

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Petition for rate increase by Tampa
Electric Company.

DOCKET NO.: 20240026-EI

FILED: May 6, 2024

**CITIZENS' MOTION FOR AN ADDITIONAL
EVENING CUSTOMER SERVICE HEARING**

The Citizens of the State of Florida, by and through the Office of Public Counsel (OPC), pursuant to Rule 28-106.204, Florida Administrative Code (F.A.C.), hereby file this Motion for Additional Customer Service Hearings in this docket. OPC requests that this Motion be granted and in support of the motion states:

1. On April 2, 2024, Tampa Electric Company (TECO) filed its Petition for a Rate Increase (Petition), Minimum Filing Requirements, and testimony in support of its requested rate increase.
2. Pursuant to section 366.041, Florida Statutes, which requires the Commission “to hear service complaints, if any, that may be presented by subscribers and the public during any proceedings involving such rates, charges, fares, tolls, or rentals...,” the Commission routinely schedules customer service hearings in rate case proceedings.
3. The Commission has previously held that, “[c]ustomer service hearings play a critical role in the Commission’s statutory duty to hear service complaints, and they are a vital component in setting fair, just, and reasonable rates for a regulated utility.”¹

¹ *In re: Petition for Rate Increase by Florida City Gas*, PSC Order No. PSC-2022-0276-PCO-GU, Docket No. 20220069-GU, p. 3.

4. TECO's last litigated base rate proceeding where a hearing schedule was established was concluded in early 2009 and was resolved as reflected in Order No. PSC-09-0283-FOF-EI.²

5. TECO provides retail electric service to approximately 844,000 customers in a 2,000 square mile service territory in Hillsborough and portions of Polk, Pasco, and Pinellas counties.³

6. In TECO's 2009 rate case proceeding, the Commission travelled to and held two in-person customer service hearings. (**Exhibit A**).

7. The publicly-available Commission calendar indicates only one of the three total TECO customer service hearings scheduled in this matter are planned to be in person. The other two hearings are designated as "virtual" and scheduled to be conducted in Tallahassee on June 10th at 6 P.M., and June 11th at 2:30 P.M. The lone in-person hearing is scheduled for June 13th in Tampa at 10A.M, at a time when working customers would be unlikely to have time to attend.

8. OPC acknowledges that virtual hearings were not available in 2009 and appreciates that two such hearings have been scheduled in this matter. However, in-person meetings afford the opportunity to be heard to customers who are unable to attend virtually and offer more opportunities for engagement and interaction than do virtual meetings.

9. Based on the foregoing, OPC respectfully requests that the Commission schedule an additional in-person customer hearing after 6 PM scheduled in addition to the one currently scheduled in-person meeting scheduled for 10 A.M.

² *In re: Petition for rate increase by Tampa Electric Company*, PSC Order No. PSC-09-0283-FOF-EI, Docket No. 20080317.

³ *In re: Petition for rate increase by Tampa Electric Company*, Document No. 01489-2024, p. 1, PSC Docket No. 20240026-EI.

10. OPC has conferred with the other parties in this matter regarding their position on this motion. TECO does not object to the motion. Sierra Club, Florida Rising, LULAC, and the FRF support this motion. FEA takes no position on the motion. OPC has not received a position from any other party not mentioned.

WHEREFORE, the OPC hereby requests that the Commission grant the Motion for an Additional Evening Customer Service Hearing for the reasons outlined in the body of this motion above.

Respectfully submitted,

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CERTIFICATE OF SERVICE
DOCKET NO. 20240026-EI

I **HEREBY CERTIFY** that a true and correct copy of the foregoing has been furnished by electronic mail on this 6th day of May 2024, to the following:

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EXHIBIT A

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

NOTICE OF CUSTOMER SERVICE HEARINGS

TO

TAMPA ELECTRIC COMPANY
OFFICE OF PUBLIC COUNSEL

AND

ALL OTHER INTERESTED PERSONS

DOCKET NO. 080317-EI

PETITION FOR RATE INCREASE BY TAMPA ELECTRIC COMPANY.

ISSUED: September 24, 2008

NOTICE is hereby given that the Florida Public Service Commission will hold customer service hearings in the above docket on the rates and charges of Tampa Electric Company (TECO). The hearings will commence at the time and location shown below and will continue until all witnesses have been heard. CUSTOMERS WHO WISH TO PRESENT TESTIMONY ARE URGED TO APPEAR PROMPTLY AT EACH SCHEDULED HEARING TIME SINCE THE HEARING MAY BE ADJOURNED EARLY IF NO WITNESSES ARE PRESENT TO TESTIFY.

Tuesday, October 21, 2008, 6:00 p.m.

Blaise F. Alfano Conference and Banquet Center
11606 North McKinley Drive
Tampa, Florida 33612

Wednesday, October 22, 2008, 10 a.m.

Chain of Lakes Complex, Poolside Room
210 Cypress Garden Boulevard
Winter Haven, Florida 33880

PURPOSE AND PROCEDURE

The purpose of these customer service hearings is to take testimony from the public on the quality and adequacy of TECO's service and other matters related to TECO's petition for a rate increase. The procedure at these hearings shall be as follows: The Company will present a brief summary of its case and then members of the public may present testimony. Members of the public who wish to present testimony are urged to appear promptly at each scheduled hearing time since the hearing may be adjourned early if no witnesses are present to testify. All witnesses shall be subject to cross examination at the conclusion of their testimony.

DOCUMENT NUMBER-DATE

08989 SEP 24 08

FPSC-COMMISSION CLERK

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Any person requiring some accommodation at these hearings because of a physical impairment should call the Office of Commission Clerk at (850) 413-6770 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired should contact the Florida Public Service Commission by using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD).

ADDITIONAL NOTICE

To ensure that the public is made aware of the public hearings scheduled in this matter, the Tampa Electric Company, prior to the hearings scheduled herein, is directed to enclose in all customers' bills, or in a separate mailing to all customers, a notice setting forth fully the time and place of these hearings and a statement that "persons who wish to present testimony are urged to appear at the beginning of the hearing since the hearing may be adjourned early if no witnesses are present to testify." The notice shall be completed at least ten (10) days before the first scheduled hearing. The Company is also directed to publish in a newspaper of general circulation in the area in which a hearing is to be held, a display advertisement stating the time, date, location and purpose of the hearing and a statement that "persons who wish to present testimony are urged to appear at the beginning of the hearing since the hearing may be adjourned early if no witnesses are present to testify." The advertisements shall be published at least seven (7) days and not more than twenty (20) days before each service hearing.

EMERGENCY CANCELLATION OF SERVICE HEARINGS

If a named storm or other disaster requires cancellation of the meeting, Commission staff will attempt to give timely direct notice to parties. Notice of cancellation of the meeting will also be provided on the Commission's website (<http://www.psc.state.fl.us/>) under the Hot Topics link found on the home page. Cancellation can also be confirmed by calling the Office of the General Counsel at (850) 413-6199.

JURISDICTION

Jurisdiction over this utility is vested in the Commission by Chapter 366, Florida Statutes; authority to approve any changes in rates is governed by Sections 366.04 through 366.076, Florida Statutes. The provisions of Chapters 25-6 and 25-9, Florida Administrative Code, are also applicable.

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By DIRECTION of the Florida Public Service Commission this 24th day of September,
2008.



ANN COLE
Commission Clerk

(SEAL)

KY