

**Antonia Hover**

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**From:** Ellen Plendl  
**Sent:** Monday, September 11, 2023 10:46 AM  
**To:** Consumer Correspondence  
**Subject:** Docket Nos. 20230001 & 20230019  
**Attachments:** Consumer Inquiry - Tampa Electric Company; FW Electric

See attached customer correspondence and reply for Docket Nos. 20230001 & 20230019

## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Monday, September 11, 2023 9:53 AM  
**To:** 'kl.wells@hotmail.com'  
**Subject:** Consumer Inquiry - Tampa Electric Company

Ms. Karyn Wells  
kl.wells@hotmail.com

RE: FPSC Inquiry 1428945C

Dear Ms. Wells:

The Governor's office forwarded a copy of your email regarding Tampa Electric Company (TECO) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

You expressed a concern about recent rate increases. On March 7, 2023, the FPSC approved a mid-course correction to the fuel factors and granted preliminary interim storm restoration charge for TECO.

The adjusted fuel factors reflect unrecovered fuel costs incurred in 2022. The interim storm restoration recovery charges are costs associated with named storms and will replenish each utility's storm reserve fund. Interim storm restoration charges are approved for a 12-month recovery period and are subject to refund, with interest, pending further review once the total actual costs are known for each utility.

Utilities do not earn a profit on fuel charges. The fuel and capacity cost component of customers' bills is set for each calendar year, but mid-course corrections are used when a utility's costs increase or decrease significantly in the interim. Under Commission rules, a utility must notify the PSC when it expects an under- or over-recovery greater than 10 percent.

TECO's approved charges include the new fuel factor and the preliminary approval for recovery of \$131 million in interim storm restoration costs associated with Hurricanes Dorian, Elsa, Ian, Nicole, and Tropical Storms Alberto, Nestor, and Eta.

We appreciate you sharing your views and will add your correspondence to both Dockets 20230001 and 20230019 regarding the mid-course correction and the storm restoration recovery, respectively.

Customers who are experiencing difficulty in providing payment on their account can contact the following resources for financial assistance:

\* Low Income Home Energy Assistance Program --- <https://www.floridajobs.org/community-planning-and-development/community-services/low-income-home-energy-assistance-program/find-your-local-low-income-home-energy-assistance-program-provider-for-help>

\* Elderly Electric Assistance (EHEAP), which provides assistance for home-energy emergencies to qualified, low-income households with at least one person 60 years of age or older. To find out about qualifications, you may contact your county's local EHEAP agency, or by calling 1-800-963-5337.

If you have any questions or concerns please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl  
Regulatory Analyst IV  
Florida Public Service Commission  
Office of Consumer Assistance & Outreach  
1-800-342-3552 (phone)  
1-800-511-0809 (fax)

## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Friday, September 8, 2023 4:04 PM  
**To:** Ellen Plendl  
**Subject:** FW: Electric  
**Attachments:** Screenshot\_20230908-114216\_Outlook.jpg

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

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**From:** Karyn Wells <kl.wells@hotmail.com>  
**Sent:** Friday, September 8, 2023 11:51 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Electric

Governor , I've always been a huge supporter of you I have a DeSantis 2024 flag , shirt, cup you name it... but I can tell you right , I am about to give up on you sadly and here's why, My house insurance has doubled my electric bill has doubled, My taxes have increased by \$2000, You allowed these increases Repeatedly to FPL and to Insurance compnies. I've lived in Florida over 40 years and it's getting to the point where I can't afford to live here anymore I am a single parent raising 2 kids I had to get a new air conditioner which is more energy efficient , I'm using less kilowatts than I did over the past 3 years according to the FPNL history on my account yet I'm paying almost twice as much. Why would you allow so many increases to FPNL so that they can supposedly fund green energy why don't they master keeping the power on when there's not even High wind gusts. You have stuck it to us as much as I adore you those failures that I listed or what's going to be your Kryptonite. There's no reason a 2500 square foot house with a woman and 2 kids living in it should cost \$450 in electric a month. It is double what I paid in 2019 and 20. If do you not realize that you're pricing those of us who have been avid supporters right out of the state ? If I didn't know better I would think Joe Biden is the cause of this but I know darn well that you guys approved these increases to FPL and to insurance companies and you're doing nothing about it. I can express to you how disheartened I am and and everyone in my community is feeling the same. That was a huge mistake and it's gonna cost you, Because when we can afford our electric bill and our house insurance we're gonna want to change  
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Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

# Payment Reminder

This is a friendly reminder that all or part of your bill in the amount of **\$450.35** is due on **Sep 11, 2023** for account number [33980-72599](#).