

**Antonia Hover**

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**From:** Ellen Plendl  
**Sent:** Friday, October 3, 2025 7:41 AM  
**To:** Consumer Correspondence  
**Subject:** Docket No. 20240173  
**Attachments:** Re: Consumer Inquiry - Duke Energy Florida; FW: Consumer Inquiry 1485921C - Duke Energy Florida; Constituent Assistance: Stephanie Mendez 10/2/2025

See attached customer correspondence for Docket No. 20240173.

## Antonia Hover

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**From:** Linda Barogianis <lbarog101@gmail.com>  
**Sent:** Tuesday, September 30, 2025 8:11 PM  
**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.

So basically, we are screwed. There is no help for the people who's pay does not match all these increases. Don't forget, the auto insurance and home insurance has risen well beyond any raises that I received but your company's stock is worth well more than deserved. At least you can do is give us a break. I am paying over 400 a mth for all these increases. So basically I work for your company and all the other companies who need these big increases. I guess I am never going to take a vacation again or buy a steak. Glad you're doing great and your company.

On Tue, Sep 30, 2025 at 8:17 AM Ellen Plendl <[EPlendl@psc.state.fl.us](mailto:EPlendl@psc.state.fl.us)> wrote:  
Ms. Linda Barogianis  
[LBAROG101@GMAIL.COM](mailto:LBAROG101@GMAIL.COM)

Dear Ms. Barogianis:

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.

You also requested a choice of electric providers. Florida's investor-owned electric and natural gas utilities operate under a state-regulated structure, established and reinforced by state laws-primarily Chapter 366, Florida Statutes, which governs public utilities. As a regulatory agency the FPSC cannot deregulate the electric industry. Electric competition would require changes to the Florida Statutes governing electric service.

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)

## Antonia Hover

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**From:** Shonna McCray  
**Sent:** Friday, October 3, 2025 7:27 AM  
**To:** Ellen Plendl  
**Subject:** FW: Consumer Inquiry 1485921C - Duke Energy Florida

Good morning Ellen,

Please add to file.

**From:** Stephanie Mendez <bxlatina626@gmail.com>  
**Sent:** Thursday, October 2, 2025 6:19 PM  
**To:** Shonna McCray <SMcCray@PSC.STATE.FL.US>  
**Subject:** Re: Consumer Inquiry 1485921C - Duke Energy Florida

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

Thank you for your quick response. So basically Duke Energy got sued and we have to pay the price? No advance notice or anything? This is unjust and the prices soared. Its not just a slight increase. What can we do about this?

On Thu, Oct 2, 2025, 12:59 PM Shonna McCray <[SMcCray@psc.state.fl.us](mailto:SMcCray@psc.state.fl.us)> wrote:

Ms. Stephanie Mendez  
[Bxlatina626@gmail.com](mailto:Bxlatina626@gmail.com)

RE: FPSC Inquiry 1485921C

Dear Ms. Mendez:

Florida State Representative Josie Tomkow'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.

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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.

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We appreciate your comments and will add your correspondence to Docket Nos. 20240025 and 20240173.

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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:

- \* The name in which your electric bill is addressed

Finally, you requested a choice of electric providers. Florida's investor-owned electric and natural gas utilities operate under a state-regulated structure, established and reinforced by state laws—primarily Chapter 366, Florida Statutes, which governs public utilities. As a regulatory agency the FPSC cannot deregulate the electric industry. Electric competition would require changes to the Florida Statutes governing electric service.

You may respond by return e-mail or by calling Ms. Ellen Plendl at 1-800-342-3552. I will look forward to hearing from you.

Sincerely,

Shonna McCray  
Regulatory Program Administrator  
Florida Public Service Commission

## Antonia Hover

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**From:** Bryant, Robyn <Robyn.Bryant@FLHouse.gov>  
**Sent:** Thursday, October 2, 2025 11:45 AM  
**To:** Ellen Plendl  
**Subject:** Constituent Assistance: Stephanie Mendez 10/2/2025

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

Ellen,

We have another constituent that needs assistance, Stephanie Mendez. Would you be able to assist? Thank you.

*Stephanie Mendez*  
120 Heather Lynn Drive  
Davenport, FL 33897  
(407) 923-0285  
[Bxlatina626@gmail.com](mailto:Bxlatina626@gmail.com)

Kind regards,

*Robyn W. Bryant*  
District Assistant  
Rep. Josie Tomkow  
District 51  
209 Palmetto Street  
Auburndale, FL 33823  
(863) 656-8520

Disclaimer: In accordance with Florida's Public Records Law (Chapter 119, Florida Statutes), Article I, Section 24 of the Florida Constitution, and Section 11.0431, Florida Statutes, all correspondence with this office is considered a public record and may be subject to disclosure, including to the media, upon request.

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**From:** [Bxlatina626@gmail.com](mailto:Bxlatina626@gmail.com) <[Bxlatina626@gmail.com](mailto:Bxlatina626@gmail.com)>  
**Sent:** Thursday, October 2, 2025 7:08 AM  
**To:** Tomkow, Josie <[Josie.Tomkow@FLHouse.gov](mailto:Josie.Tomkow@FLHouse.gov)>  
**Subject:** From 'Write Your Representative' Website

Stephanie Mendez  
120 heather lynn drive  
Davenport, FL 33897  
(407)923-0285

10/02/25 7:07 AM

To the Honorable Josie Tomkow ;

Hi Josie. As I'm sure you've heard. Duke energy raised their prices and its outrageous. We dont have another choice for an electric provider either. I would even dare to call this price gouging. Can you please help us