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August 6, 2021

**VIA: ELECTRONIC FILING**

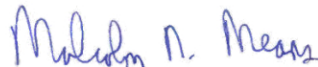
Mr. Adam J. Teitzman  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Re: Docket 20210034-EI, Petition for Rate Increase by Tampa Electric Company

Dear Mr. Teitzman:

Attached for filing on behalf of Tampa Electric Company is the errata sheet for the Direct Testimony of Melissa L. Cosby and revised testimony page 34. As noted in Tampa Electric's response to Staff's Third Set of Interrogatories No. 89, the company identified an error in Witness Cosby's testimony this is corrected in these testimony pages.

Sincerely,



Malcolm N. Means

Enclosure

cc: Paula Brown/Tampa Electric Regulatory

## ERRATA SHEET

### DIRECT TESTIMONY OF MELISSA L. COSBY<sup>1</sup>

<b>Page and Line</b>	<b>Original Text</b>	<b>Change</b>
<b>34:6</b>	53 percent	57 percent
<b>34:7</b>	534	561
	252	243

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<sup>1</sup> Document No. 03305-2021, filed April 9, 2021 in Docket No. 20210034-EI.

1 designation in 2019 and 2020 by Cogent/Escalent.

2

3 **Q.** How has the company performed in FPSC customer complaints  
4 since 2013?

5

6 **A.** Customer complaints decreased by nearly 57 percent, from  
7 561 total complaints in 2013 to 243 complaints in 2020.  
8 This represents the lowest number of complaints since 2012.  
9 Commission infractions also decreased, with only two since  
10 2016. The decrease in complaints is driven largely by  
11 implementation of the new billing system in 2017 and  
12 by Tampa Electric's strong customer focus and improved  
13 business operations. Tampa Electric uses these complaints  
14 as an opportunity for continuous improvement, either  
15 through team member training, process or system changes,  
16 and/or improved customer education.

17

18 **Q.** Please summarize how the company's performance in customer  
19 experience has improved since the company's last rate case  
20 in 2013?

21

22 **A.** Tampa Electric has made substantial improvements to the  
23 customer experience, as evidenced by the company's strong  
24 performance in the areas of customer satisfaction as  
25 measured by JDP, key internal metrics, and tracking of FPSC

## CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing Motion, filed on behalf of Tampa Electric Company, has been furnished by electronic mail on this 6th day of August, 2021 to the following:

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*Malcolm N. Means*

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