

*Late Filed Exhibit*

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 080317-EI EXHIBIT 5

COMPANY Anne Kitko

WITNESS Kitko's Complaint

DATE 10-21-08

\_\_\_\_\_

\_\_\_\_\_

Request No. 727041E

Name KITKO , ANNE MS.

Business Name

<p align="center"><b>Consumer Information</b></p> <p>Name: ANNE KITKO</p> <p>Business Name:</p> <p>Svc Address: 1218 TULIPWOOD DRIVE</p> <p>County: Hillsborough Phone: (813)-684-6566</p> <p>City/Zip: Seffner / 33584-</p> <p>Account Number:</p> <p>Caller's Name: ANNE KITKO</p> <p>Mailing Address: 1218 TULIPWOOD DRIVE</p> <p>City/Zip: SEFFNER , FL 33584-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 8028</p>	<p align="center"><b>Florida Public Service Commission - Consumer Request</b></p> <p align="center"><b>2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</b></p>	<p align="center"><b>PSC Information</b></p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: RC</p> <p>Date: 02/14/2007</p> <p>Time: 10:07</p> <p>Via: E-FORM</p> <p>Prelim Type: OUTAGES</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center"><b>Utility Information</b></p> <p>Company Code: EI806</p> <p>Company: TAMPA ELECTRIC COMPANY</p> <p>Attn. Karen Campbell727041E</p> <p>Response Needed From Company? Y</p> <p>Date Due: 03/07/2007</p> <p>Fax: 61,813-228-1820 R</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 02/19/2007</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: SDM</p> <p>Date: 03/23/2007</p> <p>Closeout Type: GI-15</p> <p>Apparent Rule Violation: N</p>

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"Complaint filed with PSC

**CUSTOMER INFORMATION**

Name: Anne Kitko  
Telephone: 813-684-6566  
Email: kitkoa@tampabay.rr.com  
Address: 1218 Tulipwood Drive Seffner 33584

DOCUMENT NUMBER-DATE

Request No. 727041E

Name KITKO , ANNE MS.

Business Name

00433 JAN 16 8

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FPSC-COMMISSION CLERK

BUSINESS INFORMATION

Business Account Name: Anne Kitko  
Account Number:  
Address: 1218 Tulipwood Drive Seffner Florida 33584

COMPLAINT INFORMATION

Complaint: Service Outage against Tampa Electric Company  
Details:  
Thank you for reading

I've resided in my current home (owned/paid for) since 1986. During those years I have continually endured frequent outages, some lasting many hours. Most of the outages are split second ones, just enough to offset all the timed equipment in my house. Last summer I was forced to stay in a hotel after the power failed at 4 PM and wasn't restored until 3 AM. The outages appear to affect only certain houses, on my street only. There have been multiple crews out here doing whatever they do, only to fail at repairing the problem.

This is an ongoing, unceasing aggravation and TECO has failed to resolve the problem after my many phone calls.

I will be grateful for your help in motivating TECO to get off its duff and fix the problem.

Sincerely

Anne Kitko, RN"

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint

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Request No. 727041E Name KITKO ,ANNE MS. Business Name

e) confirmation that the company has made direct contact with the customer 4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us  
Fax - 850-413-7168  
Mail - 2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

Case taken by Ravonda C. Claitt

02/19/2007 Company correspondence received via e-mail. /EEstelle

2/20/07 REVIEWED COMPANY RESPONSE. Response indicates the following:

- o The customer's circuit performance was investigated.
- o The circuit experienced 13 on/off events in 2006 and 4 in 2007.
- o The 4 on/off events in 2007, were all on 2/11/07 and appear to have been caused by a short in the underground primary cable.
- o This is an average number of on/off's for TECO circuits.
- o There were no long duration outages of the entire circuit in 2006 or 2007.
- o The customer experienced 3 localized long duration outages in 2006:
  - 1) 5/22/06 - 2 hours due to a wire down
  - 2) 6/2/06 - 10 hours 14 minutes due to the failure of the underground cable that feeds the customer's neighborhood.
- 3) 11/21/06 - 57 minutes due to a failed transformer on the customer's underground loop
- o On 2/15/07, Paul Hodges called Ms. Kitko and reviewed the performance of her circuit.
- o The causes of the 3 outages were explained and causes of the circuit on/off's were also discussed.
- o Ms. Kitko seemed satisfied with the level of her service.
- o She still feels she is having too many on/off's even though her current level of service is average.
- o The customer stated she will log the on/off's experiences.
- o She was given a number to reach an Engineer with any future questions.

Shonna McCray

3/23/07 This inquiry closed. Shonna McCray

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Request No. 727041E

Name KITKO ,ANNE MS.

Business Name

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Request No. 727041E

Name KITKO ,ANNE MS.

Business Name

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Request No. 768280E

Name KITKO ,ANNE MRS

Business Name

<p align="center"><b>Consumer Information</b></p> <p>Name: ANNE KITKO</p> <p>Business Name:</p> <p>Svc Address: 1218 TULIPWOOD DRIVE</p> <p>County: Hillsborough Phone: (813)-684-6566</p> <p>City/Zip: Seffner / 33584-</p> <p>Account Number: 03160109974</p> <p>Caller's Name: ANNE KITKO</p> <p>Mailing Address: 1218 TULIPWOOD DRIVE</p> <p>City/Zip: SEFFNER ,FL 33584-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center"><b>Florida Public Service</b></p> <p align="center"><b>Commission - Consumer Request</b></p> <p align="center"><b>2540 Shumard Oak Boulevard</b></p> <p align="center"><b>Tallahassee, Florida 32399</b></p> <p align="center"><b>850-413-6100</b></p>	<p align="center"><b>PSC Information</b></p> <p>Assigned To: VIOLET FARIA</p> <p>Entered By: VF</p> <p>Date: 02/13/2008</p> <p>Time: 15:39</p> <p>Via: PHONE</p> <p>Prelim Type: OUTAGES</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: VF</p> <p>Date: 02/13/2008</p> <p>Closeout Type: GI-02</p> <p>Apparent Rule Violation: N</p>
	<p align="center"><b>Utility Information</b></p> <p>Company Code: EI806</p> <p>Company: TAMPA ELECTRIC COMPANY</p> <p>Attn.</p> <p>Response Needed From Company? N</p> <p>Date Due: 02/13/2008</p> <p>Fax: 61,813-228-1820 R</p>	
	<p>Interim Report Received: / /</p> <p>Reply Received: / /</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	

WARM TRANSFER 02/13/08: Karen

Outage two days strait. Problem from previous year. Vfaria

Request No. 768280E

Name KITKO ,ANNE MRS

Business Name

Request No. 774383E

Name KITKO ,ANNE MS.

Business Name

<p align="center"><b>Consumer Information</b></p> <p>Name: ANNE KITKO</p> <p>Business Name:</p> <p>Svc Address: 1218 TULIPWOOD DRIVE</p> <p>County: Hillsborough Phone: (813)-684-6566</p> <p>City/Zip: Seffner / 33584-</p> <p>Account Number:</p> <p>Caller's Name: ANNE KITKO</p> <p>Mailing Address: 1218 TULIPWOOD DRIVE</p> <p>City/Zip: SEFFNER ,FL 33584-</p> <p>Can Be Reached:</p> <p>E-Tracking Number: 12918</p>	<p align="center"><b>Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</b></p>	<p align="center"><b>PSC Information</b></p> <p>Assigned To: DAVID JOPLING</p> <p>Entered By: DS</p> <p>Date: 04/08/2008</p> <p>Time: 11:25</p> <p>Via: E-FORM</p> <p>Prelim Type: OUTAGES</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by:</p> <p>Date: / /</p> <p>Closeout Type:</p> <p>Apparent Rule Violation: N</p>
<p align="center"><b>Utility Information</b></p> <p>Company Code: EI806</p> <p>Company: TAMPA ELECTRIC COMPANY</p> <p>Attn. Laurie Weir774383E</p> <p>Response Needed From Company? Y</p> <p>Date Due: 04/29/2008</p> <p>Fax: 61,813-228-1820 R</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 04/24/2008</p> <p>Reply Received Timely/Late:</p> <p>Informal Conf.: N</p>	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----  
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
Sent: Monday, April 07, 2008 5:44 PM  
To: Consumer Contact  
Subject: E-Form Service Outage TRACKING NUMBER: 12918

Complaint filed with PSC

CUSTOMER INFORMATION

Request No. 774383E

Name KITKO ,ANNE MS.

Business Name

Name: Anne Kitko  
Telephone: 813-684-6566  
Email: kitkoa@tampabay.rr.com  
Address: 1218 Tulipwood Drive Seffner 33584

#### BUSINESS INFORMATION

Business Account Name: Anne Kitko  
Account Number:  
Address: 1218 Tulipwood Drive Seffner Florida 33584

#### COMPLAINT INFORMATION

Complaint: Service Outage against Tampa Electric Company

Details:

Hello

This is my second filing with The PSC. I'm sure you have my records on file.  
I am again experiencing brief outages. One was 4/4 or 4/5 at 9:30 pm and the other was either on 4/6 pm or early 4/7 am, I was working and not home. On both occasions I again had to reset all my electronics.

My prior complaint afforded me a period of time without outages, but now they are BACK !!! This is the second bout of outages I've experienced in the last 6 mos., the other bout was again briefly resolved after speaking with a TECO super.

TECO has not fixed this problem and I respectfully ask the PSC to somehow turn their attention to these recurrent, frequent, annoying outages that I've endured for at least the last 15 yrs. My patience has reached its end.

Thank you

Anne Kitko

PSC was contacted previously"

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has

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Request No. 774383E Name KITKO , ANNE MS. Business Name \_\_\_\_\_

been sent to the company.

3. The response should include the following:

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Derrell Scott

4/9/08 - Customer transferred to SMccray voicemail, customer state she just receive notice from company on yesterday about case and she is not satisfied.DBaxter

4/9/08 Customer called to speak to SMcCray. I informed her that she was not available and that she would have to give her analyst time to respond to her message. Sent e-mail to SMcCray informing her of the call.  
---- JKasten

4/9/08 Customer called back. I informed her that her new analyst is Kaullis Marshall, who wasn't available. Customer asked to speak to a supervisor. Transfer to RMcHargue. --- JKasten

4/9/2008 - I spoke with Ms. Kitco who stated she continued to have the same outage problems she had in 2007 when she filed a complaint with the PSC. She said when she was contacted by TECO yesterday a satisfactorily resolution was not offered to her case. Ms. Kitco stated she was very frustrated over the matter and wants to the PSC to investigate the reason she continues to have outages. I advised an objection has been filed on her complaint and a report was due on April 29 and she would be contacted once the report had been reviewed. rmchargue

04/24/2008 - Company response received via e-mail. /EEstelle

05/27/08: Case reassigned to S. Stokes. RRoland

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Request No. 774383E

Name KITKO ,ANNE MS.

Business Name

05-29-08 PROPOSED RESOLUTION LETTER TO CUSTOMER AS FOLLOWS:

May 29, 2008

Ms. Anne Kitko  
1218 Tulipwood Drive  
Seffner, FL 33584

RE: FPSC Request No. 774383E

Dear Ms. Kitko:

Thank you for contacting the Florida Public Service Commission (PSC) about Tampa Electric Company (TECO).

You were concerned about momentary power interruptions. We contacted the company regarding your concerns.

TECO's report indicated that it patrolled the circuit in your service area on April 15, 2008. The company notified its Line Clearance Department about circuit locations that needed tree trimming. TECO stated that it created a work request to repair two damaged poles, and added more fuse protection at two locations.

TECO reported that Mr. Paul Hodges, operations engineer, spoke with you on April 22, 2008. He discussed the recent circuit performance and power outages that occurred in 2006. TECO reported that Mr. Hodges also provided you with his contact telephone number should you have additional questions.

The PSC is very concerned about the continuity of the service. We have an ongoing investigation with the utility companies regarding service reliability. The PSC requires electric companies to construct, maintain, and operate facilities in a manner to ensure that customers have quality service. Although the continuity of electric service cannot be guaranteed, companies must do everything possible to prevent interruptions. They must also restore service as quickly as possible when an interruption occurs.

Momentary interruptions, or circuit breaker operations, are usually one to two seconds in duration. The interruptions are actually a protection to the overall system. They also prevent extended outages, which affect many customers at one time. This protection helps to prevent costly repairs when lightning, tree limbs, vines, or squirrels make contact with power lines.

We seem to notice these brief interruptions more now that so many of us have electronic appliances in our homes or businesses. If the flow of electricity stops for a fraction of a second, such equipment as digital

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Name KITKO ,ANNE MS.

Business Name \_\_\_\_\_

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clocks, memories of many video cassette recorders, and other solid-state electronic equipment may automatically blink on and off or display the wrong time. These interruptions can also erase preset programs on microwave ovens, telephone answering machines, and dishwashers. These appliances will have to be manually reset or reprogrammed, which is inconvenient and frustrating.

When momentary interruptions can be reduced by trimming tree limbs or providing better facilities, the PSC requires the electric company to do so. However, some power interruptions are unpreventable, such as those caused by animals, traffic accidents, and weather conditions.

As indicated in the attached news releases and the February 1, 2008, report to the Governor and Legislature, the PSC is doing everything possible to ensure that electric companies provide reliable service. We also monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed. Our complaint records are often checked for information before Commissioners make final decisions. Complaints serve as a valuable source of information.

You can keep abreast of the PSC's action by visiting our web site at <http://www.floridapsc.com>. As indicated in the attachments, the PSC has an ongoing investigation with the utility companies since it will take more time to resolve some of the problems.

If you have any questions or concerns, please contact us by June 13, 2008. Otherwise, we will consider the matter resolved. You may reach us at our toll-free telephone number 1-800-342-3552 or toll-free fax at 1-800-511-0809.

Sincerely,

Shirley A. Stokes  
Regulatory Consultant  
Bureau of Complaint Resolution

SAS:sas

#### Attachments

05-29-08 CLOSED by letter to customer as noted above. Shirley Stokes

07/15/08: Ms. Kitco called to report another outage. She indicated that she was without power for about 20 minutes yesterday. She is currently without service again...she indicates that power outage occurred about 35 minutes ago. She also states that she experienced 3 or 4 momentary outages in the last 30 days. RRoland

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Request No. 774383E

Name KITKO ,ANNE MS.

Business Name \_\_\_\_\_

07/15/08: Case reopened. RRoland

07/15/08: REQUEST FOR SUPPLEMENTAL RESPONSE

Ms. Kitco contacted the PSC to report that she is still experiencing frequent outages. Please provide the PSC with recent outage information (Apr 24 to present) and advise of any additional efforts to improve service reliability for Ms. Kitco. Please respond by 07/24/08. RRoland

07-16-08 After receipt of the supplemental report, Mr. Roland wants to forward this case to technical per his handwritten note. Shirley Stokes

07/22/2008 - Company response received via e-mail. /EEstelle

07-23-08 TECO provided the following information in its supplemental report:

"Circuit wide outages on the customer's circuit from 04/12/2008 to date include:

6/15/08 06:07 - On/off outage - unknown cause

7/14/08 15:23 - 7 minute circuit out due to lightning.

7/15/08 15:33 - 38 minute circuit out due to underground cable failure

Update on additional efforts to improve system reliability:

The work request to add fuses was completed 6/18/08. The work request to replace two damaged poles has not been completed yet, but is scheduled to be worked in August 2008. The hot spot tree trim/vine clearing work request has not been completed. However, the Line Clearance department has indicated that the work will begin soon."

07-23-08 As requested, I gave the file to Mr. Randy Roland. Shirley Stokes

07/24/08: Forwarding case file to R. Hicks for transfer to BSQ. RRoland

09/16/2008 Received email as follows:

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Request No. 774383E

Name KITKO ,ANNE MS.

Business Name

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"From: Governor Charlie Crist [mailto:Charlie.Crist@eog.myflorida.com]  
Sent: Tuesday, September 16, 2008 2:51 PM  
To: Anne  
Subject: RE: TECO and The PSC

Dear Ms. Kitko:

Thank you for contacting Governor Charlie Crist. Governor Crist appreciates your concerns regarding TECO.

As you may know, the agency that regulates public utilities is the Public Service Commission (PSC), which is an arm of the legislative branch of government and therefore, not under the administrative authority of the Governor. Please continue working with this agency. To assist you, I forwarded a copy of your correspondence to them for their review and response. If you have questions, please call 1-800-342-3552 or use the information below.

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850  
(850) 413-6100

Thank you again for contacting my office. For information about my initiatives and to subscribe to my weekly "Notes from the Capitol" newsletter, please visit my Web site at [www.flgov.com](http://www.flgov.com).

Sincerely,

Julie A. Jordan  
Office of Citizen Services  
-----Original Message-----

From: Anne [mailto:kitkoa@tampabay.rr.com]  
Sent: Thursday, September 11, 2008 7:13 AM  
To: Governor Charlie Crist  
Subject: TECO and The PSC

Dear Governor Crist

I have endured and continue to experience frequent, at least six this week alone, power outages. These outages generally are of a few seconds duration but sometimes longer.

I have filed several complaints with both TECO and The PSC and get nothing but lip-service in return. I've had enough of their inaction.

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Name KITKO ,ANNE MS.

Business Name \_\_\_\_\_

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Last night around 10 pm I had an outage lasting about 2 minutes and another just a few minutes ago, right after starting up my computer, shutting it down and necessitating AGAIN that I manually reset all my electronic clocks. Also, these outages place stress on my air conditioner when it's frequently shut down/restarted mid-cycle.

I've resided in this house since 1986, own it free and clear, have NEVER missed a bill payment, and pay for ever increasing energy costs. It is an outrage that my numerous complaints are being ignored and I respectfully request your office to tend to this matter.

The employees of The PSC, whose salaries depend on my tax dollars, are failing at their jobs. This type of failure would not be tolerated at my place of employment, guaranteed.

Your prompt attention to this matter is appreciated and expected.

Sincerely

Anne Kitko, RN  
1218 Tulipwood Drive  
Seffner, FL 33584  
813-684-6566  
kitkoa@tampabay.rr.com"

09/16/2008 Email to assigned analyst. eplendl

From: David G. Jopling  
To: File  
Subject: Complaint # 774383E  
Sent: Wed 9/17/2008 3:07 PM

At approximately 10:15 am, 'Wednesday morning September 17, 2008, I spoke with Ms. Ann Kitko regarding the above complaint.

She indicated that her problems seemed to be dominated by momentary interruptions however she also indicated that there had been some longer interruptions. She indicated that this had been going on for some time and that any improvement from her last complaint had been very temporary.

She confirmed that she was a Registered Nurse and that she worked a night shift but that today was her day off. Normally, she would not be awake during the morning hours.

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Request No. 774383E Name KITKO , ANNE MS. Business Name

She indicated that some of her neighbors were also having some of the same problems because there was a neighbor down the street with whom she had spoken several times when she had problems.

I requested that she continue to keep a record of the momentaries and other interruptions that she was experiencing and that she let me know roughly weekly about the momentaries but immediately about the longer interruptions.

I sent her a confirmig e-mail and urged her to feel free to forward my note to any of her neighbors who might be having the same or similar problems.

I then left a message for TECO to contact me about Ms. Kitko's complaint.

David G. Jopling  
Regulatory Analyst  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Fl 32399-0872  
850-413-6858  
850-413-6859 FAX

From: David G. Jopling  
To: kitkoa@tampabay.rr.com  
Subject: Complaint # 774383E  
Sent: Wed 9/17/2008 11:25 am

Ms. Kitko,

This note will confirm my telephone conversation with you a few minutes ago regarding the service problems which you have been having with Tampa Electric Company (TECO).

It is my understanding that, based on your comments, your problems seem to be primarily repeated momentary interruptions to your electric service to your home and that these problems are also being experienced by some of your neighbors.

As we discussed, please regard me as your contact with the Florida Public Service Commission (FPSC) for this complaint.

I would like to request your assistance in the following ways:

1) To the extent that you are able, given your work hours, please continue to keep a written record of all

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Request No. 774383E Name KITKO ,ANNE MS. Business Name \_\_\_\_\_

momentaries, their date and time of day and the weather when the interruption began. Let me request that you forward a record of these to me roughly every week. I would prefer this via e-mail but a fax or US Mail note is also acceptable. I will follow up on the with Tampa Electric.

2) Please keep a written record of any sustained outages that you experience. These should be outages that last for more than 60 seconds. In the case of these sustained outages, contact TECO immediately and notify them that the outage is in progress. Note the time of your call, the phone number called and the person to whom you spoke. Indicate also their response and when the power was restored.

3) In the case of any sustained outage, please let me also know immediately with an e-mail note or phone message, regardless of the time of day. I will contact TECO immediately as soon as I get your message.

4) If you can identify the neighbors who have indicated that they have had similar problems, please provide me with their names and addresses, or feel free to give them my name, phone number and e-mail address or forward them a copy of this e-mail note and encourage them to contact me.

In the meantime, I will search the Public Service Commission's records to see if any of the neighbors in your area have filed complaints with the agency. If any of them have reported the kind of outages which you have been having, perhaps the nature of these will give us a basis for determining what is causing the problems which you have reported.

5) I have also made a note of your permission to instrument your home's electric service with a Recording Voltage Meter (RVM). If this become necessary, someone will contact you and let you know of the date and approximate time of installation. We may have to leave the RVM installed for several weeks if the problems prove to be transitory. All data will be subject to independent analysis by the engineering staff of the Commission's Tampa Office which handles these matters.

In the meantime, thank you for taking the time this morning to speak with me. Please note my e-mail address, phone number, fax number and US mail address below; and, please feel free to give me a call with any additional information or problems which you feel that you are having.

David

David G. Jopling  
Regulatory Analyst  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Fl 32399-0872  
850-413-6858  
850-413-6859 FAX

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Request No. 774383E

Name KITKO ,ANNE MS.

Business Name \_\_\_\_\_

djopling@psc.state.fl.us

From: David G. Jopling  
To: Andy Flowers  
Subject: Complaint # 774383E  
Sent: Wed 9/17/2008 4:25 PM

Andy,

Please do a search of the CATS system for all electric complaints for area code 33584 which should include the town of Seffner, Florida.

This is support of our analysis of Complaint # 774383E, Ms. Anne Kitko, a Tampa Electric Company residential customer.

Thanks,

David

David G. Jopling  
Regulatory Analyst  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Fl 32399-0872  
850-413-6858  
850-413-6859 FAX  
djopling@psc.state.fl.us

From: David G. Jopling  
To: TRNGSVCS&Admin@TECOEnergy.com  
Subject: Anne Kitko, FPSC Complaint # 774383E  
Sent: Thu 9/18/2008 4:56 PM

The Division of Service, Safety & Consumer Assistance (SSCA) of the Florida Public Service Commission (FPSC) has been referred the above Customer Complaint Case (# 774383E) for review.

Ms. Kitko has indicated that she and some of her neighbors have been experiencing problems with their service for the past year and a half.

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Request No. 774383E Name KITKO , ANNE MS. Business Name

Please provide us with the following:

1. A list of any inspections and/or maintenance work conducted on her service since her present complaint was filed in February 2008 plus any additional inspections and/or maintenance work planned for her service plus a project schedule for completing these in the future.
3. A full statistical review of the feeder providing Ms. Kitko's service, including current SAIFI, SAIDI, CAIDI and MAIFI Indices for Ms. Kitko's service area and for the TECO system, for both 2007 and 2008 Year to Date.
4. A schematic of the feeder(s) serving Ms. Kitko and her neighborhood.
5. A history of complaints received by TECO for momentaries and other interruptions associated with Mr. Kitko's feeder and the feeders serving her neighborhood for 2007 and 2008 Year-To-Date.
6. If Ms. Kitko's reliability indices are significantly lower than the averages for her service area or for TECO's system average, an identification of the reasons why Ms. Kitko's and her neighbors are experiencing service reliability that is below those area or system averages. Please identify all corrective actions that TECO will be pursuing, in addition to those already conducted or presently planned, to bring his level of service closer to such averages.

We would appreciate your also providing us with a contact at TECO that can work with our staff to expedite the resolution of Mr. Kitko's problems.

David G. Jopling  
Regulatory Analyst  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Fl 32399-0872  
850-413-6858  
850-413-6859 FAX  
djopling@psc.state.fl.us

On Friday morning at 9:10 am, September 19, 2008, I received the BIP listing of all electric complaints under the present CATS system from Ms. Kitko's area code.

On Monday morning at 8:54 am, I received TECO's response (Karen Campbell, Quality Assurance, Tampa Electric Co., 813-228-4042) to my request for information. According to the report:

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1) Inspections and/or maintenance work conducted on Ms. Kitko's service her present, 02/08, complaint plus any additional inspections and/or maintenance work planned for her service plus schedules:

- On 04/15/08, TECO patrolled the circuit and cleared vines in multiple locations plus created a work request for hot spot trimming if needed.
- On 04/22/08, TECO created a work request to repair two damaged poles.
- On 05/09/08, TECO created a work request to add Feeder 103 S, three phase fuses at two locations (Old Hillsborough, west of County Road 579 and Pine street, south of Claypit Road).
- On 06/18/08, the work to repair the two poles was completed.
- On 09/19/08, TECO repatrolled the circuit and vines cleared in multiple locations.
- Some vegetation work as been completed to date, with the balance of work to be completed by 10/10/08.

2) A full statistical review of the feeder providing Ms. Kitko's service, including current SAIFI, SAIDI, CAIDI and MAIFI Indices for Ms. Kitko's service area and for the TECO system, for both 2007 and 2008 Year to Date:

2007  
Through 8/31/08  
2008

System Wide

SAIFI	1.66542	1.07042
SAIDI	1:34:57	1:04:34
CAIDI	0:57:01	1:04:29
MAIFIe	13.86	11.36

Eastern Service Area

SAIFI	2.1684	0.90482
SAIDI	1:36:03	1:02:23
CAIDI	0:44:17	1:08:57
MAIFIe	15.84	12.61

Peach Av 13911

SAIFI	0.15221	2.2187
SAIDI	0:28:12	1:02:43

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CAIDI	3:05:14	0:28:16
MAIFIE	8.1	10.8

A review of the reliability indices of Ms. Kitko's electric service indicates that her service has generally equalled or bettered the averages for the TECO System and for TECO's Eastern Service area except for the total length of outages during 2007 and for 2008 Year to Date (8/31/08). The average number of momentaries indicated by the MAIFIE index for Ms. Kitko is below (better) the TECO system and Eastern Service Area averages.

The TECO report indicates that the reliability indices for Ms. Kitko's Peach avenue Circuit 13911 have demonstrated better performance than service area and system for all measurements except 2007 CAIDI and 2008 SAIFI.

In 2007, TECO reported that there were fewer cases of trouble, affecting fewer customers. There were a few outage events that adversely impacted circuit performance. Ms. Kitko experienced no outages in 2007 and was not affected by these durations.

The circuit SAIFI for 2008 to date is higher than average due to two circuit outages earlier in 2008. These circuit outages were attributed to lightning and an underground cable failure.

TECO reported that the Company has found some areas for improvement on this circuit and these improvements have been completed or will be completed by October 10, 2008. Given the overall performance of Ms. Kitko's circuit, her service appears to be coming in line with overall TECO and Eastern Service Area average performance.

3) A history of complaints received by TECO for momentaries and other interruptions associated with Ms. Kitko's feeder and the feeders serving her neighborhood for 2007 and 2008 Year to Date:

TECO reports that from January 1, 2007 to present, there have been not other complaints formal or otherwise on Ms. Kitko's circuit.

On Wednesday morning at 7:19 and 7:21 am, October 29, 2008, I received two voice mail messages from Ms. Kitko about multiple power interruptions earlier this same morning. Unfortunately, both messages were truncated due, apparently, to some system problem; however, I returned her calls shortly after hearing her messages. She indicated that she was in the process of writing me an e-mail report which described the nature of the outages and I encouraged her to go ahead and send me her written note which I then received at 9:37 am.

From: Anne [mailto:kitkoa@tampabay.rr.com]  
Sent: Wednesday, October 29, 2008 9:37 AM  
To: David Jopling  
Subject: complaint 77438E

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Dear Mr. Jopling

I attempted to leave you a voice-mail, but got cut off.

I attended the Oct. 21 Tampa customer hearing re TECO's desired rate increase. There were quite a few other people there with the same problem I've been having (outages).

Well, they're still happening, I have my log. Then, this morning just put me over the edge. At 0530, I was watching TV and boom, there it went for a split sec., then it attempted to come back on, and after multiple surges, my cable box was fried.

I just hung up from you now, thank you for calling so quickly...

The last outages, before today's, were 9/27 @ 0843 for about 1 min and 9/30 b/n 0750-12 noon for an unknown duration.

Well, gotta run the fried cable box in for an exchange.

Thank you for your attention to this ongoing, never-ending, chronic, non-stopping, ceaseless, endless, infinite, relentless problem!!

Anne Kitko

TECO shareholders do not deserve a bigger dividend. NO TO THE TECO RATE INCREASE !

From: David G. Jopling  
To: TRNGSVCS&Admin@TECOEnergy.com  
Subject: Anne Kitko, FPSC Complaint # 774383E  
Sent: Wed 10/29/2008 2:55 PM

Karen,

Please review Ms. Kitko's reported outages and give me an explanation and what TECO's response has been.

Based on the note and an earlier phone conversation which I had with her early this morning, this sounds like it was probably some system outage that probably effected several other customers in her neighborhood. I understand that you had a fairly cold night last night although probably not as cold as we had up here in North Florida.

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Name KITKO ,ANNE MS.

Business Name \_\_\_\_\_

David

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From: David G. Jopling  
To: kitkoa@tampabay.rr.com  
Subject: Complaint # 774383E  
Sent: Wed 10/29/2008 5:13 pm

Ms. Kitko,

Thank you for the note. I have forwarded it to Tampa Electric and requested information on what caused your outage. As soon as I hear from them, I will get back to you.

In the meantime, I am glad that you told me about the testimony which you presented to the PSC's Customer Meeting on October 21, 2008, on the proposed TECO rate increase. The proceedings of this meeting were apparently recorded and they are in the process of being transcribed at this time. As soon as this transcription is available from the Commission Clerk's Office, I will review your comments and those of your neighbors.

In addition, I was definitely concerned that your two phone messages early this morning were truncated. I have requested out phone people to investigate and they have reported that my voice mail is functioning properly but that you may have had line conditions that caused this interruption to occur. At this point, I am not sure of exactly what happened although if you were calling on a cell phone, this can apparently prove to be more vulnerable to this kind of interruption.

I am glad, however, that we had an opportunity to speak and I will be alert for any repetition of this kind of problem in the future.

David

David G. Jopling

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From: David G. Jopling  
To: Linda Boles  
Subject: Transcription of Customer Meeting  
Sent: Thur 10/30/2008 9:08 am

Linda,

I understand that you are presently transcribing the proceedings of a Customer Meeting (Docket # 080317-EI) that was held down in the Tampa Bay area on October 21, 2008, regarding the request for rate increase by Tampa Electric.

I have a customer complaint from a TECO customer (Anne Kitko, Seffner, Fl, Complaint # 774383E) who has told me that she and some of her neighbors offered comments at that Public Meeting.

When this transcription is completed, can you please let me know when it is available on line? I need to read Ms. Kitko's comments along with those of her neighbors.

Thanks,

David

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On Tuesday morning 23, 2008, at 9:24 am, I received a response from TECO which reported that they were having the Company's System Reliability Department look into this. The report indicated that the staff member who

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handled this complaint was out this week but they wanted to know the time frame for which I desired a response.

I immediately called TECO and indicated that, due to the Christmas Holidays, a response immediately after the first of the new year, 2009, was acceptable.

At 3:26 pm, Monday, January 12, 2009, I received a phone message from the PSC's General Counsel's Office inquiring if TECO had responded to Ms. Kitko's report on her outages on September 27 and 30, 2008. I returned the call to the attorney in the General Counsel's Office and I indicated that I had not received a response to date but would contact TECO immediately and request a response by 12 noon tomorrow, Tuesday, January 13, 2009, or by 2 pm tomorrow at the latest. At 4:26 pm, Monday, January 12, 2009, I resent the original note from Ms. Kitko and my note of transmittal to TECO, to Ken Wagenhofer (kjwagenhofer@tecoenergy.com) at TECO, and told him that his response would be part of the PSC's CATS file and part of an exhibit on TECO's present rate case. He indicated that he would get back to me.

On Tuesday afternoon at 1:39 pm, January 13, 2009, I received the following e-mail report from Tampa Electric regarding Ms. Kitko's reported outages on September 27 and 30, 2008.

From: Wagenhofer, Ken J. [kjwagenhofer@tecoenergy.com]  
To: David Jopling  
Cc:  
Subject: Anne Kitko's outages  
Sent: Tue 1/13/2009 1:39 PM

Good afternoon David.

Our System Reliability Department has reported the following regarding Ms. Kitko's outages.

Our records indicate the following:

On 9/27/2008 at 8:42 a.m., a circuit breaker operation occurred, lasted less than one minute and no known cause.

On 9/30/2008 at 10:37 a.m., a circuit breaker operation occurred, only a momentary blink and no known cause.

In both instances, there are no related outages that occurred at the same time to associate a reason for the circuit breaker operations.

I have asked them to confirm about the extended outage she stated on the 30, but I am still waiting for a response.

Hope this helps you and I am sorry for the delay in getting this to you.

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Request No. 774383E Name KITKO ,ANNE MS. Business Name \_\_\_\_\_

Thank you,

Ken Wagenhofer  
Quality Assurance Department  
Tampa Electric Co.  
813.228.4044

In response to this report, I notified the General Counsel's Office that the report had been received and I sent a reply to TECO at 1:45 pm that same afternoon requesting that they forward the additional information to me as soon as it became available.