

Nickalus Holmes

From: Ellen Plendl
Sent: Monday, August 18, 2025 2:14 PM
To: Consumer Correspondence
Subject: Docket No. 20240173
Attachments: FW: Duke Energy; FW: Light company; FW: Duke Energy Utilities Is Overcharging Florida Residents!

See attached customer correspondence for Docket No. 20240173.

Nickalus Holmes

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, August 18, 2025 1:51 PM
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: Patricia Brankert <noreply@flgov.com>
Sent: Sunday, August 17, 2025 9:44 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy

Submitted

Sun, 08/17/2025 - 09:44

Sender Information

Patricia Brankert
patriciabrankert@yahoo.com
4072872040

Subject

Duke Energy

Message

I live in Winter Garden. All of us are seeing our electric bills double. Usage up a little but not to enough to double our bills. We want to know what is going on? Some people are on fixed incomes and can't afford it! What has changed since last year? Someone called and was told we are paying for AI. I'm not a fan of this AI... I think it's evil allowing a program (programmed by a human) control my electric bill. We are entitled to a full explanation of the cause for this.

IP Address

172.68.245.177

User Agent

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/605.1.15 (KHTML, like Gecko)
Version/17.14 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.

Nickalus Holmes

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, August 18, 2025 9:00 AM
To: Ellen Plendl
Subject: FW: Light company

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Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Javier domenech <noreply@flgov.com>
Sent: Friday, August 15, 2025 2:02 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Light company

Submitted

Fri, 08/15/2025 - 14:02

Sender Information

Javier domenech
domenechjavier68@yahoo.com
4077804817

Subject

Light company

Message

Hello my name is Javier domenech I'm writing this because I live in Dundee Florida. My mother and I we live at 707 citrus av in Dundee fl we are disabled my mother had a stroke a few months ago my concern is that duke energy keep raising tariff and we are struggling on this issue and Im not the only one with this issue thank you and God Bless

IP Address

172.68.12.156

User Agent

Mozilla/5.0 (Linux; Android 10; K) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/139.0.0.0 Mobile Safari/537.36

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Nickalus Holmes

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, August 18, 2025 1:52 PM
To: Ellen Plendl
Subject: FW: Duke Energy Utilities Is Overcharging Florida Residents!
Attachments: gov-desantis-letter.docx

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: Vanessa Morgan <noreply@flgov.com>
Sent: Saturday, August 16, 2025 2:00 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy Utilities Is Overcharging Florida Residents!

Submitted
Sat, 08/16/2025 - 13:59

Sender Information
Vanessa Morgan
vanessaemorgan@gmail.com
4077392822

Subject
Duke Energy Utilities Is Overcharging Florida Residents!

Message
Governor DeSantis,

I am deeply concerned about Duke Energy's recent rate hikes, with bills rising \$20–40 a month to cover \$1.09B in storm costs. Many Floridians are now paying \$400–\$600 monthly, straining budgets already stretched by high living costs. My bill is averaging \$450 - \$500 per month for a 2300 sq foot home with brand new insulation, new windows & we keep the AC at 75°. Please consider stronger oversight & consumer relief measures to protect residents from these burdens.

Vanessa

IP Address

172.68.12.30

User Agent

Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/537.36 (KHTML, like Gecko)

Chrome/139.0.0.0 Safari/537.36

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.

Dear Governor DeSantis,

I hope this message finds you well. I'm writing to express grave concern on behalf of many Florida residents about recent increases in electricity bills tied to Duke Energy Florida. The timing and magnitude of these hikes are placing undue stress on families already grappling with high living costs.

According to a recent approval by the Florida Public Service Commission, Duke Energy and Tampa Electric were authorized to recover a combined **\$1.55 billion** from customers to offset storm-related expenses. Duke Energy alone will collect **\$1.09 billion** over 12 months, resulting in an approximate **\$22.62 increase** per month for a household using 1,000 kWh—though some reports note an increase closer to **\$31.18** before offsets [Solar United Neighbors+2Instagram+2WUSF+1](#).

These charges stem largely from hurricane recovery costs—specifically response efforts for storms like Debby, Helene, and Milton—as well as rebuilding critical infrastructure and mobilizing thousands of workers [Food & Water Watch+4Reuters+4Rigzone+4](#). While understandable, the impact is significant: one resident recounted seeing their bill rise to **around \$400 per month**, while another described a staggering increase from **\$180 to nearly \$600** in a single month this summer. [FOX 35 Orlando](#).

It's excruciating given that earlier this year, Duke Energy had issued a rate decrease—about **\$9.77 savings** for 1,000 kWh in January 2025—thanks to expiring storm and fuel recoveries. [Rigzone+8Duke Energy | News Center+8investors.duke-energy.com+8](#). Now, those savings are being replaced by sharp increases.

I understand the necessity of funding storm recovery and modernizing the electric grid to enhance Florida's resilience for the future. However, these added financial burdens require a meaningful policy response to protect consumers, whose budgets are already stretched thin. I respectfully urge your office to consider:

- Expanding or bolstering assistance programs like the Share the Light Fund, modified minimum-bill credits for low-income households, rate relief options, and time-of-use incentives that Duke currently offers [floridapolicy.org+3WUSF+3FOX 13 Tampa Bay+3investors.duke-energy.com+2Duke Energy | News Center+2](#).
- Reviewing opportunities for greater regulatory oversight or phasing of recovery costs to ease the per-month burden.
- Prioritizing investments in cleaner, more affordable energy technologies to reduce reliance on costly storm response in the long term.

Electricity is a vital service—central to keeping households safe, healthy, and productive. Rate increases of **\$20–40 per month** may not sound extraordinary, but for

many families, it's the difference between covering essentials or not [Food & Water WatchFOX 13 Tampa Bay](#).

Thank you for your leadership and for considering ways to address this challenge. I would appreciate any support you can provide in ensuring that all Floridians have fair and affordable access to electricity.

Sincerely,

Vanessa Morgan

Longwood, Florida Resident