

Antonia Hover

From: John Plescow
Sent: Wednesday, March 8, 2023 9:27 AM
To: Consumer Correspondence; Diane Hood
Subject: FW: Please review and advise

Please, add to docket 20230001.

From: Diane Hood <DHOOD@PSC.STATE.FL.US> **On Behalf Of** Consumer Contact
Sent: Tuesday, March 07, 2023 3:12 PM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: Please review and advise

File for docket 20230001? DHood

From: Scott Carroll <scarrollodi@yahoo.com>
Sent: Tuesday, March 07, 2023 11:45 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>; flaudgen@aud.state.fl.us
Subject: Fw: Managing higher energy bills

Duke Energy is full of Absolute CORRUPTION as our bills keep going up every month because they keep charging us more for electricity. Now they are stating that there will be an increase in April???

The Duke Energy Profits keep going up and we cannot buy electricity anywhere else so they and FPL have complete monopolies...

<https://www.macrotrends.net/stocks/charts/DUK/duke-energy/gross-profit>

----- Forwarded Message -----

From: Duke Energy <email@dukeenergyresidential.messages2.com>
To: "scarrollodi@yahoo.com" <scarrollodi@yahoo.com>
Sent: Tuesday, March 7, 2023 at 10:21:04 AM EST
Subject: Managing higher energy bills



A message from Melissa Seixas to our
Florida customers.

Dear Florida customers,

We understand that many of you continue to face increased financial pressure in all parts of your life. Across our country, household finances are being stretched thin by rising costs for goods and services, including the cost of electricity. At Duke Energy, we're committed to helping you through these challenging times, keeping your needs our priority.

To continue providing the safe, reliable, cleaner energy you deserve, the company recently filed with the Florida Public Service Commission an upward adjustment in residential electric bills for the recovery of rising fuel costs. If approved, the rate impact would begin with April 2023 billing.

The main factor driving these increases is the dramatically higher 2022 market price of fuel needed to run power plants. We do not profit from higher fuel costs; these costs are approved by the commission and passed directly to customers. [Watch our short video](#) to learn more.

We have been working on several fronts to help offset the effect of these unprecedentedly high fuel prices on customers' bills:

- Purchasing fuel at the best possible price and managing ongoing market volatility
- Pursuing a diverse fuel mix, including solar and other renewables, that decreases our dependence on high-priced fuels and lowers emissions

These efforts have and will continue to help our Florida customers. Fuel costs, as with any marketplace commodity, rise and fall over time. We have seen a recent downturn in fuel prices and customers will eventually see rate reductions if that trend continues. Despite this positive forecast, we understand that higher electric bills in 2023 remain an immediate concern, especially when combined with rising costs on so many other fronts. That is why we hope you will look into our many programs, tools and tips that can help you save energy and money, including:

Billing and Payment Programs

[Usage Alerts](#): Get midcycle billing alerts of current usage and your estimated final bill so you can adjust to help stay within budget.

[Budget Billing](#): Easily plan ahead with predictable monthly bills.

New Rates and Other Benefits

[Explore new ways](#) to help you reduce energy costs including reduced fees and flexible rates.

Free Home Assessment

[Find ways](#) to reduce your home's energy use, learn how to lower your bill and see if you qualify for rebates and free energy-saving products.

EnergyWise® Home

Save on your electric bill by getting up to \$141 in annual bill credits while helping your community reduce energy use during periods of high demand. [Find out if you are eligible.](#)

Customer Assistance

Some customers may qualify for [financial assistance](#) from various government and nonprofit programs for utility bills and other household expenses.

You can find more [on our website](#). If you have questions or need assistance, please reach out to us. We're here to help.

Melissa Seixas

Duke Energy Florida State President

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