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From: outlook_DAE672635D6CE924@outlook.com <lighthopejustice@gmail.com>
Sent: Tuesday, March 10, 2020 9:54 AM
To: Legal1
Subject: [External] Duke Energy Rate Increase

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As a Duke customer, it angers me that this very wealthy, public utility is rarely, if ever, required to use its reserve funds to cover what seem to be normal costs of doing business. For example, in the current request to increase my cost for electricity, Duke justifies it because the utility is switching to smart meters. Why should I pay for their equipment upgrade? Another irritation is the expectation that customers will cover all of the cost of remediation of coal ash at the Sutton plant in Wilmington. This environmental disaster was caused by Duke's negligence – not mine. I see no justification for having customers pay the associated costs just so the Duke stockholders can continue to receive big dividends. If a public company like Duke Energy is truly serving the public, the company and the stockholders should be responsible for anticipated and unanticipated business costs. It is morally wrong to allow the utility to avoid all negative effects by passing the financial burden to the users who have no choice in what company provides their electricity.

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