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STATE OF FLORIDA



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## Public Service Commission

August 27, 2013

Curtis Brown  
9916 Carlsdale Drive  
Riverview, Florida, 33578

RE: Docket No. 120275 – EI - Formal petition of complaint against Tampa Electric Company, for discrimination against customers in their Energy Planner program, by Curtis Brown and Docket No. 130064 – EI - Formal petition of complaint against Tampa Electric Company, for violation of Commission Rule 25-6.100 regarding billing, by Curtis Brown.

Dear Mr. Brown:

On October 29, 2012, we received your complaint against Tampa Electric Company (TECO) alleging discrimination regarding the availability of the Energy Planner Program at your multi-family dwelling and subsequently Docket 120275-EI was opened.<sup>1</sup> Since that time TECO has been working with you to install the Energy Planner Program at your residence. On June 26, 2013, TECO filed a letter stating that the system had been successfully installed. Since the installation of the Energy Planner System at your residence occurred approximately two months ago, and we have no reason to believe the installation was unsuccessful, staff believes that your complaint has been resolved.

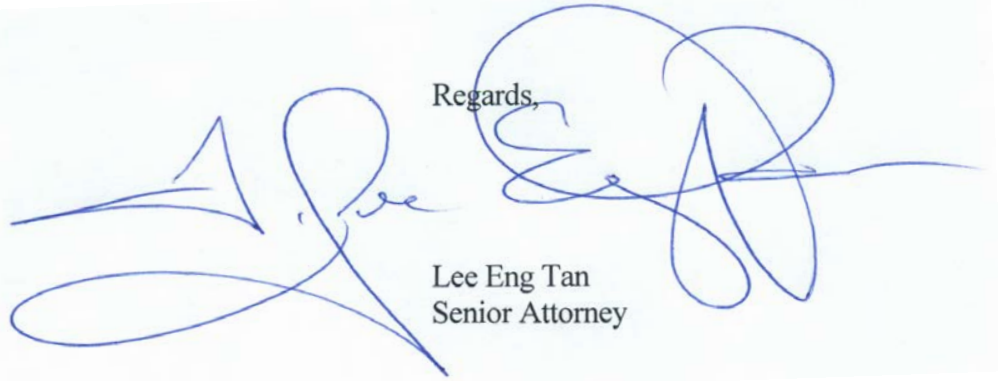
In addition, you had concerns that TECO was violating Rule 25-6.100, Florida Administrative Code (F.A.C.), because surcharge free payment locations were not visible on the TECO bill.<sup>2</sup> Staff believes that upon a reading of the rule, TECO meets the requirement of Rule 26.6.100(j), F.A.C., which requires toll-free numbers be provided so consumers may call to find the surcharge free locations where the customers can pay their utility bill. In the current TECO bill, customers are directed to the company's website and a toll-free number where customers are provided with local payment agents who do not charge a fee. As we discussed during our conference call on April 11, 2013, staff does not find any indication that TECO is in violation of the rule.

We believe that your complaints have been addressed and can be closed. Staff can close the dockets once we receive an email or letter from you advising you would like them closed. If you do not believe the matters have been resolved, staff will take its recommendations to the next available Commission Conference for a Commission vote.

<sup>1</sup> Docket No. 120275-EI - Formal petition of complaint against Tampa Electric Company, for discrimination against customers in their Energy Planner program, by Curtis Brown.

<sup>2</sup> Docket No. 130064-EI was opened to address this matter.

We look forward to hearing from you regarding these matters. If we do not hear from you by September 16, 2013, we will begin the recommendation process.

Regards,  
  
Lee Eng Tan  
Senior Attorney

CC: Office of Commission Clerk.