

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
beau.beauchamp@gmail.com
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.

We're here for you

Report an emergency

Electric outage	duke-energy.com/outages 800.228.8485
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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
Home	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
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Check utility rates

Check rates and charges	duke-energy.com/rates
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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 Aug 25	224054
Previous reading on Jul 26	- 220305
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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
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Total Current Charges	\$665.78

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

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

Billing details - Taxes

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