

Antonia Hover

From: Shonna McCray
Sent: Wednesday, September 17, 2025 11:45 AM
To: Consumer Correspondence
Subject: FW: Urgent Concern: Duke Energy's Unjustified Electricity Rate Increases

Good morning,

Please add to Docket No. 20240173.

Thanks,
Shonna

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, September 16, 2025 2:43 PM
To: Shonna McCray <SMcCray@PSC.STATE.FL.US>
Subject: FW: Urgent Concern: Duke Energy's Unjustified Electricity Rate Increases

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: Kelli Gendek <kcbartlett@gmail.com>
Sent: Tuesday, September 16, 2025 10:21 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Urgent Concern: Duke Energy's Unjustified Electricity Rate Increases

Dear Governor DeSantis,

I am writing as a concerned Florida resident regarding the astronomical increases in electricity bills from Duke Energy. Many households, including mine, are being charged nearly double compared to this same time last year—even though our usage has remained the same.

When residents reach out to Duke Energy for answers, their primary “solution” is to suggest setting thermostats at 86 degrees. As you know, this is simply not a realistic or safe option in Florida’s extreme heat, particularly for families with children, the elderly, or individuals with health conditions.

What Duke Energy is doing feels unethical and like outright exploitation of Florida residents. Floridians have no choice in their utility provider, leaving us powerless while the company profits at our expense. This situation is creating financial strain for families across the state and is unacceptable.

I respectfully urge you and your administration to take immediate action to:

Investigate Duke Energy's rate hikes and billing practices.

Hold the utility accountable for price increases that cannot be justified by usage or market conditions.

Ensure fair, transparent, and reasonable energy costs for Florida residents.

Florida families are struggling, and energy is not a luxury—it is a necessity. We need your leadership to protect us from what feels like corporate robbery.

Thank you for your time and for addressing this urgent matter.

Sincerely,
Kelli Gendek
Winter Garden, FL
407-731-9361

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.