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RE: 120270-21

This is in response to the enclosed letter. In no way does this respond to the issue in the petition at all. I think the responder is confused because the PSC has combined two separate issues.

For the record, I did contact TSCO and was advised they did not know who any of the people were in prior correspondence or who I would contact TSCO.

Sincerely yours,

  
Curtis Brown

INSTRUMENT NUMBER - DATE

8319 DEC 26 21

FPSC-COMMISSION CLERK

# AUSLEY & MCMULLEN

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December 7, 2012

HAND DELIVERED

Ms. Ann Cole, Director  
Division of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

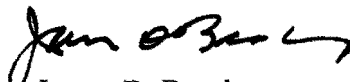
Re: FPSC Docket No. 120275-EI – Petition of Curtis Brown

Dear Ms. Cole:

We wanted to follow up on our November 16, 2012 response on behalf of Tampa Electric Company to a letter your office received from Mr. Brown on October 29, 2012. We note that Mr. Brown submitted a second letter to your office, dated October 15, 2012 like the first letter, but not received by your office until November 26. Tampa Electric was not copied on either of Mr. Brown's two letters.

In his second letter Mr. Brown complains of excessive hold times, although he was informed by Tampa Electric that he could call in on a particular line dedicated to the program he was applying for and receive assistance without any wait. Mr. Brown's Energy Planner and rebate related concerns are both handled in this area of the company. Additionally, a number of Tampa Electric customer service representatives have assisted Mr. Brown through emails and by providing their dedicated phone numbers for contact purposes. Tampa Electric continues to reach out to Mr. Brown in hopes of satisfying his concerns.

Sincerely,

  
James D. Beasley

JDB/pp

cc Ms. Pauline Robinson  
Mr. Curtis Brown ✓  
Ms. Laurie Evans