

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, August 26, 2025 3:42 PM
To: Consumer Correspondence
Subject: Docket Nos. 20240026 & 20240172
Attachments: Re: Consumer Inquiry - Tampa Electric Company; Re: Consumer Inquiry - Tampa Electric Company; Re: Consumer Inquiry - Tampa Electric Company

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

Antonia Hover

From: Kayla Genco <kayla.genco24@yahoo.com>
Sent: Monday, August 25, 2025 7:56 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they have no need to borrow from the Florida government to repair their horrible equipment that they allow to be outdated and shoddy to save a buck while bleeding our community dry.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, in the same complex mind you, 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 out to location anymore), storm fees, storm insurance, daily maintenance fees (you can see the wires coming out of my friends house), 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 personally am in a new build townhouse that is supposed to be top of the line energy efficient! One of closest friends just put new insulation in their attic, upgraded their windows, LED lights all energy saving appliances. We both keep have the same house size of 1,600sqft. We keep the AC at 76 during the day and 74 at night. While that friends hasn't run their pool all summer TECO said both our energy efficiency scores were excellent and they're charging her 350?! Last summer with zero insulation in my attic my bill was \$200??? And my bill itself went from \$90 living in an apartment the same size as my new build townhouse to \$225! But somehow my outdated apartment had better energy efficiency???

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.

Your time is much appreciated.

Kayla Genco

[Sent from Yahoo Mail for iPhone](#)

On Monday, August 25, 2025, 2:19 PM, Ellen Plendl <EPlendl@PSC.STATE.FL.US> wrote:

Ms. Kayla Genco
kayla.genco24@yahoo.com

RE: FPSC Inquiry 1479284C

Dear Ms. Genco:

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. 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)

Antonia Hover

From: Kayla Genco <kayla.genco24@yahoo.com>
Sent: Monday, August 25, 2025 10:03 PM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Tampa Electric Company

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Hi again Ellen.

Thank you for absolutely nothing and your copy
Paste generic response. Like I said I've already had an audit and everything else done to fix this it doesn't change that A CANADIAN COMPANY IS PRICE GOUGING AND RUNING A MONOPOLY ON AMERICAN SOIL WHILE BORROWING AMERICAN TAX DOLLARS AND THEN FORCING FLORIDIANS TO PAY THEIR DEBT. thank you for your passive, generic, emotionless lack of assistance. No wonder TECO has been able to get away with this. Thanks for nothing. Appreciate it. I pray you don't find yourself taken advantage of by a foreign monopoly and are told to suck it up. Voted for DeSantis twice won't vote for him in any of his future endeavors as I will remember this vividly.

"We can refer her to TECO's regulatory office for assistance with her billing concerns" you think people are emailing the governor because they didn't think to contact the source first??? You know what their response is?? "Pay it or live without power".

"With respect to initial deposits, Rule 25-6.097, Florida Administrative Code (F.A.C.), indicates that a utility's tariff will include its specific criteria for determining the amount of initial deposit" is this a joke? Yea - we get it an initial account needs a deposit but to require a deposit everytime you move when you've had an established account / line of credit for years?! Especially when it's in the same zip code, city and in this case SAME APARTMENT COMPLEX.

Again - thank you for essentially being TECOs customer service department. Would love to see the kickback a Canadian company gives an American governor to rob his people blind with zero empathy.

Have the day you deserve.

[Sent from Yahoo Mail for iPhone](#)

On Monday, August 25, 2025, 9:43 PM, Ellen Plendl <EPlendl@PSC.STATE.FL.US> wrote:

Dear Ms. Genco:

Thank you for your reply. I will add your comments to Dockets [20240026](#) and [20240173](#).

With respect to initial deposits, Rule 25-6.097, Florida Administrative Code (F.A.C.), indicates that a utility's tariff will include its specific criteria for determining the amount of initial deposit. Each utility

may require an applicant for service to satisfactorily establish credit, but such establishment of credit shall not relieve the customer from complying with the utilities' rules for prompt payment of bills. The customer has the option to pay a cash deposit, furnish a satisfactory guarantor to secure payment of bills, or furnish an irrevocable letter of credit from a bank or a surety bond. The deposit is calculated as two months' average over the last 12 months of service at a residential location.

TECO's tariff, Sheet 3.030, Section 3, indicates the initial service connection charge is \$15.00 for residential service. You may review the tariff sheet by using the following link:

<https://www.tampaelectric.com/4b0ff7/siteassets/files/tariff/tariffsection3.pdf> Scroll down to page 4 of 34.

You also expressed concern about the storm cost recovery and storm protection charges. Florida Statute, [366.8260](#), allows utilities to recover costs for storm cost recovery. You may review the Statute by using the following link:

Florida Statute, 366.96, allows utilities to recover costs for storm protection. You may review the Statute by using the following link:

Please encourage your friend to contact our toll-free number [1-800-342-3552](tel:1-800-342-3552). We can refer her to TECO's regulatory office for assistance with her billing concerns.

We are happy to facilitate an energy audit for your residence, which will provide you with an analysis of the energy use and appliances at your residence, and recommendations to minimize the usage. Home energy audits are available to TECO customers at no charge once every 12 months.

To assist you, please provide us with the following:

- * Your full name
- * Your service address
- * Your mailing address
- * Your service telephone number
- * Your daytime contact telephone number
- * The name in which your electric bill is addressed

You may respond by return e-mail or by calling me at [1-800-342-3552](tel:1-800-342-3552). I will look forward to hearing from you.

Sincerely,

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

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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)
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Antonia Hover

From: Carlie Meadows <meadowscarlie@gmail.com>
Sent: Monday, August 25, 2025 10:01 PM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Tampa Electric Company

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Again - thank you for essentially being TECOs customer service department. Would love to see the kickback a Canadian company gives an American governor to rob his people blind with zero empathy.

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On Monday, August 25, 2025, Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

Dear Ms. Meadows:

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Florida Statute, 366.96, allows utilities to recover costs for storm protection. You may review the Statute by using the following link:

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Please encourage your friend to contact our toll-free number 1-800-342-3552. We can refer her to TECO's regulatory office for assistance with her billing concerns.

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To assist you, please provide us with the following:

- * Your full name
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- * Your mailing address
- * Your service telephone number

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Regulatory Analyst IV

Florida Public Service Commission

Office of Consumer Assistance

1-800-342-3552 (phone)

1-800-511-0809 (fax)

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

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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.

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Ellen Plendl
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