

**Antonia Hover**

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**From:** Ellen Plendl  
**Sent:** Monday, February 6, 2023 9:50 AM  
**To:** Consumer Correspondence  
**Subject:** Docket Nos. 20230001 & 20230020  
**Attachments:** Consumer Inquiry - Duke Energy Florida; Consumer Inquiry - Duke Energy Florida;  
Consumer Inquiry - Duke Energy Florida; Duke Energy price increase; Re Consumer  
Inquiry - Florida Power & Light Company; Duke Energy Bill; Rate raises ; Consumer  
Inquiry - Duke Energy Florida; FW Duke Complaints

See attached customer correspondence and replies for Docket Nos. 20230001 & 20230020

## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Monday, February 6, 2023 9:32 AM  
**To:** 'varmkl@hotmail.com'  
**Subject:** Consumer Inquiry - Duke Energy Florida

Ms. Randi Kaufman-Long  
varmkl@hotmail.com

RE: FPSC Inquiry 1415167C

Dear Ms. Kaufman-Long:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Duke Energy Florida (DEF). We appreciate the opportunity to respond directly to you.

We appreciate you sharing your views and will add your correspondence to the following dockets:

\* Docket 20230020 regarding DEF's petition for limited proceeding for recovery of incremental storm restoration costs related to Hurricanes Elsa, Eta, Isaias, Ian, Nicole, and Tropical Storm Fred.

\* Docket 20230001 regarding DEF middle course correction for fuel and purchased power cost recovery clause with generating performance incentive factor.

You may review all the information filed for Commission consideration in the above dockets by accessing the FPSC website at <http://www.floridapsc.com>. Under the Clerk's Office tab at the top of the page, click on Dockets. Type in each docket number. Click the Search button. Then select Document Filings Index for a list of all filings in the docket. This procedure allows you to view all of the information filed by the utility and other parties in the docket.

If you have questions or concerns, please contact me at 1-800-342-3552.

Sincerely,

Ellen Plendl  
Regulatory Consultant  
Florida Public Service Commission  
Office of Consumer Assistance & Outreach  
1-800-342-3552 (phone)  
1-800-511-0809 (fax)

## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Monday, February 6, 2023 9:20 AM  
**To:** 'melid517@gmail.com'  
**Subject:** Consumer Inquiry - Duke Energy Florida

Ms. Melissa Truitt  
melid517@gmail.com

RE: FPSC Inquiry 1415165C

Dear Ms. Truitt:

This is in response to your E-mail about Duke Energy Florida (DEF) to the Florida Public Service Commission (FPSC).

You expressed a concern about a recent increase in the fuel charge. The fuel charge recovers the actual cost to secure and process the fuel necessary to generate electricity. Fuel rates mirror rising and falling fuel costs as reflected in the international marketplace. Any revenue generated by the fuel charge pays fuel suppliers and transporters; utilities are not allowed to earn a profit on fuel costs. On your bill, fuel appears as a separate cents per kilowatt-hour charge.

Each year, utilities file their projected fuel costs for the upcoming calendar year. The FPSC, along with the Office of Public Counsel and other consumer representatives, closely examine the utilities' requested fuel costs. Public hearings are held to set the annual fuel factors. Since rates are set on projected costs, at the end of the year, the costs are "trued-up" or compared to the audited actual expenses incurred by the utility. Any over or under recovery from the utility's actual costs will be reflected in next year's costs. The fuel cost adjustment is recognized by state commissions, the Federal Energy Regulatory Commission, and is also used by most municipal electric utilities and rural electric cooperatives.

On December 6, 2022, the FPSC set the 2023 fuel charge for the customers of FPL after carefully considering testimony and evidence on its projected costs at a public hearing.

Below is a breakdown of DEF residential customer bills for 1,000 kilowatt-hours of electricity prior to January 2023, as well as bills effective January 2023.

**TOTAL MONTHLY BILL - RESIDENTIAL SERVICE - 1,000 KILOWATT HOURS**  
**January 2023**

<b><u>Present</u></b>	Duke Energy
<b><u>September - December 2022</u></b>	Florida
Base Rate Charges	\$80.91
Fuel and Purchased Power Cost Recovery Clause	\$44.69
Energy Conservation Cost Recovery Clause	\$2.83
Environmental Cost Recovery Clause	\$0.28
Capacity Cost Recovery Clause	\$11.81
Storm Damage Cost Surcharge	\$0.00
Storm Protection Plan Cost Recovery	\$3.00
Asset Securitization Charge	\$2.65
Transition Rider/Credit	N/A
Clean Energy Transition Mechanism	N/A
Gross Receipts Tax and Regulatory Assessment Fee	\$3.85

**Total** \$150.02

**Revised**

**January 2023**

	Duke Energy Florida
Base Rate Charges	\$81.46
Fuel and Purchased Power Cost Recovery Clause	\$59.61
Energy Conservation Cost Recovery Clause	\$3.20
Environmental Cost Recovery Clause	\$0.22
Capacity Cost Recovery Clause	\$13.28
Storm Damage Cost Surcharge	\$0.00
Storm Protection Plan Cost Recovery	\$4.14
Asset Securitization Charge	\$2.65
Transition Rider/Credit	N/A
Clean Energy Transition Mechanism	N/A
Gross Receipts Tax and Regulatory Assessment Fee	\$4.34

**Total** \$168.90

<b>Increase / (Decrease)</b>	Duke Energy Florida
Base Rate Charges	\$0.55
Fuel and Purchased Power Cost Recovery Clause	\$14.92
Energy Conservation Cost Recovery Clause	\$0.37
Environmental Cost Recovery Clause	-\$0.06
Capacity Cost Recovery Clause	\$1.47
Storm Damage Cost Surcharge	\$0.00
Storm Protection Plan Cost Recovery	\$1.14
Asset Securitization Charge	\$0.00
Transition Rider/Credit	N/A
Clean Energy Transition Mechanism	N/A
Gross Receipts Tax and Regulatory Assessment Fee	\$0.49

**Total** \$18.88

For Duke the Regulatory Assessment Fee has been removed from base rates and clauses and is included on bills with Gross Receipts Taxes, effective 2022.

Duke's 2023 base rates represents a weighted average; the December - February bill is \$89.39; the March - November bill is \$78.82.  $((\$89.39 \times 3) + (78.82 \times 9)) / 12 = \$81.46$

Natural gas prices and resulting costs experienced in 2022 exceeded the revenues collected from customers and resulted in a significant under recovery.

DEF has filed for a mid-course correction for fuel charges. Mid-course corrections are used by the Commission between annual fuel clause hearings whenever costs deviate from revenue by a significant margin. Cost recovery factors are usually effective for a period of 12 months. However, we require that if an investor-owned electric company's fuel or capacity cost recovery position is projected to exceed a specified range within the standard 12-month timeframe, then a filing and analysis into the continued reasonableness of the prevailing cost recovery factors must be performed. This requirement is codified by Rule 25- 6.0424, Florida Administrative Code (F.A.C.), and is commonly referred to as the "mid-course correction rule."

(Over or under collection is a credit or debit to the amount to be collected the next period (year). The total fuel factor may go up or down regardless of whether there was an over or under collection in the prior period.)

DEF has also filed a petition for limited proceeding for recovery of incremental storm restoration costs related to Hurricanes Elsa, Eta, Isaias, Ian, Nicole, and Tropical Storm Fred. We will also add your correspondence to Docket 20230020.

Thank you for your comments. They will be added to the correspondence filed in the Fuel Cost Recovery Clause Docket No. 20230001-EI. 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 Consultant  
Florida Public Service Commission  
Office of Consumer Assistance & Outreach  
1-800-342-3552 (phone)  
1-800-511-0809 (fax)

## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Monday, February 6, 2023 9:07 AM  
**To:** 'sherilorin@aol.com'  
**Subject:** Consumer Inquiry - Duke Energy Florida

Ms. Lauren Peterson  
sherilorin@aol.com

RE: FPSC Inquiry 1415159C

Dear Ms. Peterson:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Duke Energy Florida (DEF). We appreciate the opportunity to respond directly to you.

We appreciate you sharing your views and will add your correspondence to the following dockets:

\* Docket 20230020 regarding DEF's petition for limited proceeding for recovery of incremental storm restoration costs related to Hurricanes Elsa, Eta, Isaias, Ian, Nicole, and Tropical Storm Fred.

\* Docket 20230001 regarding DEF middle course correction for fuel and purchased power cost recovery clause with generating performance incentive factor.

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Sincerely,

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## Antonia Hover

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**From:** SHERI PETERSON <sherilorin@aol.com>  
**Sent:** Sunday, February 5, 2023 6:33 PM  
**To:** Ellen Plendl  
**Subject:** Duke Energy price increase

I find the electricity price increases burdensome and irresponsible. When consumers are fighting inflation and then having to put up with 100% increases in their electric bills, this is just taking advantage of people. Any increase should be coming out of the electric companies profit. Please forward this email to our elected representatives and electric companies. This abuse needs to end.

Regards,

Lauren peterson

## Antonia Hover

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**From:** Barb <pargab2@aol.com>  
**Sent:** Sunday, February 5, 2023 4:59 PM  
**To:** Ellen Plendl  
**Subject:** Re: Consumer Inquiry - Florida Power & Light Company

Thank for your response to my email. It is greatly appreciated, Ms. Plendl.

However, I think I may not have expressed myself clearly, so allow me to clear up any confusion.

I am not advocating for deregulating this industry, as I truly believe that could have disastrous results. My concern is that any funding of expensive television ads is a complete waste of money, regardless of who is providing those funds.

If the shareholders truly want to promote goodwill, it would do much more to make the consumers (everyone in the FPL service areas) feel better about FPL if they put those funds toward operational costs to keep rates more affordable. Every time I see one of those wasteful ads, it makes me angry. They are promoting themselves at our expense.

When I first moved to FL from Indiana 33 years ago, I was stunned by my first electric bill, with KWH rates >50% higher what we were used to. And, our power would go off for 5-20 minutes in the middle of a clear day, seemingly for no reason, almost once a week. I called their customer service to ask the reason, if there was a problem with our lines. The CSR curtly responded, "FPL does not guarantee continuity of service." Of course, service has improved greatly since then, but it still happens on occasion, and seriously interrupts working on the computer.

Believe me, I am not alone in my opinions, as many of my friends and neighbors agree. We feel like helpless victims to FPL and the legislature who seems to award FPL with whatever they request.

Barbara

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

From: Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
To: 'pargab2@aol.com' <pargab2@aol.com>  
Sent: Wed, Feb 1, 2023 7:43 am  
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Barbara Sangiao-Parga  
[pargab2@aol.com](mailto:pargab2@aol.com)

RE: FPSC Inquiry 1414798C

Dear Ms. Sangiao-Parga:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company (FPL) 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 FPL's proposed rate increase. We will add your comments to Docket No 20230017 regarding FPL's petition for limited proceeding for recovery of incremental storm restoration costs related to Hurricanes Ian and Nicole, by Florida.

You also expressed concern about television advertising. Advertising related to conservation and safety is deemed to be in the public interest and the related costs are allowed to be recovered from the ratepayers. However, advertising that is considered to be promotional, institutional or goodwill in nature is paid for by the shareholders and not allowed for the purpose of setting rates.



Finally, you expressed concern about competition in the electric industry in Florida. Florida is not a deregulated state. The Florida Public Service Commission cannot deregulate the electric industry. It would be up to the Florida Legislature to make changes in the Florida Statutes to deregulate the electric industry.

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 Consultant  
Florida Public Service Commission  
Office of Consumer Assistance & Outreach  
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1-800-511-0809 (fax)

## Antonia Hover

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**From:** Melissa Truitt <melid517@gmail.com>  
**Sent:** Sunday, February 5, 2023 10:34 AM  
**To:** Ellen Plendl  
**Subject:** Duke Energy Bill

Hi, Good Morning,

I am writing about the outrageous charges and raise increases that Duke energy keeps adding to bills. My bill this month has doubled from last year and I'm using less usage. Is there something that can be done? I know several people, neighbors who are experiencing the same thing. We need some sort of limit on what electric companies can do to paying customers. It doesn't seem fair and it is hurting our day to day living expenses.

Thank you, from a Florida resident of Apopka,  
Melissa Truitt  
6464002771

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Meliss Truitt 646-400-2771

## Antonia Hover

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**From:** Randi Kaufman-Long <varmkl@hotmail.com>  
**Sent:** Sunday, February 5, 2023 10:12 AM  
**To:** Ellen Plendl  
**Subject:** Rate raises

I am concerned about proposed rate raises ESPECIALLY when I see you all spend MY money on naming rights for stadiums like what you did in Raleigh! It's a slap in the face Randi Kaufman-Long, Apopka, FL Sent from my iPad

## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Friday, February 3, 2023 9:10 AM  
**To:** 'fialkamiller@gmail.com'  
**Cc:** Shonna McCray  
**Subject:** Consumer Inquiry - Duke Energy Florida

Ms. Janet Miller  
fialkamiller@gmail.com

RE: FPSC Inquiry 1415065C

Dear Ms. Miller:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Duke Energy Florida (DEF). We appreciate the opportunity to respond directly to you.

We appreciate you sharing your views and will add your correspondence to the following dockets:

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Ellen Plendl  
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1-800-511-0809 (fax)

## Antonia Hover

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**From:** Angie Calhoun  
**Sent:** Friday, February 3, 2023 8:52 AM  
**To:** Ellen Plendl  
**Cc:** Shonna McCray  
**Subject:** FW: Duke Complaints

Please handle.

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

**From:** Cindy Muir <CMuir@PSC.STATE.FL.US>  
**Sent:** Friday, February 3, 2023 8:42 AM  
**To:** Angie Calhoun <ACalhoun@PSC.STATE.FL.US>  
**Cc:** Sierra Partridge <SPartrid@psc.state.fl.us>; Kelly Thompson <KTHOMPSO@PSC.STATE.FL.US>  
**Subject:** FW: Duke Complaints

Good morning, Angie:

Please handle.

Thank you,  
Cindy

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

**From:** Janet Fialka-Miller <fialkamiller@gmail.com>  
**Sent:** Friday, February 3, 2023 7:57 AM  
**To:** PSC Media <PSCMedia@psc.state.fl.us>  
**Subject:** Duke Complaints

Hi, are you addressing the electric increases?

We would like no more increases in electric rates, and to please correct unfair business practice.

40% increase in our bill from same time last year. Last year we used heat and the bill was \$84. This year NO heat has been used and bill was \$120. This seems to be an unfair monopoly practice that i am sure you will want to stop, please adjust and do not allow more increases in rates. Thank you.

Janet Miller