

Tristan Davis

From: John Plescow
Sent: Tuesday, October 14, 2025 11:09 AM
To: Consumer Correspondence; Consina Griffin-Greaux
Subject: FW: E-Form Other Complaints TRACKING NUMBER: 212806

Please, add to docket 20240173.

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

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> On Behalf Of Consumer Contact
Sent: Tuesday, October 14, 2025 9:29 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: FW: E-Form Other Complaints TRACKING NUMBER: 212806

John,
Please forward to clerk's office. 20240173 C'Griffin-Greaux

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Tuesday, October 14, 2025 7:44 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaints TRACKING NUMBER: 212806

CUSTOMER INFORMATION

Name: Deborah Bowie
Telephone: 3525758456
Email: debvbowie@gmail.com
Address: 1014 Quaker Ridge Court Oviedo FL 32765

BUSINESS INFORMATION

Business Account Name: Deborah Bowie
Account Number:
Address: 1014 Quaker Ridge Court Oviedo FL 32765

COMPLAINT INFORMATION

Complaint: Other Complaints against Duke Energy Florida, LLC d/b/a Duke Energy
Details:

Duke Energy filed rate changes with the Florida PSC in April 2024 and promoted bill reductions of about \$10/month for 1,000 kWh customers beginning in January 2025. However, starting in March 2025, Duke also filed for and implemented a \$21/1,000 kWh storm recovery surcharge. At no point did Duke clearly notify customers that these filings, combined with new tiered energy charges, would result in an effective 30–50% increase in per-kWh rates on individual bills. In my case, my effective rate rose from ~18¢/kWh in 2024 to ~21¢/kWh in 2025, despite reduced usage. This outcome contradicts Duke's public messaging of 'overall bill reductions' and has caused unsustainable monthly charges.