

State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

---

**DATE:** March 12, 2013  
**TO:** Ann Cole, Commission Clerk, Office of Commission Clerk  
**FROM:** Lee Eng Tan, Senior Attorney, Office of the General Counsel *LET*  
**RE:** RE: Docket 120275-EI - Formal petition of complaint against Tampa Electric Company, for discrimination against customers in their Energy Planner program, by Curtis Brown

---

Per the March 12, 2013 email request of Mr. Brown, please add the attached letter to above-referenced docket file.

RECEIVED-FPSC  
13 MAR 12 PM 1:56  
COMMISSION  
CLERK

DOCUMENT NUMBER-DATE

01278 MAR 12 12

FPSC-COMMISSION CLERK

## Lee Eng Tan

---

**From:** Curtis Brown <stevied888@gmail.com>  
**Sent:** Tuesday, March 12, 2013 11:16 AM  
**To:** Lee Eng Tan  
**Subject:** letter for docket 120275 file  
**Attachments:** docketresponse.doc

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

9916 Carlsdale Dr  
Riverview, FL 33578  
March 11, 2013

Florida Public Service Commission

Docket 120275

This is in response to my the letter received on behalf of Tampa Electric.

In subsequently speaking I am told by PSC staff you don't regulate the problem that there are long hold times and that Tampa Electric sometimes shuts its phones off due to long hold times.

This is not correct. In the chapter that deals with billing it is states that Tampa Electric is required to provide a toll free phone numbers where customers can reach Tampa Electric.

By having extensive hold times or shutting off their phones they are violating this requirement.