

Charlie Smith

From: John Plescow
Sent: Tuesday, July 23, 2024 10:51 AM
To: Consumer Correspondence; Cassandra Williams
Subject: FW: DOCKET #20240026

Please, add to docket 20240026.

-----Original Message-----

From: Cassandra Williams <CaWillia@psc.state.fl.us> On Behalf Of Consumer Contact
Sent: Tuesday, July 23, 2024 9:16 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: RE:DOCKET #20240026

Please send to the clerk's office for docket # 20240026.

Complaint has been entered also, #1451489E

Cassandra Williams

-----Original Message-----

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Monday, July 22, 2024 7:23 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Service Outage TRACKING NUMBER: 196304

CUSTOMER INFORMATION

Name: Jack Stevens
Telephone: 8132308335
Email: Jjstevenslutz@gmail.com
Address: 2802 Robertson Trail Lutz FL 33559

BUSINESS INFORMATION

Business Account Name: Jack Stevens
Account Number:
Address: 2802 Robertson Trail Lutz FL 33559

COMPLAINT INFORMATION

Complaint: Service Outage against Tampa Electric Company
Details:

As I have submitted in the past. I routinely have power surges during regular rai. Storms as well as minor thunderstorms. This has cost me thousands of dollars I repairs to electrical and electronic equipment. I have purchased a battery back up for my computer and cable connection, but cannot afford to do this for my ac, pool and other electronic equipment. My neighbor who is a power lineman. Spent 40K to install a solar system, because Teco, is not reliable and he too was not happy with having to replace electronics. Teco always follows up with me after my complaint Ts, but I have not noticed

any Improvement . They have requested. Rte increase.. my electric bill has steadily increased, but the reliability has also decreased. So why should I pay more for less reliability..

If you are rudely a -unlicensed service commission, do. Or allow them N increase u til they can provide reliable service. I have much more important things to do. Then constantly having to reach out asking for reliable service. If I could afford solar or a battery back up, I would, because Teco is. Ot reliable. Heaven helps us if we have a hurricane or a severe thunderstorm...

PSC was contacted previously