

Antonia Hover

From: Ellen Plendl
Sent: Monday, August 25, 2025 3:31 PM
To: Consumer Correspondence
Subject: RE: Docket Nos. 20240026 & 20240172
Attachments: Re: Consumer Inquiry - Tampa Electric Company

See attached customer correspondence for Docket Nos. 20240026 & 20240172.

Antonia Hover

From: Carlie Meadows <meadowscarlie@gmail.com>
Sent: Monday, August 25, 2025 3:06 PM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Tampa Electric Company

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

Dear Ellen,

Thank you for your time to reply and for adding my complaints to your docket. I fear this is still not enough. what TECO is doing is criminal they are crippling our community and I'm sorry but if they can afford to pay their chief officers 700k a year plus bonuses they have no need to borrow from the Florida government to repair their horrible equipment that they allow to be outdated and shoddy to save a buck while bleeding our community dry.

They're subsidizing their Canadian sister company that has energy price caps, by price gouging us. We have no where to go there is no other option for an energy provider to keep the market fair. We have to pay what they charge us or they cut our power regardless of kids, medical needs etc.

My friend, who is a single mother, just moved apartments, she's had TECO for years (obviously because there's no option) her first bill they are charging her over \$1,000.00 in deposits (I'm sorry deposit for what? She can't go anywhere?!), connection fees (it's done wirelessly they don't even send anyone), storm fees, storm insurance, daily maintenance fees (you can see the wires coming out of my house and I lose power if my neighbor sneezes), they charge a fee for fuel, the list of fees just goes on.

We have no choice we have no where to go and it's not right I just put new insulation in my attic, new windows, LED lights all energy saving appliances my house is 1,600sqft I keep the AC at 76 during the day and 74 at night I haven't run my pool all summer TECO said my energy efficiency was excellent and they're charging me \$350?! Last summer with zero insulation in my attic my bill was \$200???

There needs to be accountability and something has to be done. Why are they allowed to pass these charges onto the community?! Could you imagine Walmart borrowing to buy more merchandise from China??? If TECO can't afford to stay in business without borrowing millions of dollars they should be forced to sell it's not acceptable.

On Wednesday, August 20, 2025, Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

Ms. Carlie M. Meadows
Meadows.Carlie@gmail.com

Dear Ms. Meadows:

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 concern about TECO's recent rate increases.

On December 3, the FPSC voted to reduce TECO's requested revenue increase by more than \$100 million, from \$287.9 million to \$184.9 million, allowing TECO to continue its investments in grid reliability, renewable energy, and fleet modernization projects, helping to build a more resilient energy future for its service area.

The approved rates took effect the first billing cycle of January 2025. Based on the new lowered revenue requirement, TECO's average residential monthly customer bill at 1,000 kWh usage will be \$145.58, an increase of \$9.14 from the current bill. This residential customer bill example includes all costs to provide service, cost recovery clauses, fuel, and Gross Receipts Tax.

On February 4, 2025, the FPSC approved interim storm restoration recovery costs related to Hurricanes Idalia, Debby, Helene, and Milton for Tampa Electric Company. The Commission also approved the utility's request to replenish its storm reserve.

The approval of an interim storm restoration charge is preliminary in nature and is subject to refund, with interest, pending further Commission review once final audited costs are known. Final costs will be determined following a future Commission hearing. TECO's approved interim recovery is \$463.6 million and meets the parameters of its 2021 Settlement Agreement. TECO requested recovery of \$34.5 million for Idalia, \$4 million for Debby, \$52 million for Helene, and \$358.9 million for Milton. The recovery total includes replenishment of TECO's \$55.8 million storm reserve. The monthly bill impact per 1,000 kWh for a TECO residential customer is \$19.95. The surcharge will appear on a customer's bill for 18 months, beginning in March 2025-August 2026.

We will add your comments as a protest to Docket Nos. 20240026 and 20240172.

You may review all the information filed for Commission consideration in Docket Nos. 20240026 and 20240172 by accessing the FPSC website at [floridapsc.com](https://www.floridapsc.com). Under the Clerk's Office tab at the top of the page, click on Dockets. Type in the docket number 20240026 or 20240172. Click the Search button. Then select Document Filings Index for a list of all filings in each docket. This procedure allows you to view all of the information filed by the utility and other parties in each docket.

If you have any questions, 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)