

**Antonia Hover**

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**From:** Ellen Plendl  
**Sent:** Tuesday, September 2, 2025 1:09 PM  
**To:** Consumer Correspondence  
**Subject:** Docket No. 20240173  
**Attachments:** FW: Duke Energy Complaint; FW: Duke Energy: Energy Increases; FW: Duke Energy

See attached customer correspondence for Docket No. 20240173.

## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, September 2, 2025 12:38 PM  
**To:** Ellen Plendl  
**Subject:** FW: Duke Energy Complaint

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:** Koko Mihilas <kokocsm@aol.com>  
**Sent:** Saturday, August 30, 2025 3:21 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Duke Energy Complaint

Hello Gov. DeSantis.

My name is Conde Lawyer, I am retired live in Winter Park and have for many years with my husband who is also retired . I received my electric bill from Duke Energy today and was extremely upset and angry that it was over \$555.00 dollars. It has been climbing since the beginning of this year but has never been this ridiculous especially since we keep our thermostat set on 78 to keep the bills down. The same is happening with our neighbors and friends. If you call Duke energy all they want to do is send someone out to tell you replace the doors , windows and insulation. We did all of the following several years ago and it appears to have been a waste of money to us because if they are allowed to constantly raise their rates to pay for all the closed plants and solar farms they own we incurred an expense THEY recommended to us to prevent this. They also recommend the average monthly billing which in hind site is a trap. It also continues to go up every time they reassess and it is hard to get out of that payment plan without paying a lot of money (been there done that).

I know I am not the only one who feels like Duke Energy is screwing us. What can be done to fix this ambush against us? It is extremely unfair since our choices are pay the bill or they turn off the electricity. If you asked to make a partial payment they charge you interest. Why? I understand all their CEO's need to get richer but at our expense? Again not fair. I am not sure what you or our Florida government are able to do but I appreciate you hearing my complaint as I am pretty upset about this and I know I am not alone.

Thank you for your time being the BEST Governor Florida has ever had. My husband and I have supported you from day one and thank you for protecting and keeping us all safe here in Florida. Keep on keeping on!!

Sincerely,  
Conde Lawyer  
2934 De Brocy Way  
Winter Park, Fl 32792

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.

**Antonia Hover**

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, September 2, 2025 12:38 PM  
**To:** Ellen Plendl  
**Subject:** FW: Duke Energy: Energy Increases

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Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

**From:** Keith Burdette <noreply@flgov.com>  
**Sent:** Tuesday, September 2, 2025 9:02 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Duke Energy: Energy Increases

**Submitted**

Tue, 09/02/2025 - 09:02

**Sender Information**

Keith Burdette  
[k.burdette55@outlook.com](mailto:k.burdette55@outlook.com)  
8595376475

**Subject**

Duke Energy: Energy Increases

**Message**

Dear Governor - I'd like to first off say that I hold you and your work as our leader in great regard. Also, thank you for your service to our Country!

As part of the silent majority, I very seldom speak up on many issues. That said, the 30%+ increase our energy bills is outrageous. Duke Energy is passing on their costs from the storms to your citizens while their Sr. leadership (5 ppl) are collectively making \$50M a yr. That is unacceptable! PLEASE look into this and make some noise! My Best!

**IP Address**

172.69.132.170

**User Agent**

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/139.0.0.0  
Safari/537.36 Edg/139.0.0.0

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## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, September 2, 2025 12:39 PM  
**To:** Ellen Plendl  
**Subject:** FW: Duke Energy

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Thank you.

Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

**From:** Doug T <dougswub@gmail.com>  
**Sent:** Saturday, August 30, 2025 8:25 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Duke Energy

Good morning Governor DeSantis;

Has anyone noticed the numbers for Duke Energy?

Duke just posted a \$4 BILLION dollar PROFIT last year. This represented a significant 60.95% increase from the \$2.735 billion net income in 2023.

Now to top it off, they recently announced they are having a price increase of 30% to end consumers. How is this not a monopoly? Customers can not switch companies. I am all about companies making big profits, but with that kind of net income AND raising prices...seems bit excessive.

Just FYI.

Sincerely,  
Doug Thornton

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