

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

October 12, 2012
Certified Mail Receipt # 7011 2970 0001 9497 6876

Edward McDonald
7203 N. 41st St.
Tampa, FL 33604
(813) 374-3837

COMPLAINANT

-and-

Tampa Electric Company
P.O. Box 111
Tampa, FL 33601
(813) 223-0800.

COMPANY

RECEIVED FPSC
12 NOV 16 AM 8:57
COMMISSION
CLERK

NOTICE OF FILING COMPLAINT

November 13, 2012

TO: ANN COLE
COMMISSION CLERK

THE ATTACHED COMPLAINT IS TO BE ASSIGNED A COMPLAINT NUMBER WITHIN
24 HOURS OF RECEIPT BY THE FPSC.

IT IS NOT TO BE FILED IN DOCKET # 110305-EI. THAT DOCKET IS CLOSED. The
issues in this complaint occurred AFTER DOCKET # 110305-EI was closed.
There are no pending motions for leave to reopen the cited Docket.

THIS COMPLAINT SHOULD BE ASSIGNED TO THE OFFICE OF CONSUMER ASSISTANCE
AND OUTREACH and Tampa Electric Co required to respond pursuant to
Consumer Complaint Rule 25-22.032



Edward McDonald
7203 N. 41st St.
Tampa, Fl 33604-2425
(813) 374-3837

DOCUMENT NUMBER-DATE

07699 NOV 16 2012

FPSC-COMMISSION CLERK

A COMPLAINT
BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

October 12, 2012
Certified Mail Receipt # 7011 2970 0001 9497 6876

Edward McDonald
7203 N. 41st St.
Tampa, FL 33604
(813) 374-3837

COMPLAINANT

-and-

Tampa Electric Company
P.O. Box 111
Tampa, FL 33601
(813) 223-0800,

COMPANY

"BILL" Hand delivered on site
b Wedn, Oct 10, 2012

\$583.67

0261 0231564

FINAL NOTICE

0261 0231564
MCDONALD EDWARD
7203 41 ST N
TAMPA FL 33604-2425

402492
Total Amount Due \$1,499.61
Statement Date
Sep 27, 2012

To avoid having your electric service interrupted, full payment of \$1,499.61 is due by **October 08, 2012**. This balance is not eligible for a payment arrangement to extend the due date. If you have already paid this balance, thank you.

If payment is not received, your service will be scheduled for interruption. A reconnect fee of \$50.00 or \$140.00 will be billed to your account depending on which method was used to interrupt your service.

You can pay your final notice bill online at tampaelectric.com. If you pay at a payment agent, please allow three business days for the payment to post.

Payments received may be applied to any unpaid deposit billing due on this account. Please note, the due date on any new bill you receive will not extend this final notice amount or due date.

DISCONTINUANCE AND INTERRUPTION OF SERVICE BY UTILITY (F.A.C. RULE 25-6.005)

THE FOLLOWING FLORIDA ADMINISTRATIVE CODE RULES WERE VIOLATED BY THE COMPANY'S ACTIONS THAT FOLLOW EACH CITATION. THE COMPLAINANT IS PROVIDING THE COMPANY WITH A COPY.

ON OCTOBER 10, 2012 MY SERVICE WAS INTERRUPTED FOR NON-PAYMENT. I WAS NOT GIVEN 5 WORKING DAYS WRITTEN NOTICE AS REQUIRED BY F.A.C. 25-6.105. This complaint is filed pursuant to that rule.

F.A.C. 25-6.100 The bill he was given (top of page) does not meet the standards in (2) & (9) of the cited rule

F.A.C. 25-6.094 was ignored by the company in not responding to exhibit 1/Bill of Sep 06, 2012

F.A.C. 25-6.100 was violated by the company's interruption of service without a bill that complies with (9) of the rule because the amount listed for restoration of service is INACCURATE (see b at top of page.)

Edward McDonald

Received 9-7-12
716526

September Billing Information:

Visit our
Web site at
tampaelectric.com
3171-11486

MCDONALD EDWARD
7203 41 ST N
TAMPA FL 33604-2425

Account Number
0261 0231564

Statement Date
Sep 05, 2012

tampaelectric.com

Average kWh per day

Sep 2012	57
Aug	59
Jul	46
Jun	42
May	18
Apr	21
Mar	20
Feb	33
Jan	22
Dec	18
Nov	25
Oct	48
Sep 2011	54

Meter Number	Current Reading	Previous Reading	Diff.	Multi.	30 day period
B73904	63818	62103	1715	1	

Next Read Date On Or About **Oct 1, 2012** Total kWh Purchased **1,715**

Account Activity	Explanation	Charge	Total
Previous Balance		1,282.86	
Payments Received	As of September 05, 2012	0.00	
Total Past Due Amount			\$1,282.86

New Charges Due by Sep 26, 2012 Service from Jul 31 to Aug 30

Customer Charge	Residential 110 Rate	10.50	
Energy Charge			
First 1,000 kWh	1,000 kWh @ \$.05533/kWh	55.33	
Above 1,000 kWh	715 kWh @ \$.06533/kWh	46.71	
Fuel Charge			
First 1,000 kWh	1,000 kWh @ \$.03840/kWh	38.40	
Above 1,000 kWh	715 kWh @ \$.04840/kWh	34.61	
Electric Service Cost			\$185.55

Florida Gross Receipts Tax	Based on \$185.55	4.76	
Franchise Fee	Based on 6.550%	12.47	
City Tax		13.97	

This Month's Charges **\$216.75**

Amount not paid by due date may be assessed a late charge of 1.5% or \$5.00, whichever is greater.

Late Payment Fee	@ 1.5% On \$1,282.86	19.24	
Total Miscellaneous Charges			\$19.24

REQUEST FOR TRANSFER OF REFUNDS DUE TO PAY CURRENT CHARGES

REFUNDS DUE=\$307.49 P. 3 Charges DISMISSED/Aug/Sept 2007 Pymt Acct. # 02610231564

" "\$280.00 Exhibit 1 & 2OVERBILLING:chks cleared/posted

TOTAL DUE''' \$587.49

New charges Aug. 27 \$239.92

" : Sept.26 \$235.99

TOTAL CHARGES \$475.91 TOTAL CHARGES \$475.91

FLORIDA ADMINISTRATIVE CODE RULES APPLICABLE TO THIS REQUEST/COMPLAINT

- 25-6.021
- 25-6.100
- 25-6.105
- 25-6.106
- 25-6.109

Edward McDonald



Account No.
0261 0231564

Past due Amount
\$1,282.86
Pay now to avoid
disconnection

New Charges
\$235.99
Payable by Sep 26

Total Bill Amount
\$1,518.85

All current charges paid:::Account credited \$111.58

PROVIDE A DETAILED WRITTEN RESPONSE TO CUSTOMER
Via Certified Mail # 7011 2970.0001 0554 0/28/12

TAMPA, FL 33631-3318

3171-11486 11486-1046



MCDONALD EDWARD
7203 N 41ST ST
TAMPA FL 33604-2425



August Billing Information:

MCDONALD EDWARD
7203 41 ST N
TAMPA FL 33604-2425

Account Number
0261 0231564

Statement Date
Aug 03, 2012

Visit our
Web site at
tampaelectric.com
1071-11507

tampaelectric.com

Average kWh per day

Aug 2012	59
Jul	46
Jun	42
May	18
Apr	21
Mar	20
Feb	33
Jan	22
Dec	18
Nov	25
Oct	48
Sep	54
Aug 2011	49

Fuel sources we use to serve you

For the 12-month period ending June 2012, the percentage of fuel type used by Tampa Electric to provide electricity to its customers was:

Oil & Gas.....	39%
Coal.....	55%
Purchased Power.....	6%

Tampa Electric provides this information to our customers on a quarterly basis.

Meter Number	Current Reading	Previous Reading	Diff.	Multi.	32 day period
B73904	62103	60213	1890	1	

Next Read Date On Or About Aug 30, 2012 Total kWh Purchased 1,890

Account Activity	Explanation	Charge	Total
Previous Balance		1,138.43	
Payments Received - Thank You	As of August 03, 2012	-95.49	
Total Past Due Amount			\$1,042.94

New Charges Due by Aug 27, 2012 Service from Jun 29 to Jul 31

Customer Charge	Residential 110 Rate	10.50	
Energy Charge			
First 1,000 kWh	1,000 kWh @ \$.05533/kWh	55.33	
Above 1,000 kWh	890 kWh @ \$.06533/kWh	58.15	
Fuel Charge			
First 1,000 kWh	1,000 kWh @ \$.03840/kWh	38.40	
Above 1,000 kWh	890 kWh @ \$.04840/kWh	43.08	
Electric Service Cost			\$205.46
Florida Gross Receipts Tax	Based on \$205.46	5.27	
Franchise Fee	Based on 6.550%	13.80	
City Tax		15.39	
This Month's Charges			\$239.92

Amount not paid by due date may be assessed a late charge of 1.5% or \$5.00, whichever is greater.

Total Due \$1,282.86

Via certified Mail # 7012 0470 0002 1606 2235-8/23/12

TRANSFER FUNDS TO PAY CURRENT MONTHLY CHARGES

TRANSFER \$239.92 INCORRECTLY USED TO PAY CHARGES IN A COLLECTION ACCOUNT #5919-021103-1 TO PAY CURRENT MONTHLY CHARGES OF \$239.92 on the account above.

(1) Transfer of deposit funds to pay a disputed account that was part of a complaint before FPSC at the time the transfer was made is a violation of FPSC Rules and the Florida Administrative code.

(2) It is unlawful to charge a consumer for the costs of a criminal investigation of allegations that were determined by a court of Law to be UNFOUNDED.(attached)

(3) Provide a copy of "TEC Case # 05-0176".

Edward McDonald



Account No.
0261 0231564

Past due Amount
\$1,042.94
Pay now to avoid
disconnection

New Charges
\$239.92
Payable by Aug 27

Total Bill Amount
\$1,282.86

Mail Payment To:
P.O. Box 31318
Tampa, FL 33631-3318

1071-11507 11507-1C47



MCDONALD EDWARD
7203 N 41ST ST
TAMPA FL 33604-2425



On June 6, 2011 I received a 3 page summary of Acct. # 1501-0000-3 &4. Excerpted below is page 3. 7 credit amounts of \$500.00 are listed and 7 Returned Payment Fees of \$40.00 are listed. I HAVE A COPY OF BANK RECORD SHOWING THERE WERE ADEQUATE FUNDS TO COVER EACH OF THE 7 PAYMENTS! My authority to access funds of Lillie McDonald is PUBLIC RECORD. (Lillie McDonald is OWNER of 4010 Pocahontas in Joint Tenancy with Edward McDonald). EXPLAIN AND DOCUMENT TECO'S ACTION BELOW.

Edward McDonald



Edward G. McDonald

4010 Pocahontas Av E., Tampa, Fl. 33610

26-May-11

1501-000031-3 and 4 F.A.C. RULE 25-6.105(6)(g) prohibits the 7 \$40 charges.
CUSTOMER OWED-\$280.00

Date	ReadIn	kWh	Billed Amount (\$469.54)	Fees	Credit Amount	Total (\$3,089.45)	Comments
12/20/04							correcting 11/17/04 billing
12/20/04	5869	956	\$123.31			(\$2,966.14)	
12/20/04			\$111.60			(\$2,854.54)	Adjusted bill 11/17/04
01/19/05	6847	978	\$124.31			(\$2,730.24)	
01/20/05					\$500.00	(\$2,230.23)	Returned Payment
01/20/05				\$40.00		(\$2,190.23)	Returned Payment Fee
01/20/05					\$500.00	(\$1,690.23)	Returned Payment
01/20/05				\$40.00		(\$1,650.23)	Returned Payment Fee
01/20/05					\$500.00	(\$1,150.23)	Returned Payment
01/20/05				\$40.00		(\$1,110.23)	Returned Payment Fee
01/20/05					\$500.00	(\$610.23)	Returned Payment
01/20/05				\$40.00		(\$570.23)	Returned Payment Fee
01/20/05					\$500.00	(\$70.23)	Returned Payment
01/20/05				\$40.00		(\$30.23)	Returned Payment Fee
01/20/05					\$500.00	\$469.77	Returned Payment
01/20/05				\$40.00		\$509.77	Returned Payment Fee
01/20/05					\$500.00	\$1,009.77	Returned Payment
01/20/05				\$40.00		\$1,049.77	Returned Payment Fee
01/24/05				\$8.28		\$1,058.03	Late fee
02/04/05					(\$225.00)	\$833.03	Payment
02/08/05					\$225.00	\$1,058.03	Returned Payment
02/08/05				\$30.00		\$1,088.03	Returned Payment Fee
02/01/05			\$7.17			\$1,095.20	Acct Closed disconnection of service

Wrong closing date - see above -

ACCOUNTS	CLOSING DATES	BALANCES
1501-000031-4	July 27, 2004	\$915.94
1501-000031-5	February 1, 2005	\$1,095.20

ORDER NO. PSC-12-0053-PAA-EI
DOCKET NO. 110305-EI
PAGE 3

As seen above, the \$1,095.20 represents the balance on a separate account, and this is the amount that was paid by Mr. McDonald.

PSC #1006767E



1. Provide a DETAILED BILLING for \$915.94 & \$307.49.
2. Bankruptcy Court Records show TECO never filed a claim as a creditor. Service at 4010 E. Pocahontas was disconnected on January 21, 2005 (FPSC Complaint #648071E)=90 days before a bankruptcy filing and AFTER all bills from Pocahontas were transferred to 7203 N. 40th St. and PAID! TECO'S PROFFER OF DELAYED BILLING FOR 6-7 YEARS DUE TO BANKRUPTCY COURT PROCEEDINGS IS DISINGENUOUS! (Emphasis).
3. TPD Case # 05-900246 is a COMPLAINT! NONE OF THE ALLEGATIONS WERE SUBSTANTIATED and NO CHARGES WERE filed! PROVIDE PROOF FUNDS WERE ACCESSED FRAUDULENTLY OR RETURN MY \$3,500.00!
4. The "current diversion court case" ... in 2005 was dismissed. TECO OWES ME \$5,000.00 FOR THE COST OF DEFENDING MYSELF AGAINST TECO'S FALSE ALLEGATIONS OF CRIMINAL ACTS AGAINST THE COMPANY.

6

May 25, 2011

Mr. Edward McDonald
7203 41 St N
Tampa, FL 33604

Dear Mr. McDonald,

Edward McDonald May 31, 2011

Re: 4010 Pocahontas Av E

We are writing you today, in an effort to provide clarification regarding the above mentioned account, as per your request. In reviewing our records, we have determined the following:

- The disputed bill of \$915.94 represents usage solely from 4010 Pocahontas Av E.
- Records indicate TEC received several bankruptcy filings for yourself:
 - Case# 05-7483 filed 4/19/2005 was dismissed 5/5/05
 - Case# 05-11534 filed 6/8/2005 was dismissed 6/27/05
 - Case# 05-15311 filed 8/3/05 was dismissed 12/7/05
- Records reflect you were charged with current diversion TEC Case# 05-0176 in 2005 – maybe, this is why you feel you were previously made payment?
- The payment amount of \$3,500 mentioned in faxed documentation, you provided, in your current complaint was returned as Bank of America reversed payment due to funds being accessed fraudulently (TPD Case#05-900246).

No Filings

Tampa Electric delayed approaching you with the debt due to the bankruptcy filings. We have since verified all the above bankruptcy cases have now been dismissed. Please let us know if your records reflect otherwise. Additionally, our records reflect an outstanding balance of \$307.49 from the current diversion court case in 2005. A copy of the disputed bill is enclosed. We hope that this information, clarifies why Tampa Electric is holding you responsible for this debt. We are willing to make payment arrangements on the outstanding amounts. Please do not hesitate to contact me, should you have any additional questions regarding this debt or payment arrangements. I can be reached at 813-275-3952.

Sincerely,

Ms. Drummond

Ms. Drummond
Corporate Credit

Mr. Edward McDonald
Complaint Number 1006767E
July 25, 2011
Page 5 of 7

- The charges for the current diversion found on February 1, 2005, included \$27.05 in usage charges and \$280.44 in investigation/tampering charges, for a total amount of **\$307.49**. This amount was placed in account number 5919-021103-1, created for collection, and was billed separately. The first billing statement of this account was issued on March 1, 2005.

Note: Upon research of this complaint, a deposit in the amount of \$215.00 that was paid on July 9, 2004, was discovered under your name. TECO calculated the deposit's annual interest earnings at \$12.90 (\$215.00 deposit x 6 percent annual interest = \$12.90 annual deposit interest). For the seven year period of July 2004 to July 2011, the \$215.00 deposit yielded interest earnings totaling \$90.30 (7 years x \$12.90 annual interest earnings = \$90.30). The

Mr. Edward McDonald
Complaint Number 1006767E
July 26, 2011
Page 6 of 7

\$215.00 deposit and the \$90.30 seven-year interest earnings were applied towards the \$307.49 debt, which yielded a remaining balance of \$2.19 (\$307.49 debt - \$215.00 deposit - \$90.30 interest earnings = \$2.19 remaining balance). TECO issued a credit adjustment for the remaining \$2.19 balance on July 6, 2011, which reflected a zero balance for account number 5919-021103-1.

CHARGE STATUS INFORMATION

DATE: 19 SEP 2007

CLERK OF CIRCUIT COURT
HILLSBOROUGH COUNTY, FLORIDA

PAGE: 1 OF 1

TIME: 16:38:47

REPORT: Charges

Full Name: MCDONALD, EDWARD G

Case Id: 05-CM-002945

UCN: 292005MM002945D001TA

ID: 000122988

Case Created: 02/01/2005 Case Status: Closed - 05/12/2005

SOID No: 00327095 Party: D001

C

Party Status: Closed - 05/12/2005

Case Type Misdemeanor

Arrest Information

<u>Arrest Date</u>	<u>ReArrest Date</u>	<u>ReArrest Reason</u>	<u>Arresting Agency</u>	<u>ARN</u>	<u>Booking No</u>	<u>Jail Location</u>	<u>Release Date</u>	<u>Release Status</u>
02/01/2005			TPD - TAMPA POLICE DEPT.	05065749	05007406		02/01/2005	SURETY BOND
<u>Count</u>	<u>Charge Code</u>	<u>GOC</u>	<u>Charge Description</u>			<u>Level/Degree</u>		
1	81214 2B -THEF6000		TRESPASS AND LARCENY WITH RELATION TO UTILITY			MISDEMEANOR FIRST DEGREE		

No Active BondsCurrent Charges

<u>Offense Date</u>	<u>Count</u>	<u>Charge Code</u>	<u>GOC</u>	<u>Charge Description</u>		<u>Level/Degree</u>
01/27/2005	1	81214 2B -THEF6000		TRESPASS AND LARCENY WITH RELATION TO UTILITY		MISDEMEANOR FIRST DEGREE
<u>Plea Date</u>	<u>Plea</u>	<u>Disposition Date</u>	<u>Disposition</u>			
03/07/2005	NOT GUILTY PLEA	05/12/2005	NOLLE PROSSED			

October Billing Information:

716570

MCDONALD EDWARD
7203 41 ST N
TAMPA FL 33604-2425

Account Number
0261 0231564

Statement Date
Oct 04, 2012

Visit our
Web site at
tampaelectric.com
5271-11493

Average kWh per day

Oct 2012	57
Sep	57
Aug	59
Jul	46
Jun	42
May	18
Apr	21
Mar	20
Feb	33
Jan	22
Dec	18
Nov	25
Oct 2011	48

Automatic Bank Draft:

Pay your bill and avoid late fees without lifting a finger! Enroll in our Automatic Bank Draft program and we'll deduct your electric bill payment from your checking or savings account each month. Simply select the date that you want your account drafted and we do the rest for you. Visit tampaelectric.com for more details.

Meter Number	Current Reading	Previous Reading	Diff.	Multi.	34 day period
B73904	65762	63818	1944	1	
Next Read Date On Or About Oct 30, 2012			Total kWh Purchased		1,944
Account Activity		Explanation		Charge	Total
Previous Balance				1,518.85	
Payments Received		As of October 04, 2012		0.00	
Total Past Due Amount					\$1,518.85
New Charges Due by Oct 25, 2012			Service from Aug 30 to Oct 03		
Customer Charge		Residential 110 Rate		10.50	
Energy Charge					
First 1,000 kWh		1,000 kWh @ \$.05533/kWh		55.33	
Above 1,000 kWh		944 kWh @ \$.06533/kWh		61.67	
Fuel Charge					
First 1,000 kWh		1,000 kWh @ \$.03840/kWh		38.40	
Above 1,000 kWh		944 kWh @ \$.04840/kWh		45.69	
Electric Service Cost				\$211.59	
Florida Gross Receipts Tax		Based on \$211.59		5.43	
Franchise Fee		Based on 6.550%		14.21	
City Tax				15.83	
This Month's Charges					\$247.06
<i>Amount not paid by due date may be assessed a late charge of 1.5% or \$5.00, whichever is greater.</i>					
Adjustments					-19.24
Total Miscellaneous Charges					\$19.24 CR
Total Due					\$1,746.67

Changes to Late Payment Charges
 Effective Nov, 2012, any balance not paid in full on your monthly bill may be subject to a late payment charge that will be assessed on the due date. For past due amounts of more than \$10, the late payment charge is the greater of \$5 or 1.5 percent of the past due amount. For past due amounts of \$10 or less, the late payment charge is 1.5 percent of the past due amount.

To ensure prompt credit, please return stub portion of this bill with your payment. Make check payable to Tampa Electric.

716570



Account No.
0261 0231564

Past due Amount
\$1,518.85
Pay now to avoid disconnection

New Charges
\$227.82
Payable by Oct 25

Total Bill Amount
\$1,746.67

Mail Payment To:
P.O. Box 31318
Tampa, FL 33631-3318

5271-11493 11493-1843



MCDONALD EDWARD
7203 N 41ST ST
TAMPA FL 33604-2425



BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Edward McDonald
7203 N. 41st St.
Tampa, FL 33604
(813) 374-3837

PETITIONER

-and-

DOCKET NO. 110305-E1

Tampa Electric Company
P.O. Box 111
Tampa, FL 33601
(813) 223-0800

REPLY TO OCTOBER 22, 2012 RESPONSE BY TECO TO OCTOBER 12, 2012 COMPLAINT

1. The October 12, 2012 complaint recorded on October 16, 2012, SHOULD BE SEVERED FROM DOCKET # 110305-E1 and treated as a NEW CONSUMER COMPLAINT filed pursuant to F.A.C. Rule 25-6.105 and assigned a complaint # for investigation by the Office of Consumer Assistance and outreach. TECO HAS BEEN ASSIGNED/PROVIDED A COPY OF THE COMPLAINT.

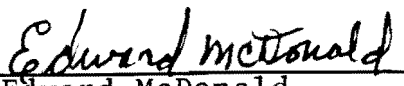
Docket # 110305-E1 involves billing/refund disputes from 2004-2005. The October 12, 2012 complaint alleges impermissible conduct by TECO in October 2012. THE PROBATIVE FACTS IN THE DOCKET CITED AND THE COMPLAINT FILED ARE NOT MUTUALLY EXCLUSIVE!(emphasis)

2. TECO should provide a copy of "written notification at least 5 business days prior to termination". Note: the service was disconnected BEFORE I was provided a peculiar verbal explanation! I asked that the service remain on because I am a diabetic. THEY REFUSED!!

3. At the time of disconnection, complainant should have had \$111.58 credited to his account; with current charges of \$227.82-\$116.24 is due on October 25, 2012, which complainant will pay. Billings for September 6, 2012 and October 4, 2012 are appended for reference.

CERTIFICATE OF SERVICE

Copies by U.S. Mail 10/25/12 to: J.D. Beasley, P.O. Box 391, Tallahassee, FL 32302 & Pauline Robinson, Staff Counsel, 2540 Shumard Oak Blvd. Tallahassee, FL32399-0840.


Edward McDonald
7203 N. 41st St
Tampa, FL 33604-2425

RETURN CHECK NOTICE

0261 0231564
MCDONALD EDWARD
7203 41 ST N
TAMPA FL 33604-2425

050080
Statement Date
Nov 6, 2012

Return Check Amt. \$583.67
Return Check Fee \$40.00

Reason given by financial institution: SIGNATURE.

Please submit payment in the form of cash, money order, certified check or credit card by **November 15, 2012** to avoid interruption of service. If you pay at a payment agent, please allow three business days for the payment to post.

If payment is not received, your service will be scheduled for interruption. A reconnect fee of \$50.00 or \$140.00 will be billed to your account depending on which method was used to interrupt your service.

Should your bank return another check to Tampa Electric unpaid, we will no longer accept checks on this account.

Please note, the due date on this notice does not change or extend any other Tampa Electric bill or notice due date.

Name _____
Address _____
City/State/Zip _____



Postage
Required.
Post Office will
not deliver
without proper
postage.

TAMPA ELECTRIC
PO BOX 111
TAMPA FL 33601-0111

Received
11-9-12



PSDBPCD 42360 *

11-13-15

Provide a copy of the Bill & notice of interruption that comply with F.A.C. 25-6.105 and F.A.C. 25-6.160, payment was not returned but stopped because (1) I didn't owe \$583.67 and (2) I don't have a copy of a bill for \$583.67. I don't sur. the \$40.00 "Return chk Fee" see F.A.C. 25-6.105 (6) (g)

Stop Payment Order v 1.02

For Check and ACH Debits ONLY

NOT ELIGIBLE FOR STOP PAYMENTS: CHECK CARD, CREDIT CARD OR POS CHECK TRANSACTIONS.
(DO NOT ALTER THIS FORM: YOU MUST CONTACT THE CREDIT UNION WITH ANY CHANGES MADE TO THIS FORM.)

Name: MCDONALD/EDWARD G Acct. Number- Suffix: -
Please Note: \$29.00 Service Fee will be charged System Tracer: 145242 (System Generated)
Submitted from MCC Telephone Number: 813 3743837 (Daytime)

Draft Number: 1836 thru 1836 (If Consecutive)
Amount of Draft: \$583.67

(For ACH debits, all amounts will be stopped unless noted otherwise below)

Made Payable To (Company): tampa electric company

Member: Handed check to company

Reasons for placing stop payment order on Recurring ACH Debits (check box that applies):

- Never Authorized
- Authorization Revoked *

*The account holder must also contact the Company named above to revoke the authorization in the matter specified in the original authorization. This stop payment order does not act as a revocation.

.....
Please stop payment on the draft/debit described above, unless you have already paid, certified, or accepted it. I understand that this stop payment order will remain in effect for a) six months from the date shown below; b) until written notice is received from me to cancel the stop payment order; or, c) until payment of the entry has been stopped, whichever occurs first. For Recurring ACH Debits, this stop payment order is effective for a one-time stop payment only, unless reason "Never Authorized" or "Authorization Revoked" is marked; then the stop payment will remain in effect for six months from the date shown below. I understand to delete this stop payment I must contact the Credit Union for a deletion form which requires my signature.

I understand that it is necessary to provide the correct information (such as draft number, amount and company name). The Credit Union will not be held liable for payment of a draft/debit contrary to this request. If payment is caused by Credit Union's negligence and causes loss to me, the Credit Union's liability shall not exceed the amount of the draft/debit. I agree to reimburse the Credit Union for any loss it sustains in honoring this stop payment request.

I understand that the Stop Payment Order must be received in time to give the Credit Union reasonable time to act upon it. I understand and agree that the Credit Union will in no way be liable if the draft/debit referred to hereon is paid on the same date as this request.

..... Do not cut

Member's Signature: Edward McDonald
(Member's Signature Required)

Member MUST sign and return one copy to the Credit Union. Keep one copy for your records.

Submit / Update Reset

Following is system generated:

Submitted By: MATHEWSM Time: 09:58:58AM Date: 10/11/2012

11-13-14

Please provide a copy of billings that comply with;

F.A.C. 25-6.105
F.A.C. 25-6.100

Edward McDonald



Today's date 11/6/12

Account number 0261 023156 4

7203 N. 41 ST.

Do not mail your payment.

We have left your service on as a courtesy today. To avoid disconnection, your payment must be received by one of our payment agents by:

11/14/12

A service charge of \$20 has been billed to your account.

Electric bill	\$ <u>130.22</u>
Deposit	\$ _____
Arrangement	\$ _____
Return check	\$ _____
Other	\$ _____
_____	_____
_____	_____

Total amount due \$ 130.22

Payment must be cash only.

You may pay by phone with a check or credit/debit card using Just Pay It®. Please call 1-866-300-3069 (toll-free) or visit tampaelectric.com.

There is a \$4.95 convenience fee per \$500 transaction for this service

Number Only

Signature Required
Payment Agent Signature
Name, Address and Phone
Number

FOR SERVICE ON SITE 11-6-12

Edward McDonald

PAY TO THE ORDER OF

TECO

DATE

one hundred thirty and 22/100 DOLLARS \$ 130.22

11-13-12

Edward G. McDonald
7203 N. 41st St.
Tampa, FL 33604



Account No.
0261 0231564

Past due Amount
\$1,518.85
Pay now to avoid
disconnection

New Charges
\$227.82
Payable by Oct 25

Total Bill Amount
\$1,746.67

716570

Mail Payment To:
P.O. Box 31318
Tampa, FL 33631-3318

5271-11493 11493-1843



MCDONALD EDWARD
7203 N 41ST ST
TAMPA FL 33604-2425



1 1990 01 0261 0231564 0001746.67

Edward G. McDonald
7203 N. 41st St.
Tampa, FL 33604

1837

Oct. 25, 2012
DATE

PAY TO THE
ORDER OF

TECO

\$116.24

One hundred sixteen and 24/100

DOLLARS



FOR

Balance on current charges Edward McDonald

Printed Name

NOVEMBER 6, 2012

VIA FAX (813) 314=4253

TO: Laurie Evans, Supervisor
Quality Assurance
TECO

RE: Incorrect Billing
Insufficient Notice

By Telephone call RE: LAURIE EVANS, *Teco acknowledges the BILLING IS INACCURATE and the FINAL NOTICE does not comply with F.A.C. Rule 25-6.105.

Ms Evans indicated she would provide CORRECTIONS IN WRITING



Edward McDonald

(813) 374=3837

*

* 11/6/12:::3:57 p.m.

Copy

Pauline Robinson, STAFF COUNSEL FPSC

James Beasely, Esq.

Reference imposed hereon

FINAL NOTICE

0261 0231564
MCDONALD EDWARD
7203 41 ST N
TAMPA FL 33604-2425

402554
Total Amount Due \$1,193.00
Statement Date
Oct 26, 2012

To avoid having your electric service interrupted, full payment of **\$1,193.00** is due by **November 06, 2012**. This balance is not eligible for a payment arrangement to extend the due date. If you have already paid this balance, thank you.

If payment is not received, your service will be scheduled for interruption. A reconnect fee of \$50.00 or \$140.00 will be billed to your account depending on which method was used to interrupt your service.

You can pay your final notice bill online at tampaelectric.com. If you pay at a payment agent, please allow three business days for the payment to post.

Payments received may be applied to any unpaid deposit billing due on this account. Please note due date on any new bill you receive will not extend this final notice amount or due date.

NOVEMBER 6, 2012

VIA FAX (813) 314=4253

TO: Laurie Evans, Supervisor
Quality Assurance
TECO

RE: Incorrect Billing
Insufficient Notice

By Telephone call RE: LAURIE EVANS, *Teco acknowledges the BILLING IS INACCURATE and the FINAL NOTICE does not comply with F.A.C. Rule 25-6.105.

Ms Evans indicated she would provide CORRECTIONS IN WRITINEG

Edward McDonald
Edward McDonald
(813) 374=3837

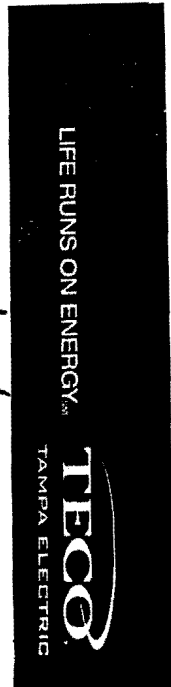
ADDENDUM 11/7/12 (see on site NOTICE/Below/

1. Provide a billing that complies with F.A.C. RULE 25-6.100
- 2 F.A.C. Rule 25-6.105(g) requires non-payment as a basis for interruption of service. TECO OWES ME (\$3500)) PLUS INTEREST FROM 2004 Statements alleging the \$3500 was recalled by the bank are FRAUDULENT! CHARGES OF \$280 for returned payments are FRAUDULENT. I HAVE BANK RECORDS FOR PROOF! CHARGES OF \$307 current conversion are FRAUDULENT! CIRCUIT COURT DISMISSED TECO ALLEGATIONS
3. COMPLAINT OF 10/12/12 CANNOT BE PLACED ON DOCKET 110305 because that Docket was CLOSED when the 10/12/12 was filed!

*
* 11/6/12:::3:57 p.m.

Copy

Pauline Robinson, STAFF COUNSEL FPSC
James Beasely, Esq.



Today's date 11/6/12

Account number 0261 0231564
7203 N. 41 ST.
Do not mail your payment.

We have left your service on as a courtesy today. To avoid disconnection, your payment must be received by one of our payment agents by:
11/14/12

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Payment must be cash only.
You may pay by phone with a check or credit/debit card using Just Pay It*. Please call 1-866-300-3069 (toll-free) or visit tampaelectric.com.
There is a \$4.95 convenience fee per \$500 transaction for this service.