
From: Anne Macdonald
Sent: Monday, February 5, 2024 3:43 PM
To: Statements
Subject: Statement of Position Submitted by Anne Macdonald

OFFICIAL COPY

Statement of Position Submitted

Name

Anne Macdonald

Email

anneemacdonald@gmail.com

Docket

E-2 Sub 1320

Message

Hello NC Utilities! Need some help please! While Duke provides the necessary energy to run our homes/heat/ A/c and everything else electric, the recent rate hike along with admin charges are strangling us financially. Because there is no other choice for electricity, we forced to use Duke and pay the astronomical fees that they have increased. Please help us!! We can't continue at this rates/fee level, we are drowning. Thank you- Anne MacDonald

Feb 07 2024



Grant, Lakisha

From: Kenneth Smith
Sent: Monday, February 5, 2024 2:43 PM
To: Statements
Subject: Statement of Position Submitted by Kenneth Smith

Statement of Position Submitted

Name

Kenneth Smith

Email

erskesmith386@gmail.com

Docket

E-2 Sub 1320

Message

Drastic, unsustainable rate increase by Duke Power or some government agency. After 37 plus years in our home raising our family and earnestly attempting to be hardworking productive citizens my wife and I are now facing the highly likely inability that we can remain in our home. I need to know how to handle the corporate greed of Duke Power. We have experienced excessive increases in our power bill due to many additional fees added which makes our power bill unsustainable. We are now retired living on a small fixed income. We are locked in with Duke, they have no competition and we must have power to survive..what relief/help can you provide for the elderly. We do not have the ability to shop prices for power. We are at their mercy. We need relief, not greed

OFFICIAL COPY

Feb 07 2024

From: Colleen Gallo-Kraus
Sent: Monday, February 5, 2024 4:33 PM
To: Statements
Subject: Statement of Position Submitted by Colleen Gallo-Kraus

Statement of Position Submitted

Name

Colleen Gallo-Kraus

Email

collsalilabit@icloud.com

Docket

E-2 Sub 1320

Message

Duke energy keeps hiking prices higher and higher leaving people cold in the winter and hot in the summer. As a disabled home with one income earner we have had to cut taking showers to once a week and keeping thermostats down to a level that is unfathomable yet we are still paying through the roof. We financed a new heat pump with zero rebate and Duke monopolizes the area. Other companies are not charging these astronomical rates and fees to their customers but Duke seems to think we have a money tree in our yards or we should suffer to pay for their sweetheart deals. We can't afford this nor can anyone else. Duke blames the commission the commission blames Duke! It's time for Duke to think about the customer!

George A. Nesbitt

From: Pamela Nesbitt
Sent: Monday, February 5, 2024 4:44 PM
To: Statements
Subject: Statement of Position Submitted by Pamela Nesbitt

OFFICIAL COPY

Statement of Position Submitted

Name

Pamela Nesbitt

Email

pnesbitt3@me.com

Docket

E-2 Sub 1320

Message

I am writing to protest the exorbitant rates of Duke power company and our lack of options as consumers of energy. My household utilizes many energy saver methods and my bill rises each month.

Feb 07 2024

From: KATHY LEE SINSEL
Sent: Monday, February 5, 2024 5:34 PM
To: Statements
Subject: Statement of Position Submitted by KATHY LEE SINSEL

Statement of Position Submitted

Name

KATHY LEE SINSEL

Email

KATHYSINSEL6@GMAIL.COM

Docket

E-2SUB 1320

Message

first, thanks for you all do.....during and in between storms and hooking up the fast growing communities!!! 2nd, i am indeed a poor widow and there will be more of us in the near future and on fixed incomes. 3rd and most important: what am i to do? i cannot afford these rate hikes! ! ! plus medicines and food and housing and insurances, car home life,etc. now cant afford my doggie. 4th, what are you paying the head honchos up there? you should hire someone smart enuff to know that it cost more to disconnect and reconnect than to ease up on the rates. think of your own older less fortunate friends and/or family.. Please be the solution and not the problem! McDonalds hasn't stayed in business all these decades becoz of seeing how high they can go up \$\$ on the public. honestly and sincerely, kathy

From: Jennifer Proctor
Sent: Monday, February 5, 2024 4:58 PM
To: Statements
Subject: Statement of Position Submitted by Jennifer Proctor

Statement of Position Submitted

Name

Jennifer Proctor

Email

jenny@gigglesdaycareinc.com

Docket

E-2 sub 1320

Message

I have duke energy and they are saying my rates are going up due to an increase from NCUC in my area. I am filing to ask that you please note my request to refrain from further rate increases the next time one is proposed. Thank you so much for your time and consideration.

From: Stephanie Honeycutt
Sent: Monday, February 5, 2024 5:26 PM
To: Statements
Subject: Statement of Position Submitted by Stephanie Honeycutt

Statement of Position Submitted

Name

Stephanie Honeycutt

Email

slkern1971@gmail.com

Docket

E-2 Sub 1320

Message

The fact that on average 17% of my Duke electric bill is "rider adjustments" with no explanation is ridiculous. I understand that costs go up, but the lack of transparency and the fact that Duke made a profit of 19 billion in 2023 is shameful.

From: Shirley McAllister
Sent: Tuesday, February 6, 2024 12:57 PM
To: Statements
Subject: Statement of Position Submitted by Shirley McAllister

Statement of Position Submitted

Name

Shirley McAllister

Email

sdmca8@gmail.com

Docket

n/a

Message

We are writing regarding the Duke Energy Bill for account # 910028208782 for billing period 12/29/23 to 01/29/24. This month we received a charge for Summary of Rider Adjustments in the amounts of \$45.26 and \$0.67. We have never had this charge previously and it seems unnecessary. We were told it was approved by the NC Utility Commission Department. Please explain why this charge is being added to our bill. Thank You. James and Shirley McAllister 336-674-6935

From: Sheryl Handlin
Sent: Tuesday, February 6, 2024 9:29 AM
To: Statements
Subject: Statement of Position Submitted by Sheryl Handlin

OFFICIAL COPY

Feb 07 2024

Statement of Position Submitted

Name

Sheryl Handlin

Email

shandlin01@gmail.com

Docket

I don't have a doc number

Message

To whom it may concern, I've made every attempt to get Duke Energy to release my house at 374 Woodington Road from their electricity service. There are several houses on Woodington Road that have Lumbee River Electric. Duke's reason for not releasing me from their service, I have a transformer on my poll. On Woodington Road just about every poll has a transformer. Lumbee River said they would take me as a customer but Duke has to release me from their service. Duke will not release me. Isn't that somewhat of a monopoly? That Duke captured the market, that I am forced to take only their public service? Reasons I want to switch: Duke isn't a true public service for the citizens they reside over. Duke Energy costs are not affordable, too high. Duke possibly isn't reading my meter, nor will they replace my meter in case there is a problem of miscalculation. Duke Energy Progress rate increase: The dispute, how fuel-related costs are allocated among customer groups (charity funds) with no grounded dollar amount to do a tax write off. Duke says customers have been paying towards this charity fund all along, but without citizens' knowledge. Now the bill reflects it with combining Duke fuel charges (Duke says this in a news article and on their webpage). Summary of Rider Adjustments on bill: Monthly fee that helps fund the program and to rule that electric utility customer assistance programs are they not illegal without an act of the General Assembly? The program to fund fuel and customer assistance programs is based on how much electricity a residential customer uses. In these months my bill reflected these amounts on one bill, Dec. \$11, Jan. \$32.44, and now \$97.62 There is no cap and no tax write-off amount for charity. In addition: \$1.22 for Renewable Energy Rider on one bill. Along with two storm charges in Dec. \$4.88 and Jan. \$8.58 Including a basic customer charge. This above is all included as addition charges on one bill. Therefore, Why are back fees showing up on my bill in one month (In my letter addressed via snail mail I will provide a copy of my latest bill, since the site doesn't allow an upload). However, head CEO's at Duke, keeps getting raises in the millions of dollars and one of those yearly pay increase equaled a 55% raise ~ while they keep tacking on the charges with residential household. Is this

a public service to fund such high pay raises and not be able to take our business elsewhere? The forced charity fund is what gets me most. Not knowing for 25 years that I had been paying for other people's electricity. Something that was mandatory in Duke's billing without the knowledge of the customer. Only to find out this month in February 2024 we have been paying all along. Duke fooled it's customers by providing a line if you want to donate, enter the amount here. So that meant you already are giving to Duke's charity unknowingly, but if you want to donate more fill in the amount here, really? And Shouldn't the "fuel cost" Duke says is part of their charity program be built into the kilowatt charges to consumers? They got our rates raised lawfully, but did the courts or utility commission know that they already had all these other charges and programs? Plus shouldn't the storm charge be built in to their kilowatt charges as a predicted loss like all insurance company's do? From my view point, it's about paying top dollar to CEO's and screwing the customer, not a good-faith business. It looks criminal or at the very least not moral in their business practices or they are walking a fine-line, which is it? And... Why would my bill be high in one month and lower in the next month when I used more of my havac unit electricity in the next month? Strange things go on with Duke and it's gotten stranger as time has gone on. I've been a Duke customer for 25 years. It's unpredictable what my bill will be and no I don't want to go under any of their programs that charge me based on Duke's prediction of how much electricity I will use for the year. They have more programs that don't do much for the consumer, just the CEO bonus programs. All while I wear a jacket in my own home to keep the electricity cost down. I don't believe they read my meter correctly. Residents can't afford Duke Energy's many programs. Nor, continue to fund Duke new adventures, along with given CEO's big pay raises and bonuses. We the people have bigger crisis's of raising food prices that are beyond the scope of inflation. For Duke to continue on this path ~ while we are wearing jackets inside our homes during winter ~ will only cause one to seek out public service elsewhere, but Duke tells me I'm a captured prisoner, why? I want to switch to Lumbee River Electric and Lumbee says it's doable, but Duke has to give permission, really? Sincerely, S. Handlin 374 Woodington Road Hope Mills, NC 28348 910~568~7152