

**Yvette Gillespie**

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**From:** Ellen Plendl  
**Sent:** Tuesday, August 22, 2023 4:04 PM  
**To:** Consumer Correspondence  
**Subject:** Docket Nos. 20230001 & 20230020  
**Attachments:** FW: Duke Electric; Consumer Inquiry - Duke Energy Florida

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

## Yvette Gillespie

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, August 22, 2023 3:38 PM  
**To:** Ellen Plendl  
**Subject:** FW: Duke Electric

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

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**From:** Linda Carter <jeanecarter007@aol.com>  
**Sent:** Wednesday, August 16, 2023 5:38 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Duke Electric

Constituent message:

1. **Name**  
Linda Carter
2. **Email Address**  
[jeanecarter007@aol.com](mailto:jeanecarter007@aol.com)
3. **Phone Number**  
4076175983
4. **Subject**  
Duke Electric
5. **Message**

Dear Governor Desantis,

We love our state of Florida, and we appreciate all you have done for us here. We are staunch supporters of you and your staff.

Is there anything you can do for us seniors regarding Duke Electric and the skyrocketing electric bills? We are on a limited income and after retiring from Advent Health, I am now, in my 70s applying for work again to afford these high prices. Our homeowner's insurance quadrupled, and although I do not mind working hard for our family, I am a lot more tired now! lol!

Our son is an English high school teacher in Winter Springs, and with his low salary, he cannot help us financially. Thank you very much for all you do.

Respectfully,

Linda Carter  
DeBary, FL

6. **Attach file (optional)**
7. **User IP Address**  
108.89.5.195
8. **HTTP User Agent**  
Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/115.0.0.0  
Safari/537.36
9. **Date Submitted**  
16/08/2023
10. **Time Submitted**  
5:37:44 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.

## Yvette Gillespie

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**From:** Ellen Plendl  
**Sent:** Tuesday, August 22, 2023 4:02 PM  
**To:** 'jeanecarter007@aol.com'  
**Subject:** Consumer Inquiry - Duke Energy Florida

Ms. Linda Carter  
jeanecarter007@aol.com

RE: FPSC Inquiry 1427868C

Dear Ms. Carter:

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)