

**Antonia Hover**

---

**From:** Ellen Plendl  
**Sent:** Tuesday, June 24, 2025 1:02 PM  
**To:** Consumer Correspondence  
**Subject:** Docket No. 20240173  
**Attachments:** FW: Electric bill Duke

See attached customer correspondence for Docket No. 20240173.

## Antonia Hover

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, June 24, 2025 12:02 PM  
**To:** Ellen Plendl  
**Subject:** FW: Electric bill Duke

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:** Diane Massaro <noreply@flgov.com>  
**Sent:** Tuesday, June 24, 2025 7:55 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Electric bill Duke

### Submitted

Tue, 06/24/2025 - 07:54

### Sender Information

Diane Massaro  
[diane.massaro@yahoo.com](mailto:diane.massaro@yahoo.com)  
908-228-4517

### Subject

Electric bill Duke

### Message

Mr DeSantis,

I recd a \$375 electric bill this month from Duke. How they were allowed to raise there rates from \$9.17 on the basic rate to \$12.17 that's a very large increase. I am a senior and this is too much. I asked for a breakdown of appliance so perhaps I could make an adjustment, they use to provide that. They cant tell me. Now I know the Ac and refrigerator take up most, I leave my air on 77 or 78. I do t abuse it, I get the heat impacts the bill, but that rate increase is ridiculous.

### IP Address

172.70.54.194

**User Agent**

Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_15\_7) AppleWebKit/605.1.15 (KHTML, like Gecko)  
Version/18.3.1 Safari/605.1.15

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.