

Section 1 - Office of Commission Clerk

Docket No. 120275-EI Date Docketed: 10/29/2012 Title: Formal petition of complaint against Tampa Electric Company, for discrimination against customers in their Energy Planner program, by Curtis Brown.

Company: Curtis Brown
Tampa Electric Company

Official Filing Date: _____ Expiration: _____

Last Day to Suspend: _____

Referred to: AFD AIT APA CAO CLK DET ECO ENG (GCL) IDM TEL

("O") indicates OPR

			X			X	X	X		
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Section 2 - OPR Completes and returns to CLK in 10 workdays.

Time Schedule

Program Module A9

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT
IT IS TENTATIVE AND SUBJECT TO REVISION.
FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770

Staff Assignments

Due Dates

OPR Staff

Current CASR revision level

Previous Current

Staff Counsel

L Tan

OCRs (ECO)

L King

1.	Staff Recommendation	SAME	01/23/2014
2.	Agenda	SAME	02/04/2014
3.	PAA Order	SAME	02/24/2014
4.	Consummating Order if No Protest - Close Docke	SAME	03/17/2014
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Recommended assignments for hearing and/or deciding this case:

Full Commission Commission Panel
Hearing Examiner Staff

Date filed with CLK: 12/19/2013

Initials OPR _____
Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg Exam	Staff
ALL	BI	ED	GH	BL	BW		
X							

Prehearing Officer

Commissioners					ADM
BI	ED	GH	BL	BW	
				X	

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: BI/TW
Date: 12/19/2013

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("O" indicates OPR)				X			X	X	X		

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Staff Assignments

OPR Staff	P Robinson	0	Current CASR revision level	Due Dates	
				Previous	Current
			1. Close Docket or Revise CASR	NONE	01/31/2013
			2.		
			3.		
			4.		
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			6.		
			7.		
Staff Counsel	P Robinson		8.		
			9.		
OCRs (ECO)	L King		10.		
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Recommended assignments for hearing and/or deciding this case:			30.		
			31.		
			32.		
Full Commission	<input checked="" type="checkbox"/> Commission Panel		33.		
Hearing Examiner	<input type="checkbox"/> Staff		34.		
			35.		
Date filed with CLK:	<u>10/29/2012</u>		36.		
			37.		
Initials OPR	_____		38.		
Staff Counsel	_____		39.		
			40.		

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Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg Exam	Staff
ALL	BI	ED	GH	BL	BW		
X							

Prehearing Officer

Commissioners					ADM
BI	ED	GH	BL	BW	
				X	

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: BLT
 Date: 10/29/2012

Dorothy Menasco

120275-EI

From: Dorothy Menasco
Sent: Monday, November 26, 2012 2:22 PM
To: Pauline Robinson
Cc: Eric Fryson
Subject: RE:

FPSC, CLK	CORRESPONDENCE
<input checked="" type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input type="checkbox"/> Consumer
DOCUMENT NO.	07331-12
DISTRIBUTION:	

Will do! Thank you!

From: Pauline Robinson
Sent: Monday, November 26, 2012 2:17 PM
To: Dorothy Menasco
Subject: RE:

You can put it in 120275 for now. Thanks.

Pauline Robinson

Pauline E. Robinson, J.D., Esq.
 Attorney
 Florida Public Service Commission
 Office of the General Counsel
 2540 Shumard Oak Blvd
 Tallahassee, FL 32399
 E-mail: parobins@psc.state.fl.us
 Tel: 850-413-6183
 Fax: 850-413-6184

From: Dorothy Menasco
Sent: Monday, November 26, 2012 2:17 PM
To: Pauline Robinson
Cc: Adam Teitzman; Eric Fryson
Subject: RE:

Thank you, Pauline. For now should we put this in undocketed or go ahead and put it in Docket 120275? We can always move it later, by request from you or Adam, if necessary.

From: Pauline Robinson
Sent: Monday, November 26, 2012 12:45 PM
To: Dorothy Menasco
Subject: RE:

Dorothy,

Adam is out today, but I will get back to you as soon as possible. We should be able to resolve both complaints in one docket. Thanks.

Pauline Robinson

Pauline E. Robinson, J.D., Esq.
 Attorney
 Florida Public Service Commission
 Office of the General Counsel
 2540 Shumard Oak Blvd

12/13/2012

Tallahassee, FL 32399
E-mail: parobins@psc.state.fl.us
Tel: 850-413-6183
Fax: 850-413-6184

From: Dorothy Menasco
Sent: Monday, November 26, 2012 12:11 PM
To: Pauline Robinson
Cc: Eric Fryson
Subject:

Hi Pauline,

I don't know if you are the appropriate person to ask, so if not, please forward to the right person. Thank you!

We received another "formal complaint" letter from Curtis Brown against TECO for excessive hold times when contacting TECO by phone (see attached document). There is currently a docket open for another matter (120275-EI) and in that docket, TECO advises they have been working with Mr. Brown to resolve the issue(s) and that opening a docket may have been premature. Before we open a new docket for this, I would like your advice as to whether it should be set up as a new docket yet or not.

Thank you for your help.

12/13/2012

STATE OF FLORIDA

COMMISSIONERS:
RONALD A. BRISÉ, CHAIRMAN
LISA POLAK EDGAR
ART GRAHAM
EDUARDO E. BALBIS
JULIE I. BROWN



OFFICE OF COMMISSION CLERK
ANN COLE
COMMISSION CLERK
(850) 413-6770

Public Service Commission

October 29, 2012

ADMINISTRATIVE

Curtis Brown
9916 Carlsdale Drive
Riverview, Florida 33578

Re: Docket No. 120275-EI

Dear Mr. Curtis:

This will acknowledge receipt of the formal petition of complaint against Tampa Electric Company, for discrimination against customers in their Energy Planner program, by Curtis Brown, which was filed in this office on October 29, 2012, and assigned the above-referenced docket number. Appropriate staff members will be advised.

Mediation may be available to resolve any dispute in this docket. If mediation is conducted, it does not affect a substantially interested person's right to an administrative hearing. For more information, contact the Office of General Counsel at (850) 413-6199.

Office of Commission Clerk

DOCUMENT NUMBER - DATE

0733 | OCT 29 2012

FPSC-COMMISSION CLERK