

**Antonia Hover**

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**From:** Ellen Plendl  
**Sent:** Friday, November 21, 2025 9:47 AM  
**To:** Consumer Correspondence  
**Subject:** Docket No 20250011  
**Attachments:** Re: Consumer Inquiry - Duke Energy Florida ; FW: fpl rate hike; FW: FPL rate increase;  
FW: Florida power and light increase; FW: FPL; FW: Florida power and light (FPL) rate  
increase; FW: Fpl

See attached customer correspondence for Docket 20250011.

Antonia Hover

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**From:** Mark Tattershall <tattershallmark@aol.com>  
**Sent:** Friday, November 21, 2025 7:18 AM  
**To:** Ellen Plendl; governorrn.desantis@eog.myflorida.com  
**Subject:** Re: Consumer Inquiry - Duke Energy Florida

7:11

◀ Mail



Ask, request, report anyt...



AA



Florida

# Florida Approves Utility's Multi-Billion Rate Hike: Largest In U.S History Leaves Customers Reeling

16 hrs ago



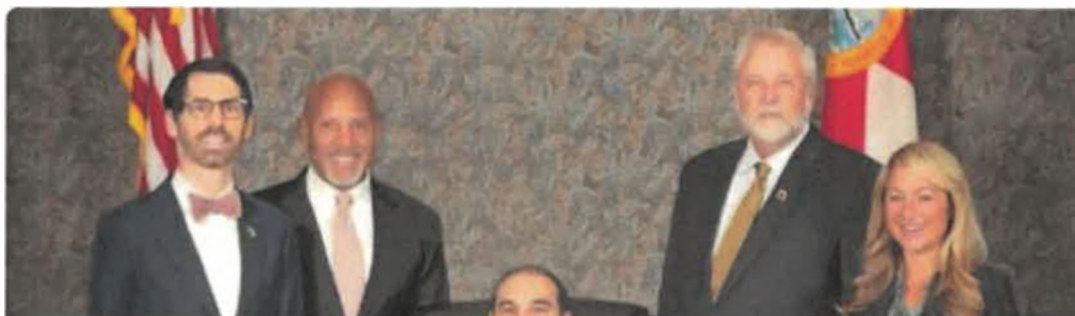
**Edmond Thorne**

🔗 user • @edmondtho\_eff47 • 21.7K followers

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**Writer**



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Sent from my iPhone

> On Aug 8, 2025, at 12:43 PM, Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

>

> The Tattershall Family

> tattershallmark@aol.com

>

> Dear Tattershall Family:

>

> 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.

>

> You may review all the information filed with the FPSC by accessing our website at

[https://linkprotect.cudasvc.com/url?u=http%3a%2f%2fwww.floridapsc.com&c=E,1\\_TzdTLy7oIPHUpuhDbopavmhLGPhIL\\_8fBDgT11Go2LiCZY7\\_6e280Qosf\\_x4NLHbu4n1M2ngZ2CsCSi11bWeO0WsPLMNlo7EYq4fl6&typo=1](https://linkprotect.cudasvc.com/url?u=http%3a%2f%2fwww.floridapsc.com&c=E,1_TzdTLy7oIPHUpuhDbopavmhLGPhIL_8fBDgT11Go2LiCZY7_6e280Qosf_x4NLHbu4n1M2ngZ2CsCSi11bWeO0WsPLMNlo7EYq4fl6&typo=1) 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.

>

> We are happy to facilitate an energy audit, which will provide you with an analysis of the energy use and appliances at your residence, and recommendations to minimize the usage. Home energy audits are available to DEF customers at no charge.

>  
> To assist you, please provide us with the following:  
>  
> \* Your full name  
> \* Your service address  
> \* Your mailing address  
> \* Your service telephone number  
> \* Your daytime contact telephone number  
> \* The name in which your electric bill is addressed  
>  
> You may respond by return e-mail or by calling me at 1-800-342-3552. I will look forward to hearing from you.  
>  
> Sincerely,  
>  
>  
> Ellen Plendl  
> Regulatory Analyst  
> Florida Public Service Commission  
> Office of Consumer Assistance & Outreach  
> 1-800-342-3552 (phone)  
> 1-800-511-0809 (fax)  
>

## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Friday, November 21, 2025 9:27 AM  
**To:** Ellen Plendl  
**Subject:** FW: fpl rate hike

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:** steve wainscott <noreply@flgov.com>  
**Sent:** Friday, November 21, 2025 5:02 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** fpl rate hike

**Submitted**  
Fri, 11/21/2025 - 05:02

**Sender Information**  
steve wainscott  
[steveson@att.net](mailto:steveson@att.net)  
561964968

**Subject**  
fpl rate hike

### Message

governor, it is inconceivable that fpl's rate hike went through. the public service commission needs to be removed to a person. one said well it isn't what we want but it is before us. are you insane? it is government corruption at it's worst. nothing absolutely nothing warranted an increase in power rates. this stinks to high heaven and the entire state knows it. shame on you, shame on the psc and shame on fpl. this is why people hate government. an absolute sham.

**IP Address**  
172.69.132.142

**User Agent**  
Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:145.0) Gecko/20100101 Firefox/145.0

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>  
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Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

**From:** Cheyenne McCarty <cheymccarty03@gmail.com>  
**Sent:** Thursday, November 20, 2025 11:20 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com; Commissioner.LaRosa@psc.state.fl.us;  
Commissioner.Fay@psc.state.fl.us; Commissioner.Graham@psc.state.fl.us; Commissioner.Clark@psc.state.fl.us;  
Commissioner.Passidomo.Smith@psc.state.fl.us  
**Subject:** FPL rate increase

Good Evening,

I am a resident of the Gulf Coast, and I am writing to express my deep concern regarding the proposed rate increases for FPL. According to recent reports from WEAR, the example provided for current residential bills is listed between \$134.14 and \$136.64, with an anticipated additional increase of \$2.50 per month, approximately 2%. However, these figures do not reflect the reality many of us are facing. Very few residents are seeing bills within this range; instead, many households in our community are receiving substantially higher bills, some of which are already difficult or impossible to pay.

In today's economic climate, an electric bill is just one of many essential, non-optional expenses that families must manage. Households are already stretched thin by rising costs in nearly every category such as mortgages, rent, groceries, insurance, water, trash services, childcare, healthcare, and transportation. Inflation may be slowing in some sectors, but utilities continue to rise at a pace that outstrips wage growth, leaving middle-class families like mine struggling to maintain stability. Many residents are now forced to pay their electric bills in partial installments (while paying in partial is still very hard) because paying in full has become increasingly unmanageable.

I recognize that utilities experience fluctuations in fuel costs, infrastructure demands, and grid modernization expenses. However, there must be a reasonable balance between operational needs and consumer affordability. The frequency and magnitude of these rate increases appear disproportionate to the economic capacity of the

communities FPL serves. Continuous upward adjustments especially during a period when families are already dealing with higher living costs create a compounding burden that is simply unsustainable.

An additional concern is the lack of competitive alternatives for electricity in our area. As you know, a monopoly structure removes the natural price discipline that comes from market competition. When consumers have no ability to choose another provider, they are entirely dependent on regulatory oversight to ensure that rates remain fair, justified, and tied to genuine operational necessity rather than convenience or profit margin protection. This makes your oversight and decision-making on rate cases critically important for safeguarding the financial well-being of everyday Floridians.

I respectfully ask that you thoroughly evaluate the true impact these proposed increases will have on lower and middle class residents. While these changes may not significantly affect higher-income residents, they will have substantial consequences for the thousands of families who are already balancing tight budgets. For many, even a “small” increase becomes a destabilizing one when layered on top of rates that are already outrageous.

I urge you to advocate for a comprehensive review of FPL’s cost structure, explore every possible method of minimizing the impact on consumers, and consider the broader economic context in which these increases are being requested. Affordable, reliable electricity is a fundamental necessity not a luxury and policy decisions should reflect that reality.

- Cheyenne McCarty

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## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Friday, November 21, 2025 9:28 AM  
**To:** Ellen Plendl  
**Subject:** FW: Florida power and light increase

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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:** Miriam Lopez <noreply@flgov.com>  
**Sent:** Thursday, November 20, 2025 9:50 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Florida power and light increase

**Submitted**  
Thu, 11/20/2025 - 21:49

**Sender Information**  
Miriam Lopez  
[mlalwaysblue@aol.com](mailto:mlalwaysblue@aol.com)  
3058151234

**Subject**  
Florida power and light increase

### Message

I find it completely disrespectful and unacceptable that you have signed off on the highest increase for Florida power and light to its consumers. This is an abuse of the citizens here as FPL is a conglomerate org and is a monopoly. We have no other option but to be serviced by FPL because the electricity market is regulated to only in Miami Dade County. They are exploiting their customers, have stupid methodologies as it relates to requiring deposits and your decision was not thought out!

**IP Address**  
172.70.255.9

**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

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## Antonia Hover

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Friday, November 21, 2025 9:28 AM  
**To:** Ellen Plendl  
**Subject:** FW: FPL

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Thank you.

Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

-----Original Message-----

From: Jennifer Joherl <jenjoherl@me.com>  
Sent: Thursday, November 20, 2025 7:43 PM  
To: GovernorRon.DeSantis@eog.myflorida.com  
Subject: FPL

You have got to be kidding me!!! We already have a 500 bill a month for FPL!!! The prices are outrageous and you are raising them! They should be lower!! What is wrong with you? Clearly you DO NOT care about the people of Florida!

Jennifer Joherl  
North Port, FL

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## Antonia Hover

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Friday, November 21, 2025 9:28 AM  
**To:** Ellen Plendl  
**Subject:** FW: Florida power and light (FPL) rate increase

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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:** Gerald Lemons <noreply@flgov.com>  
**Sent:** Thursday, November 20, 2025 6:19 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Florida power and light (FPL) rate increase

**Submitted**  
Thu, 11/20/2025 - 18:19

**Sender Information**  
Gerald Lemons  
[gerald7652@live.com](mailto:gerald7652@live.com)  
8508306492

**Subject**  
Florida power and light (FPL) rate increase

### Message

FPL already increased rates significantly since they took over all of florida from gulf power. These rate increases hurt average working class families while wealthy owners get richer! FPL already has a monopoly and we don't have another company to compete with rates so are forced to take it and it is not acceptable. High insurance rates, power bills etc keep the working class poor. It is not acceptable allowing these constant living expenses increasing!!! At what point do we get a break?!!!

**IP Address**  
172.68.244.189

**User Agent**

Mozilla/5.0 (iPhone; CPU iPhone OS 18\_7 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/26.1 Mobile/15E148 Safari/604.1

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## Antonia Hover

---

**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Friday, November 21, 2025 9:29 AM  
**To:** Ellen Plendl  
**Subject:** FW: Fpl

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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:** Joey <noreply@flgov.com>  
**Sent:** Thursday, November 20, 2025 5:46 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Fpl

**Submitted**  
Thu, 11/20/2025 - 17:46

**Sender Information**  
Joey  
[mr.vanarsdale@outlook.com](mailto:mr.vanarsdale@outlook.com)  
5403889390

**Subject**  
Fpl

### Message

How could you allow this FPL increase?!? I live in North Port and my taxes are already outrageous, and now this? I'm 31 years old and I have a family to take care of and you just allowed it to become more difficult. I'm the type of person you should be protecting. You should be ashamed of yourself.

**IP Address**  
172.70.55.224

**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

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