

Antonia Hover

From: Ellen Plendl
Sent: Wednesday, September 3, 2025 11:21 AM
To: Consumer Correspondence
Subject: Docket No. 20240173
Attachments: Re: Consumer Inquiry - Duke Energy Florida

See attached customer correspondence for Docket No. 20240173.

Antonia Hover

From: Doug T <dougswub@gmail.com>
Sent: Wednesday, September 3, 2025 11:15 AM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Duke Energy Florida

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Hello Ellen,

wow...that is a large response. Thank you for getting back to me.

So according to the Florida Regulatory Authority, DEF can make \$4 billion in profit (that's after all expenses, upgrades to infrastructure, hurricane repair, solar expansions, reconnect costs,etc) and STILL raise energy rates by 30%? If I could switch to another power company, that question becomes moot. However, since myself and all my neighbors can not, that makes it a monopoly. Then we have to ask our state regulatory that question....4 billion profit, 63% increase over previous years profit and still allowed to have a large price increase? It seems excessive. Listing all that they are doing still does not take away 2 major points: \$4 billion net income and 30% increase.

Thank you for your time.
Doug Thornton

On Tue, Sep 2, 2025 at 1:32 PM Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

Mr. Doug Thornton
dougswub@gmail.com

Dear Mr. Thornton:

The Governor's office forwarded a copy of your email regarding Duke Energy Florida (DEF) 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 DEF's rate increases. On August 21, 2024, the FPSC approved a Settlement Agreement (Settlement) for DEF, effective January 2025-December 2027. In addition to providing rate stability, the Settlement increases clean solar energy production and assists vulnerable customers during extreme weather conditions.

Over the Settlement term, DEF will increase base rates by \$203 million in 2025 and \$59 million in 2026, for a cumulative rate increase of \$262 million. DEF's Return on Equity is set at 9.3 percent-11.3 percent, with a midpoint of 10.3 percent. Solar base rate adjustments (SoBRAs) are allowed as 12 new solar facilities, totaling 900 MW, come online.

Customers will also receive relief from reconnect fees after disconnection for non-payment through the Settlement term, as well as relief from being disconnected for non-payment when the actual temperature is 95

degrees or higher, or when the heat index is 105 degrees or higher. To benefit customers, DEF will increase its participation goal for the Neighborhood Energy Saver program by 10 percent and increase smart thermostat installations from 10 percent to 40 percent.

DEF's residential EV off-peak charging load management program will continue with modifications, and the utility will add a make ready credit EV program for use with public chargers, as part of the Settlement. DEF will continue to own and operate its Direct Current Fast Charge and level 2 charging stations.

Parties joining the Settlement, in addition to DEF and the Office of Public Counsel, representing customers, include Florida Retail Federation, Florida Industrial Power User's Group, Nucor Steel Florida, Inc., and White Springs Agricultural Chemicals, Inc. Other parties to DEF's rate case do not oppose the Settlement or took no position.

DEF's also petitioned for recovery of incremental storm restoration costs related to Hurricanes Debby, Helene and Milton.

On February 4, 2025, the FPSC approved interim storm restoration recovery costs related to Hurricanes Debby, Helene, and Milton for DEF. The Commission also approved the utility's requests to replenish its storm reserve.

The approval of an interim storm restoration charge is preliminary in nature and is subject to refund, with interest, pending further Commission review once final audited costs are known. Final costs will be determined following a future Commission hearing.

DEF's approved interim recovery is \$1.09 billion and meets the provisions of its 2024 Settlement Agreement. The monthly bill impact per 1,000 kWh for a DEF residential customer is \$32.40. The surcharge will appear on a customer's bill for 12 months, beginning March 2025-February 2026.

We appreciate your comments and will add your correspondence to our records as a protest for Docket Nos. 20240025 and 20240173.

You may review all the information filed with the FPSC by accessing our website at <http://www.floridapsc.com>. Tap on the section for Clerk's Office, then Dockets and type in Docket No. 20240025 or 20250173 (just the number). Once you reach the Docket of interest, tap on Document Filings Index to view all the information filed by the utilities and other parties in this Docket.

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 Analyst
Florida Public Service Commission
Office of Consumer Assistance
1-800-342-3552 (phone)
1-800-511-0809 (fax)