

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, September 12, 2023 10:39 AM
To: Consumer Correspondence
Subject: Docket Nos. 20230001 & 20230020
Attachments: eric-hoyt-reponse-letter0911.pdf; FW: Duke Energy - Cypress Park Estates Complaint;
E-Form Improper Billing TRACKING NUMBER: 192426

See attached customer correspondence and replies for Docket Nos. 20230001 & 20230020

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STATE OF FLORIDA



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

September 12, 2023

Mr. Eric Hoyt
1229 Tupelo Trail
Haines City, FL 33844

RE: FPSC Inquiry 1423992E

Dear Mr. Hoyt:

This is in response to your inquiry with the Florida Public Service Commission (FPSC) regarding Duke Energy Florida (DEF).

You expressed a concern with high electric bills. Rule 25-6.052, Florida Administrative Code (F.A.C.), requires electric meters to register a weighted average accuracy rating of between 98 percent and 102 percent. If a meter is found to register more than the maximum allowed, the utility is required to credit the customer's bill. We have learned from the company that on July 6, 2023, a DEF meter technician tested meter number 8322895 at your residence. The meter test indicated a weighted average of 100.18 percent, which was within the limits set by the F.A.C. Neither the FPSC nor DEF can tell you exactly how the energy was used, only that it registered on an accurately working meter. In order to adjust a bill, there needs to be conclusive proof that the meter malfunctioned or that the company applied improper rates.

DEF established an account in your name on April 14, 2023 at 1229 Tupelo Trail, Haines City, Florida. Month to same month comparison is not available because your account has been active for less than a year. In reviewing 2023, your consumption increased each month over the previous month from May forward, with a significant peak in August, as follows:

Month	2023 Kilowatt Hours
May	1,579
June	2,208
July	2,333
August	2,908

On July 11, 2023, DEF conducted an energy audit at your home. The auditor recommended that an area of the master bedroom would benefit from the addition of insulation. It is my understanding you set your thermostats at 75 degrees. DEF recommends a thermostat setting of 78 degrees for cooling and 68 degrees for heating. You may contact Ms. Carla Campos, DEF Associate Consumer Affairs Specialist, at 407-268-8640, to discuss further billing

Mr. Eric Hoyt
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concerns. I have enclosed a brochure, "*Conserve Your World*," which offers some recommendations on ways to minimize your electric consumption.

You also expressed concern that another electric provider in Polk County has lower rates than DEF. The FPSC sets the rates for investor-owned electric companies in Florida, including DEF, Florida Power & Light Company, Tampa Electric Company, and Florida Public Utilities. The FPSC does not have rules about service or billing provided by municipalities, such as Lakeland Electric. Florida is not a deregulated state. The Florida Public Service Commission cannot deregulate the electric industry. It would be up to the Florida Legislature to make changes in the Florida Statutes to deregulate the electric industry.

With respect to recent increases, on March 7, 2023, the FPSC approved a mid-course correction to the fuel factors and granted preliminary interim storm restoration charge for DEF.

The adjusted fuel factors reflect unrecovered fuel costs incurred in 2022. The interim storm restoration recovery charges are costs associated with named storms and will replenish each utility's storm reserve fund. Interim storm restoration charges are approved for a 12-month recovery period and are subject to refund, with interest, pending further review once the total actual costs are known for each utility.

Utilities do not earn a profit on fuel charges. The fuel and capacity cost component of customers' bills is set for each calendar year, but mid-course corrections are used when a utility's costs increase or decrease significantly in the interim. Under Commission rules, a utility must notify the PSC when it expects an under- or over-recovery greater than 10 percent.

DEF's approved charges include the new fuel factor to be recovered over 21 months and the preliminary approval for recovery of \$442.1 million in interim storm restoration costs for Hurricanes Elsa, Eta, Ian, Isaias, and Nicole, and Tropical Storm Fred.

We appreciate you sharing your views and will add your correspondence to both Dockets 20230001 and 20230020 regarding the mid-course correction and the storm restoration recovery, respectively.

It appears that the company has not violated Florida Administrative Code Rules or its tariff. Therefore, the FPSC cannot compel the company to issue credit adjustment.

If you have any questions or concerns please call me by September 27, 2023; otherwise, we will consider the matter resolved. You may reach me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,



Ellen Plendl
Regulatory Analyst IV
Office of Consumer Assistance & Outreach

Enclosure

Antonia Hover

From: Diane Hood on behalf of Consumer Contact
Sent: Tuesday, September 12, 2023 10:38 AM
To: Ellen Plendl
Subject: FW: Duke Energy - Cypress Park Estates Complaint

From: Eric Hoyt <eric.hoyt1989@gmail.com>
Sent: Friday, June 23, 2023 11:01 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: Duke Energy - Cypress Park Estates Complaint

To whom it may concern,

I have an entire community that is serviced by Duke Energy in Haines City Florida called Cypress Park Estates which continues to have major issues with the power company. Not only is Duke Energy scalping prices compared to other power companies in the area (they are charging 15 cents per kw >1000kw compared to Lakeland Electric at 5 cents) they also do not have a sound infrastructure. The slightest wind or rain storm knocks power out, constant flickering, and outages almost every single week should not be permitted especially when the services are 3 times more than another power company within the same county serving a population of 29,070 compared to Lakeland Electric serving a population of 115,425!

I have inquired to Duke Energy what the constant issues are and all they say is "inclement weather" but we live in Florida for goodness sake, have powerlines underground in our community, and a LARGE POWER COMPANY like Duke Energy should have regulations/building codes to allow it to withstand that. Surely houses and infrastructure have codes in Florida, why isn't Duke Energy submitted to providing a consistent service especially for charging 3 times as much!

I also inquired to the local community in Cypress Park Estates and every home owner has had this issue since they moved in, some even over 2 years ago. This should not be legal to allow this company to keep scalping its customers with no accountability. Link to the inquiry is here
(https://nextdoor.com/p/mRWMrYhnSYSY?utm_source=share&extras=MjIzNzMwMzM%3D)

Please let me know what more information you need. My contact number is 863-608-3508.

Eric Hoyt

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Monday, September 11, 2023 7:57 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 192426

CUSTOMER INFORMATION

Name: Eric Hoyt
Telephone: 8636083508
Email: Eric.hoyt1989@gmail.com
Address: 1229 Tupelo Tr Haines City FL 33844

BUSINESS INFORMATION

Business Account Name: Eric Hoyt
Account Number: 910142648487
Address: 1229 Tupelo Tr Haines City FL 33844

COMPLAINT INFORMATION

Complaint: Improper Billing against Duke Energy Florida, LLC d/b/a Duke Energy
Details:

Duke Energy is charging double what other Polk county electric company is charging. For roughly the same usage Duke is charging TWICE the energy cost and services only 29000 people in this city whereas Lakeland Electric services 129000. This price gouging shouldn't be legal! I have two bills showing the difference in costs. Then Duke sends this "your electric bill averages \$XX.XX" BUT then we are hit with DOUBLE the fuel charges so that "estimated" electric bill is a LIE!