

Dorothy Menasco

10-0188-EI

From: schreck@tampabay.rr.com
Sent: Tuesday, April 20, 2010 12:17 AM
To: Filings@psc.state.fl.us
Cc: Rhonda Hicks
Subject: Formal petition for relief against TECO Re: Complaint 815622E
Importance: High
Attachments: Petition for Relief Re Case 815622E.doc

To whom it may concern:

Per the directions given on the PSC's website regarding filing an Electronic Document, please see items a-e below:

- **Name:** Jennifer Schreck **Address:** 10013 Montague Street Tampa, FL 33626 **Telephone:** (813) 527-7075 **Email:** schreck@tampabay.rr.com
- *Petition for Relief regarding PSC Complaint No. 815622E (No Docket #)*
- *Being Filed on behalf of Jennifer Schreck*
- *Total # of Documents-1 with total of 2 pages*
- *Attached to this email you will find a FORMAL PETITION FOR RELIEF in WORD format. The petition includes all Party and Complaint names, details and contact information as mandated by the FL PSC.*

Please let me know if you require anything further.

*Sincerely,
Jennifer Schreck*

DOCUMENT NUMBER-DATE

03050 APR 20 2

FPSC-COMMISSION CLERK

4/20/2010

BEFORE THE STATE OF FLORIDA PUBLIC SERVICE COMMISSION

JENNIFER AND DAMON SCHRECK,)	RE: PSC Case No.815622E
)	
Petitioner,)	FORMAL PETITION FOR RELIEF
)	
v.)	
)	
TAMPA ELECTRIC COMPANY,)	
)	
Respondent)	
)	
)	

FORMAL PETITION FOR RELIEF

COMES HERE NOW **Jennifer and Damon Schreck** Complainants request the Florida Public Service Commission grant them Relief from their ongoing, unresolved Billing and Service Disputes with Tampa Electric Company, in the amount of **\$511.24**. This Petition for Relief is made Pursuant to FL Statutes Chapter 120 the Uniform Rules of Administrative Procedure as found in Chapter 28-106, The Florida Administrative Code and the Commission’s procedural rules, **IN PARTICULAR RULE 25-22.036, F.A.C.**

BACKGROUND OF COMPLAINT(S)

The Complainants’ previously filed Two Separate Complaints with the Florida Public Service Commission against Tampa Electric Company (PSC Complaints No. 775085E and 815622E) Both complaints involved allegations of the following issues:

- I. Improper & Inaccurate Billing
- II. Unethical Business Practices
- III. Overbilling
- IV. Meter Reading Tampering
- V. Fraudulent Billing
- VI. Improper Disconnection of Service

Complaint No. 775085E (Opened approx. June 2008) resulted in a “Settlement Agreement” between the two parties at the end of October 2008. However, terms of the “Settlement Agreement” were not honored timely or appropriately; hence the second Complaint (815622E) was opened in December of 2008. After over a year (March 2010) the PSC sent an unexpected “Response” to Complaint 815622E, which stated the Complaint was “Considered Resolved”, despite the fact that we were never given the chance to submit our documentation.

SEEKING FINAL RESOLUTION

We do not consider the issue resolved due to the fact that the dispute amount from our complaint has never been explained or corrected, nor have any of the unethical and/or fraudulent billing issues. Most

DOCUMENT NUMBER-DATE
FORMAL PETITION FOR RELIEF/ RE: PSC Case No.815622E
03050 APR 20 09

importantly, we just want the billing issue resolved once and for all. This has been going on for over TWO YEARS and has had an ongoing negative impact on my serious health issues. Because of the prolonged, ongoing issues with our TECO account, additional amounts/fees have been improperly accrued on our account for the following items:

- Late Fees Based on Inflated Total Amounts Due, which have accrued for over a year (Approx. \$60)
- We were Double Billed for the month of May 2009-Once for \$120.60, which we paid and again for \$133.37. This error occurred when we moved (May 20, 2009). This error can even be noted by looking at the Monthly Average kwh per day Summary to the left of the Monthly Bills. You can clearly see on the June 24, 2009 bill there are TWO separate line items for May 2009 with 2 different kwh average amounts. One shows 34 Total kwh for May 2009 (Which we paid) and the other shows 36 Total kwh for May 2009-This is obviously an error. It may be one or the other, but could not be a combination of both, since that would mean we used a total of 70 kwh in May 2009 and since we moved May 20th, it would be impossible!
 - 2 Disconnect Fees @ \$50 Ea. = \$100.00
- \$217.87 is the still unresolved disputed amount from Complaint #815622E

SUMMARY

The Total Amount which TECO claims we owe is just not mathematically possible. We have paid EVERY SINGLE BILL (Including 1.5% Late Fees if we were late) IN FULL at AmScot since October of 2008 (Less the disputed amount of \$217.87 from the open complaint above) We have Hard Copy receipts for EACH payment in addition to an Official Payment Summary obtained from AmScot, which shows each payment made on our TECO account since July of 2008.

CLOSING

Taking in to consideration the above detailed information in addition to the detailed information provided with the previous and current Complaints, we respectfully submit this Formal Petition requesting a **TOTAL Relief Amount of \$511.24 from Tampa Electric Company.**

Dated this 19th day of April, 2010

By: s/Jennifer Schreck
Jennifer Schreck
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schreck@tampabay.rr.com

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