CORRESPONDENCE 9/2/2025 DOCUMENT NO. 08619-2025

## **Antonia Hover**

From: Ellen Plendl

Sent: Tuesday, September 2, 2025 10:45 AM

**To:** Consumer Correspondence **Subject:** Docket No. 20240173

**Attachments:** FW: Power Bill is OUTRAGEOUS!

See attached customer correspondence for Docket No. 20240173.

#### **Antonia Hover**

From: Governor's Office of Citizen Services < EOGCitizenServices@eog.myflorida.com>

Sent: Tuesday, September 2, 2025 10:39 AM

To: Ellen Plendl

**Subject:** FW: Power Bill is OUTRAGEOUS!

**Attachments:** 69089120-d2e1-4f33-87f7-051ece3643cc.pdf

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: Kevin Beauchamp <noreply@flgov.com>

Sent: Friday, August 29, 2025 7:14 AM

To: GovernorRon.DeSantis@eog.myflorida.com

Subject: Power Bill is OUTRAGEOUS!

#### **Submitted**

Fri, 08/29/2025 - 07:13

#### **Sender Information**

Kevin Beauchamp <u>beau.beauchamp@gmail.com</u> 407-252-3563

#### Subject

Power Bill is OUTRAGEOUS!

#### Message

Hey Ron,

YOU HAVE TO DO SOMETHING ABOUT OUR POWER BILLS! My power bill is nearly \$800!! This is ROBBERY! I am not the only one complaining! This has to END NOW! People cannot afford to pay these outrageous bills! Power companies are just padding their pockets with our money. They know that doing business in FL means they have to make hurricane repairs. WE should not have to take on THEIR RISK!

Energy charges should be a flat rate, not tiered!

## K. Beauchamp, Apopka, FL

### **IP Address**

172.68.7.173

### **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.

# Your Energy Bill

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Service address

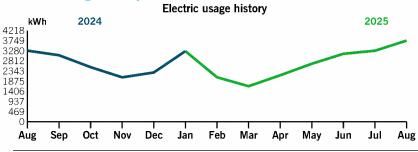
DONNA C CUNNINGHAM 1162 SAINT FRANCIS PL APOPKA FL 32712 Bill date Aug 27, 2025 For service Jul 26 - Aug 25 31 days

Account number 9100 7882 8151

# Billing summary

Previous Amount Due	\$682.53
Payment Received Aug 18	-682.53
Current Electric Charges	665.78
Taxes	116.68
Total Amount Due Sep 17	\$782.46

# Your usage snapshot



#### Average temperature in degrees

65 61	13	7.1	03	50	07	00	74	75	01	65	- 65
		Current	Month	Aug	2024	12-N	lonth U	sage	Avg Mo	onthly l	Jsage
Electric (kWh)		3,7	49	3,	284	3	31,862			2,655	
Avg. Daily (kW	/h)	12	1	1	.03		88				
12-month usage based on most recent history											

\$

Thank you for your payment.

Duke Energy Florida utilized fuel in the following proportions to generate your power: Coal 7.3%, Purchased Power 2.8%, Gas 82.9%, Oil 0.1%, Nuclear 0%, Solar 6.9% (For prior 12 months ending June 30, 2025).

With EnergyWise Home, saving on your monthly electric bill has never been easier. Get up to \$141 in annual bill credits by enrolling your qualifying appliances at duke-energy.com/save141

Please return this portion with your payment. Thank you for your business.

**DONNA C CUNNINGHAM** 

1162 SAINT FRANCIS PL

APOPKA FL 32712-2017



Duke Energy Return Mail PO Box 1090 Charlotte, NC 28201-1090 Account number 9100 7882 8151

**Mail your payment at least 7 days before the due date** or pay instantly at duke-energy.com/billing. Late payments are subject to a \$5.00 or 1.5%, late charge, whichever is greater.

Amount due

**\$782.46** by Sep 17

After Sep 17, the amount due will increase to \$794.20.

\$\_\_\_\_Add here, to help others with a

contribution to Share the Light

Amount enclosed

Duke Energy Payment Processing PO Box 1094 Charlotte, NC 28201-1094



## We're here for you

Report an emergency

Electric outage duke-energy.com/outages

duke-energy.com

800.700.8744

800.228.8485

Convenient ways to pay your bill

Online duke-energy.com/billing

Automatically from your bank account duke-energy.com/automatic-draft

Speedpay (fee applies) duke-energy.com/pay-now 800.700.8744

By mail payable to Duke Energy P.O. Box 1094

Charlotte, NC 28201-1094

In person duke-energy.com/location

Help managing your account (not applicable for all customers)

Register for free paperless billing duke-energy.com/paperless duke-energy.com/manage-home

Business duke-energy.com/manage-bus

General questions or concerns

Online duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.) 800.700.8744
Business: Mon - Fri (7 a.m. to 6 p.m.) 877.372.8477

For hearing impaired TDD/TTY 711

International 1.407.629.1010

Call before you dig

Call 800.432.4770 or 811

Check utility rates

Check rates and charges duke-energy.com/rates

**Correspond with Duke Energy** (not for payment)

P.O. Box 14042

St Petersburg, FL 33733

#### Important to know

#### Your next meter reading on or after: Sep 24

Please be sure we can safely access your meter. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

# Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. The due date on your bill applies to current charges only. Any unpaid, past due charges are not extended to the new due date and may result in disconnection.

# Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

#### When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

#### **Asset Securitization Charge**

A charge to recover cost associated with nuclear asset-recovery bonds. Duke Energy Florida is acting as the collection agent for Special Purpose Entity (SPE) until the bonds have been paid in full or legally discharged.

#### Medical Essential Program

Identifies customers who are dependent on continuously electric-powered medical equipment. The program does not automatically extend electric bill due dates, nor does it provide priority restoration. To learn more or find out if you qualify, call 800.700.8744 or visit duke-energy.com/home/billing/special-assistance/medically-essential.

#### **Special Needs Customers**

Florida Statutes offer a program for customers who need special assistance during emergency evacuations and sheltering. Customers with special needs may contact their local emergency management agency for registration and more information.

#### Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.700.8744.



# Your usage snapshot - Continued

Current electric usage for meter number 3717207					
Actual reading on Au	224054				
Previous reading on	- 220305				
Energy Used		3,749 kWh			
Billed kWh	3,749.000 kWh				



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

# **Billing details - Electric**

Billing Period - Jul 26 25 to Aug 25 25			
Meter - 3717207			
Customer Charge \$13.83			
Energy Charge			
1,000.000 kWh @ 12.219c 122.19			
Energy Charge			
2,749.000 kWh @ 12.959c	356.24		
Fuel Charge			
1,000.000 kWh @ 3.630c	36.30		
Fuel Charge			
2,749.000 kWh @ 4.700c 129.20			
Asset Securitization Charge			
3,749.000 kWh @ 0.214c	8.02		
Total Current Charges	\$665.78		

# **Billing details - Taxes**

Total Taxes	\$116.68
Municipal Utility Tax	61.20
Municipal Franchise Fee	37.81
Gross Receipts Tax	17.09
Regulatory Assessment Fee	\$0.58

Your current rate is Residential Service (RS-1).

For a complete listing of all Florida rates and riders, visit duke-energy.com/rates