

**Nickalus Holmes**

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**From:** Ellen Plendl  
**Sent:** Friday, August 8, 2025 3:00 PM  
**To:** Consumer Correspondence  
**Subject:** Docket No. 20240173  
**Attachments:** FW: Help - Duke Energy ; FW: Duke Energy ; FW: Duke Energy Prices; Re: Consumer Inquiry - Duke Energy Florida

See attached customer correspondence for Docket No. 20240173.

## Nickalus Holmes

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Friday, August 8, 2025 11:39 AM  
**To:** Ellen Plendl  
**Subject:** FW: Help - 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

-----Original Message-----

From: Eric Harrington <ericeharrington@me.com>  
Sent: Thursday, July 31, 2025 11:09 PM  
To: GovernorRon.DeSantis@eog.myflorida.com  
Subject: Help - Duke Energy

Governor, there has to be something you can do about Dukes price gouging. It's getting out of hand.

Thanks,  
Eric

Sent from my iPhone

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.

## Nickalus Holmes

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Friday, August 8, 2025 11:35 AM  
**To:** Ellen Plendl  
**Subject:** FW: Duke Energy

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Thank you.

Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

-----Original Message-----

From: Mark Tattershall <tattershallmark@aol.com>  
Sent: Friday, August 1, 2025 9:00 PM  
To: GovernorRon.DeSantis@eog.myflorida.com  
Subject: Duke Energy

Gov DeSantis,

Please look into the outrageous price increases imposed by Duke Energy. Our bill has risen from circa \$350 a month to \$650 and everyone else is saying the same. It's killing us and everyone else. The Duke Energy CEO makes \$21M annually and the company \$6B in profits. Please stop this robbery as there is no competition so we have no choice.

Thank you,

The Tattershall Family  
Davenport  
FL 33837

Sent from my iPad

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## Nickalus Holmes

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Friday, August 8, 2025 11:39 AM  
**To:** Ellen Plendl  
**Subject:** FW: Duke Energy Prices

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:** Christopher Ohl <noreply@flgov.com>  
**Sent:** Thursday, July 31, 2025 7:18 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Duke Energy Prices

### Submitted

Thu, 07/31/2025 - 19:18

### Sender Information

Christopher Ohl  
[delphidupont0@gmail.com](mailto:delphidupont0@gmail.com)  
6892941627

### Subject

Duke Energy Prices

### Message

Mr Governor; As a person who lives in Orlando at a 55+ Community, we need a reduction in rates for Duke Energy. I am permanently and totally disabled and am on a fixed income. Duke Energy and what they charge per kilowatt has skyrocketed, and with the temperatures increasing every year, it's causing financial hardship. Also DO AWAY WITH THE EXTRA RATE CHARGE OVER 1000 Kilwatts. SOMETHING NEEDS TO BE DONE. Thank you.

### IP Address

104.23.248.134

**User Agent**

Mozilla/5.0 (iPhone; CPU iPhone OS 18\_5\_0 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) CriOS/137.0.7151.79 Mobile/15E148 Safari/604.1

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## Nickalus Holmes

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**From:** M <delphidupont0@gmail.com>  
**Sent:** Friday, August 8, 2025 1:54 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.

Duke Energy needs to do something about their rates!! We live in Orlando and with the temperatures rising more and more year after year, our electricity bill is way too high compared to OUC! I am 100% totally and permanently disabled and only have Social Security Disability. My wife works for OCFR and their pay isn't even a living wage. Then to top it off, DUKE ENERGY charges more for any kilowatts over 1000. That's absurd and just another way to screw the customers!! We live in a 55+ community and us people are struggling to survive. SOMETHING NEDDS TO BE DONE!!

On Fri, Aug 8, 2025 at 12:41 PM Ellen Plendl <[EPlendi@psc.state.fl.us](mailto:EPlendi@psc.state.fl.us)> wrote:

Mr. Christopher Ohl  
[delphidupont0@gmail.com](mailto:delphidupont0@gmail.com)

Dear Mr. Ohl:

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 increase. 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.

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 (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.

You also expressed concern about tiered electric rates. DEF uses the 1,000 kWh breakpoint for setting residential rates. The breakpoint of 1,000 kWh was not chosen to represent the average usage in Florida. It was set to encourage customers at all usage levels to think carefully about their usage and the cost of producing the electricity they use. The first tier rate is lower than if residential rates were set at a flat rate for all usage. Thus, the tiered rate rewards customers who, through desire or need, keep a close watch on their usage to stay at or below the breakpoint. Raising the break point to something over 1,000 kWh would mean that both the first and second tier rates would have to increase for the utility to collect the approved amount of costs from residential customers. This would penalize those customers who do aggressively implement plans to reduce usage. This rate structure was approved by the FPSC.

We appreciate your comments and will add your correspondence to our records.

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)