

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Docket # 110305-FI

Edward McDonald  
7203 N. 41st St.  
Tampa, FL 33604  
(813) 374-3837

COMPLAINANT

-and-

Tampa Electric Company  
P.O. Box 111  
Tampa, FL 33601  
(813) 223-0800

COMPANY

RECEIVED FPSC  
COMMISSION  
CLERK  
12 DEC 17 PM 1:50

C O M P L A I N T  
12/13/12

RELIEF SOUGHT: Protection from disconnection under F.A.C. 26-22.032\*  
Written Response under 6-(b)\*  
documentation related to complaint 6(c)\*

COMPLAINT

1. TECO has scheduled the interruption of complainant's service for 12/17/12 per EXHIBIT 1. BILLING IS INACCURATE. CUSTOMER WAS NOT BILLED IN COMPLIANCE WITH F.A.C. 25-6.105/25-6.100.
2. TECO interrupted service on 12/10/12 when that billing dispute was part of a docket before the PSC. That bill EXHIBIT 2 is still before the FPSC. The bill includes 7 year old charges barred by the Statute of Limitations (F.S. 95.11) EXHIBIT 3
3. The deposit increase does not comply with 25-6.097(3). TECO refuses to provide data supporting the 2X monthly average increase. EXHIB 4
4. TECO refuses to REFUND money owed complainant or use it to pay current charges EXHIBIT 5

Edward McDonald

Copy to TECO via U.S. Mail 12/14/12

5. EXHIBIT 6 shows TECO'S intent to INTERRUPT SERVICE on 12/21/12 in violation of the requirement that service NOT BE TERMINATED ON A COMPLAINT PENDING BEFORE THE PSC.

FPSC-COMMISSION CLERK  
2012 DEC 17 11 30 6 18 0



FedEx Office.

# Fax Cover Sheet

FedEx Kinko's is now FedEx Office

Date December 19, 2012

Number of pages 4 (including cover page)

To:

Name Laurie Evans, Quality Assurance Supervisor  
Company Tampa Electric Co.  
Telephone (813) 227-0800  
Fax (813) 314-4253

From:

Name Edward McDonald  
Company Acct. # 02610231564  
Telephone (813) 445-1959  
(813) 374-3837

Comments My service was interrupted for a bill that is still before the FPSC, until the commission rules on the attached "motion for stay pending Judicial Review" My service should be continued.

7 90363 00711 1  
Fax - Local Send

7 90363 00714 2  
Fax - Domestic Send

7 90363 00720 3  
Fax - International Send

fedex.com 1.800.GoFedEx 1.800.463.3339

### FINAL NOTICE

0261 0231564  
MCDONALD EDWARD  
7203 41 ST N  
TAMPA FL 33604-2425

402392  
Total Amount Due \$1,176.17

Statement Date  
Nov 27, 2012

To avoid having your electric service interrupted, full payment of \$1,176.17 is due by **December 06, 2012**. This balance is not eligible for a payment arrangement to extend the due date. If you have already paid this balance, thank you.

If payment is not received, your service will be scheduled for interruption. A reconnect fee of \$50.00 or \$140.00 will be billed to your account depending on which method was used to interrupt your service.

You can pay your final notice bill online at [tampaelectric.com](http://tampaelectric.com). If you pay at a payment agent, please allow three business days for the payment to post.

Payments received may be applied to any unpaid deposit billing due on this account. Please note, the due date on any new bill you receive will not extend this final notice amount or due date.

2

300160

## November Billing Information:

Visit our  
Web site at  
[tampaelectric.com](http://tampaelectric.com)  
813M-00137

MCDONALD EDWARD  
7203 41 ST N  
TAMPA FL 33604-2425

Account Number  
0261 0231564

Statement Date  
Nov 14, 2012

### BILL FOR DEPOSIT

Deposit due by: December 18, 2012

In the past we sent you a letter informing you that an additional deposit is required for your account. According to our records, the current deposit is not sufficient to cover the required two-month average billing. It is now necessary to increase the deposit equal to twice the average monthly bill.

**Total Due Deposit Billing**

**\$55.00**

**Important Please Note:**  
Payments received may be applied to any unpaid deposit billing due on this account.

To ensure prompt credit, please return stub portion of this bill with your payment. Make check payable to Tampa Electric.

300160



Account No.  
0261 0231564

**Payable by Dec 18**

**Total Bill Amount  
\$55.00**

### DEPOSIT BILL

Mail Payment To:  
P.O. Box 31318  
Tampa, FL 33631-3318

813M-00137 00137-1047



MCDONALD EDWARD  
7203 N 41ST ST  
TAMPA FL 33604-2425



tampaelectric.com

NOVEMBER 6, 2012

VIA FAX

EXHIBIT 5

TO: Laurie Evans, Supervisor  
Quality Assurance  
TECO

RE: Incorrect Billing  
Insufficient Notice

By Telephone call RE: LAURIE EVANS,\*Teco acknowledges the BILLING IS INACCURATE and the FINAL NOTICE does not comply with F.A.C. Rule 25-6.105.

Ms Evans indicated\*she would provide CORRECTIONS IN WRITINEG

Edward McDonald  
Edward McDonald  
(813) 374=3837

ADDENDUM 11/7/12 (see on site NOTICE/Below,

1. Provide a billing that complies with F.A.C. RULE 25-6.100
2. F.A.C. Rule 25-6.105(g) requires non-payment as a basis for interruption of service. TECO OWES ME \$3500)) PLUS INTEREST FROM 2004 Statement;alleging the \$3500 was recalled by the bank are FRAUDULENT! CHARGES OF \$280 for returned payments are FRAUDULENT. I HAVE BANK RECORDS FOR PROOF! CHARGES OF \$307 current conversion are FRAUDULEN CIRCUIT COURT DISMISSED TECO ALLEGATIONS
3. COMPLAINT OF 10/12/12 CANNOT BE PLACED ON DOCKET 110305 because that Docket was CLOSED when the 10/12/12 was filed!

\*  
\* 11/6/12:::3:57 p.m.



Today's date 11/6/12

Account number 0261 023156 4

7203 N. 41 ST.  
Do not mail your payment.

We have left your service on as a courtesy today. To avoid disconnection, your payment must be received by one of our payment agents by:  
11/14/12

A service charge of \$20 has been billed to your account.

Electric bill	\$ <u>130.22</u>
Deposit	\$ _____
Arrangement	\$ _____
Return check	\$ _____
Other	\$ _____
_____	_____
_____	_____
Total amount due	\$ <u>130.22</u>

Payment must be cash only.

You may pay by phone with a check or credit/debit card using Just Pay It. Please call 1-866-300-3069 (toll-free) or visit [tampaelectric.com](http://tampaelectric.com).

There is a \$4.95 convenience fee per \$500 transaction for this service.

A COMPLAINT  
BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

October 12, 2012  
Certified Mail Receipt # 7011 2970 0001 9497 6876

Edward McDonald  
7203 N. 41st St.  
Tampa, FL 33604  
(813) 374-3837

Hand delivered on site  
b  
Oct 10 2012

\$583.67

COMPLAINANT

-and-

0711 0231564  
RETURN CHECK NOTICE

Tampa Electric Company  
P.O. Box 111  
Tampa, FL 33601  
(813) 223-0800.

0261 0231564  
MCDONALD EDWARD  
7203 41 ST N  
TAMPA FL 33604-2425

050047  
Statement Date  
Dec 12, 2012

Return Check Amt. \$583.67  
Return Check Fee \$40.00

COMPANY

Reason given by financial institution: INSUFFICIENT FUNDS.

Please submit payment in the form of cash, money order, certified check or credit card by December 21, 2012 to avoid interruption of service. If you pay at a payment agent, please allow three business days for the payment to post.

If payment is not received, your service will be scheduled for interruption. A reconnect fee of \$50.00 or \$140.00 will be billed to your account depending on which method was used to interrupt your service.

Due to the number of unpaid returned checks, Tampa Electric will no longer accept payment on this account by check.

Please note, the due date on this notice does not change or extend any other Tampa Electric bill or notice due date.

DISCONTINUANCE AND INTERRUPTION OF SERVICE BY UTILITY (F.A.C. RULE 25-6.005)

THE FOLLOWING FLORIDA ADMINISTRATIVE CODE RULES WERE VIOLATED BY THE COMPANY'S ACTIONS THAT FOLLOW EACH CITATION. THE COMPLAINANT IS PROVIDING THE COMPANY WITH A COPY.

ON OCTOBER 10, 2012 MY SERVICE WAS INTERRUPTED FOR NON-PAYMENT. I WAS NOT GIVEN 5 WORKING DAYS WRITTEN NOTICE AS REQUIRED BY: F.A.C. 25-6.105. This complaint is filed pursuant to that rule.

F.A.C. 25-6.100 The bill he was given (top of page) does not meet the standards in (2) & (9) of the cited rule

F.A.C. 25-6.094 was ignored by the company in not responding to exhibit 1/Bill of Sep 06, 2012

F.A.C. 25-6.100 was violated by the company's interruption of service without a bill that complies with (9) of the rule because the amount listed for restoration of service is INACCURATE (see b at top of page.)

Edward McDonald

# Fax

Date 12-14-12

Number of pages 1 (including cover page)

To:

From:

Name Pauline Robinson

Name Edward McDonald

Company OFFICE OF General counsel

Company Complaint # 110305-EI

Telephone FPSC (850) - 413-6770

Telephone (813) 374-3837

Fax (850) - 717-0114

Comments (1) Please forward the substance of your telephone call on Thursday - 12-13-12 at 11:10 a.m.

(2) I would like this complaint to go to mediation.

(3) At mediation all parties with bring documents supporting their position.

12-14-12

To: Laurie Evans  
Quality Assurance supervisor  
TECO

From: Edward McDonald  
Acct. # 02610231564  
Re: F.A.C. Rule 25-6.103(n)

Please advise via email when I can  
pick up from your business office  
(702 Franklinst) copy(s) of your  
Tariff submissions to the FPSC  
regarding interruption of service  
where medically necessary!

Edward McDonald 76 @gmail.com.  
(813) 374-3837  
(813) 445-1959