

Tristan Davis

From: Ellen Plendl
Sent: Friday, October 3, 2025 9:41 AM
To: Consumer Correspondence
Subject: Docket No. 20240173
Attachments: FW: Message from CSBizhub2

See attached customer correspondence for Docket No. 20240173.

Tristan Davis

From: Cimmino-Lynn, Martha <Martha.Cimmino-Lynn@eog.myflorida.com>
Sent: Friday, October 3, 2025 9:17 AM
To: Ellen Plendl
Subject: FW: Message from CSBizhub2
Attachments: 1077607-Onofrio-Outgoing-ML.pdf; 1077607-Onofrio.pdf

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 and responded to 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: CSBizhub2@eog.myflorida.com <CSBizhub2@eog.myflorida.com>
Sent: Friday, October 3, 2025 8:26 AM
To: Cimmino-Lynn, Martha <Martha.Cimmino-Lynn@eog.myflorida.com>
Subject: Message from CSBizhub2

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.



RON DESANTIS
GOVERNOR

STATE OF FLORIDA

Office of the Governor

THE CAPITOL
TALLAHASSEE, FLORIDA 32399-0001

www.flgov.com
850-717-9418

October 3, 2025

Mr. Rubens Onofrio, Jr.
900 Hire Circle
Ocoee, Florida 34761

Dear Mr. Onofrio:

Thank you for contacting Governor Ron DeSantis. We are sorry to hear of your difficulties and appreciate the opportunity to respond to your letter.

The Public Service Commission is an arm of the legislative branch of government and regulates certain public utilities in Florida. To assist you, I forwarded a copy of your letter to PSC for their review. If you want to contact PSC directly, please use the information provided below.

The Low-Income Home Energy Assistance Program (LIHEAP) assists households that have incomes below 150% of the federal poverty income guidelines who need assistance in paying their utility bills. To qualify you must apply in the county in which you live.

If you are age 60 and older or have disabilities or have concerns about someone who is among that population, you may wish to contact the Elder Helpline Information and Assistance service at 1-800-96-ELDER (1-800-963-5337). The Elder Helpline offers information regarding elder services and resources available within each Florida county. All Elder Helplines can also be accessed through the Florida Telecommunication Relay System at 1-800-955-8771 for TDD, or 1-800-955-8770 for voice calls.

Thank you again for contacting Governor Ron DeSantis.

Sincerely,

A handwritten signature in cursive script that reads "Martha Lynn".

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

ML/cas

cc: Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-6100

Rubens Onofrio Jr

900 Hire Cir
Ocoee, FL 34761
rubensonofrio@gmail.com
305-297-2335

Date: September 4, 2025

The Honorable Ron DeSantis

Governor of Florida
The Capitol
400 S. Monroe Street
Tallahassee, FL 32399-0001

Dear Governor DeSantis,

My name is Rubens Onofrio Jr, and I am a retired Florida resident currently living in Ocoee/Orange County. I am writing to you as a concerned citizen regarding what I believe to be an unfair and increasingly burdensome energy bill from Duke Energy.

My wife and I live modestly and carefully manage our expenses on a fixed retirement income. However, we have seen our energy bill from Duke Energy rise every single month, with no significant change in our household energy usage. Most recently, our August 2025 bill reached an astonishing \$443.82—more than **33% of my monthly retirement check**. This is not only unsustainable, but deeply alarming.

We are not alone. Many other retirees and working families across the state are facing similar hardships, especially during Florida's hot summers when air conditioning is a necessity, not a luxury. When a basic utility becomes unaffordable, it puts our well-being and financial security at risk.

I respectfully ask: **Is there anything your office can do to investigate and possibly address these increasingly high utility charges?** Are there any protections, oversight measures, or assistance programs that can be strengthened or created to prevent what feels like abusive pricing from utility companies like Duke Energy?

I appreciate your time and service to the people of Florida, and I hope you will take this matter seriously for the sake of thousands of Floridians like me who are struggling to keep up with essential living costs.

Sincerely,

Rubens Onofrio Jr
900 Hire Cir, Ocoee, FL 34761
rubensonofrio@gmail.com
305-297-2335

utilities
Marty

1077607
10/14/2025 TB



duke-energy.com
800.760.8744

Your Energy Bill

Page 1 of 3

Service address

RUBENS ONOFRIO
900 HIRE CIR
OCOE FL 34761

Bill date Aug 15, 2025

For service Jul 15 - Aug 13
30 days

Account number **9100 6333 0444**

Billing summary

Previous Amount Due	\$410.14
Payment Received Aug 06	-410.14
Current Electric Charges	387.51
EnergyWise	-8.50
Taxes	64.81
Total Amount Due Sep 05	\$443.82



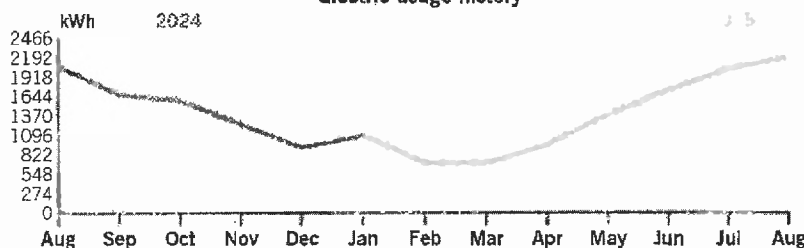
Thank you for your payment.

Duke Energy Florida utilized fuel in the following proportions to generate your power: Coal 7.3%, Purchased Power 2.8%, Gas 82.9%, Oil 0.1%, Nuclear 0%, Solar 6.9% (For prior 12 months ending June 30, 2025).

With EnergyWise Home, saving on your monthly electric bill has never been easier. Get up to \$141 in annual bill credits by enrolling your qualifying appliances at duke-energy.com/save141.

Your usage snapshot

Electric usage history



Average temperature in degrees

83° 81° 79° 71° 63° 57° 68° 70° 81° 83° 83°

	Current Month	Aug 2024	12-Month Usage	Avg Monthly Usage
Electric (kWh)	2,192	2,066	16,263	1,355
Avg Daily (kWh)	73	65	45	

12-month usage based on most recent history

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a \$5.00 or 1.5% late charge, whichever is greater.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

Account number
9100 6333 0444

\$443.82
by Sep 5

After Sep 5, the amount due
will increase to \$450.48.

\$ _____ \$ _____
Add here, to help others with a contribution to Share the Light **Amount enclosed**

RUBENS ONOFRIO
900 HIRE CIR
OCOE FL 34761 3165

Duke Energy Payment Processing
PO Box 1094
Charlotte, NC 28201-1094

Your usage snapshot - Continued

Current electric usage for meter number 7999650	
Actual reading on Aug 13	78033
Previous reading on Jul 15	75841
Energy Used	2,192 kWh
Billed kWh	2,192.000 kWh



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

Billing details - Electric

Billing Period - Jul 15 25 to Aug 13 25	
Meter - 7999650	
Customer Charge	\$13.83
Energy Charge	
1,000.000 kWh @ 12.219c	122.19
Energy Charge	
1,192.000 kWh @ 12.959c	154.48
Fuel Charge	
1,000.000 kWh @ 3.630c	36.30
Fuel Charge	
1,192.000 kWh @ 4.700c	56.02
Asset Securitization Charge	
2,192.000 kWh @ 0.214c	4.69
Total Current Charges	\$387.51

Your current rate is Residential Load Mgt (RSL-1).

For a complete listing of all Florida rates and riders, visit duke-energy.com/rates

Billing details - EnergyWise

Load Management Credit	\$-8.50
Total EnergyWise	\$-8.50

Billing details - Taxes

Regulatory Assessment Fee	\$0.33
Gross Receipts Tax	9.73
Municipal Franchise Fee	21.41
Municipal Utility Tax	33.34
Total Taxes	\$64.81

Rubens Onofrio Jr.
900 Hire Cir
Ocoee, FL 34761

ORLANDO FL 328

5 SEP 2025 PM 3 L



1775-2025



The Honorable Ron DeSantis
Governor of Florida
Office of the Governor
400 S. Monroe Street
Tallahassee, FL 32399-0001

32399-3300SS

