE targets during the settlement term.
5. Reduce the storm recovery **monthly** burden (e.g., spread over a more extended period) and increase transparency regarding audited costs.
6. Expand energy-efficiency programs with **upfront, no-cost** measures that deliver immediate bill reductions.

Please advise on the immediate steps the FPSC will take to make bills affordable now, rather than in future settlements. I would also like to ask that my concerns be entered into Docket Nos. 20240025 and 20240173, and that I receive a written response addressing each item above.

Thank you for getting back to me so soon.

**Vanessa Morgan** 

President

**Envy Graphics**

407.739.2822

[vanessa@envygraphics.net](mailto:vanessa@envygraphics.net)



On Mon, Aug 18, 2025 at 2:12 PM Ellen Plendl <[EPlendl@psc.state.fl.us](mailto:EPlendl@psc.state.fl.us)> wrote:

Ms. Vanessa Morgan  
[vanessaemorgan@gmail.com](mailto:vanessaemorgan@gmail.com)

Dear Ms. Morgan:

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.

You expressed concern about DEF's rate increases. On August 21, 2024, the FPSC approved a Settlement Agreement (Settlement) for DEF, effective January 2025-December 2027. In addition to providing rate stability, the Settlement increases clean solar energy production and assists vulnerable customers during extreme weather conditions.

Over the Settlement term, DEF will increase base rates by \$203 million in 2025 and \$59 million in 2026, for a cumulative rate increase of \$262 million. DEF's Return on Equity is set at 9.3 percent–11.3 percent, with a midpoint of 10.3 percent. Solar base rate adjustments (SoBRAs) are allowed as 12 new solar facilities, totaling 900 MW, come online.

Customers will also receive relief from reconnect fees after disconnection for non-payment through the Settlement term, as well as relief from being disconnected for non-payment when the actual temperature is 95 degrees or higher, or when the heat index is 105 degrees or higher. To benefit customers, DEF will increase its participation goal for the Neighborhood Energy Saver program by 10 percent and increase smart thermostat installations from 10 percent to 40 percent.

DEF's residential EV off-peak charging load management program will continue with modifications, and the utility will add a make ready credit EV program for use with public chargers, as part of the Settlement. DEF will continue to own and operate its Direct Current Fast Charge and level 2 charging stations.

Parties joining the Settlement, in addition to DEF and the Office of Public Counsel, representing customers, include Florida Retail Federation, Florida Industrial Power User's Group, Nucor Steel Florida, Inc., and White Springs Agricultural Chemicals, Inc. Other parties to DEF's rate case do not oppose the Settlement or took no position.

DEF's also petitioned for recovery of incremental storm restoration costs related to Hurricanes Debby, Helene and Milton.

On February 4, 2025, the FPSC approved interim storm restoration recovery costs related to Hurricanes Debby, Helene, and Milton for DEF. The Commission also approved the utility's requests to replenish its storm reserve.

The approval of an interim storm restoration charge is preliminary in nature and is subject to refund, with interest, pending further Commission review once final audited costs are known. Final costs will be determined following a future Commission hearing.

DEF's approved interim recovery is \$1.09 billion and meets the provisions of its 2024 Settlement Agreement. The monthly bill impact per 1,000 kWh for a DEF residential customer is \$32.40. The surcharge will appear on a customer's bill for 12 months, beginning March 2025-February 2026.

We appreciate your comments and will add your correspondence to Docket Nos. 20240025 and 20240173.

You may review all the information filed with the FPSC by accessing our website at <http://www.floridapsc.com>. Tap on the section for Clerk's Office, then Dockets and type in Docket No. 20240025 or 20250173 (just the number). Once you reach the Docket of interest, tap on Document Filings Index to view all the information filed by the utilities and other parties in this Docket.

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  
Florida Public Service Commission  
Office of Consumer Assistance & Outreach  
1-800-342-3552 (phone)  
1-800-511-0809 (fax)