

9916 Carlsdale Dr  
Riverview, FL 33578  
15 October, 2012

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Clerk of the Commission  
Attn: Ms. Cole:  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

COMMISSION  
CLERK

Dear Ms. Cole:

120275-EI

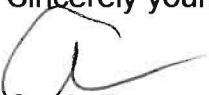
This is a formal petition to open a docket against Tampa Electric for the problem of excessive hold times when contacting the company by phone. Hold times frequently exceed 30 minutes and most recently the company has instituted a process if their hold times are too long you can't get into queue. Additionally the company provides no bricks and mortar contact point with company employees only outside vendors.

I have previously filed complaints with the PSC and Tampa Electric says they will hire more employees, but the problem still persists.

Tampa Electric is the king of using outsource vendors so there should be no reason they can't have overflow call centers available when volume spikes or on-call representatives.

I wish this petition to be open so the Commissioners can address the problem of hold time when it continues to persist. They have been successful with holding other regulated utilities to improving hold time, but not Tampa Electric.

Sincerely yours,



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