

Antonia Hover

From: Ellen Plendl
Sent: Friday, September 5, 2025 4:24 PM
To: Consumer Correspondence
Subject: Docket No. 20240173
Attachments: FW: Duke Energy; FW: Duke Energy; FW: Duke Energy charges

See attached customer correspondence for Docket No. 20240173.

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, September 5, 2025 4:04 PM
To: Ellen Plendl
Subject: FW: Duke Energy

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: Mike Walker <noreply@flgov.com>
Sent: Friday, September 5, 2025 9:49 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy

Submitted
Fri, 09/05/2025 - 09:49

Sender Information
Mike Walker
micheal.walker36@yahoo.com
4077181624

Subject
Duke Energy

Message

Thank you for the great work you have done and continue to do for our state.
Please look into the growing electric costs in our state. Specifically Duke Energy. There has been a growing outpouring of concern myself included over the sudden skyrocketing cost of electric cost. We don't have the ability to shop for power which I feel needs to be addressed but at minimum an overlook of the growing costs is getting too much for us
Thank you!

IP Address
172.70.82.53

User Agent

Mozilla/5.0 (iPhone; CPU iPhone OS 18_6_2 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/18.6 Mobile/15E148 Safari/604.1

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

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, September 5, 2025 4:04 PM
To: Ellen Plendl
Subject: FW: Duke Energy

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: Michele Kaufman <noreply@flgov.com>
Sent: Friday, September 5, 2025 9:16 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy

Submitted

Fri, 09/05/2025 - 09:15

Sender Information

Michele Kaufman
ladywolf814@gmail.com
7273851485

Subject

Duke Energy

Message

Can you address the rise of energy costs for captured customers of Duke Energy? For the 1st time in 15 years in the same house, my bill was \$454, last month was \$400. Never have I paid this much! It's not fair that Duke has a monopoly & gets to continually raise rates on customers. Floridians are struggling with the cost of groceries, gas, medical insurance & rising utility bills. I made my home energy efficient & instead of my bill lowering, its higher than ever. Please investigate & audit Duke

IP Address

172.70.254.194

User Agent

Mozilla/5.0 (Linux; Android 10; K) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/139.0.0.0 Mobile 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.

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, September 5, 2025 4:05 PM
To: Ellen Plendl
Subject: FW: Duke Energy charges

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: Rubens Onofrio <rubensonofrio@gmail.com>
Sent: Thursday, September 4, 2025 4:21 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Duke Energy charges

Date: September 4, 2025

The Honorable Ron DeSantis

Dear Governor DeSantis,

I am a retired Florida resident, living modestly with my wife in Ocoee. Despite stable energy usage, our Duke Energy bill continues to rise each month. Most recently, our August 2025 bill totaled **\$443.82**, which represents over **33% of my fixed retirement income**. This is creating a severe financial strain.

I respectfully ask whether your office can review and address potentially abusive billing practices by Duke Energy. Are there any measures—regulatory, investigative, or assistance programs—that your office can initiate or strengthen to assist vulnerable residents like myself?

Thank you for your service to Florida. I hope you will consider the impact of escalating utility costs on senior citizens and other fixed-income households.

Respectfully,
Rubens Onofrio Jr

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.