

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: June 8, 2015
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Stephen Garl, Public Utility Analyst II, Division of Economics
RE: Docket 150147-GU

Please place in the Docket file the attached email (with attachments) from Wilbur J. "Billy" Stiles, II, Manager for Regulatory Affairs, Tampa Electric Company.

RECEIVED FPSC
15 JUN -8 PM 2:12
COMMISSION
CLERK

Stephen Garl

From: Stiles II, Billy J. <wjstiles@tecoenergy.com>
Sent: Thursday, April 30, 2015 3:24 PM
To: Mark Futrell
Cc: REGDEPT REGDEPT
Subject: Response to customer complaint re discontinuation of Tampa Electric's Prime Time program
Attachments: Staff Informal Request re Cust Complaint Prime Time FINAL_bates.pdf

Mark,

Thank you for forwarding Mr. Kitko's complaint regarding the discontinuation of our Prime Time Load Management Program for existing customers. Attached is our response which provides background, program retirement activities, and information about the few complaints we've received, including Mr. Kitco's.

As indicated in our response, Tampa Electric Company representatives have been trying to reach Mr. Kitko to discuss the program alternatives available to him. Thus far we've left him two voice mail messages. Next, we will write him a letter in hopes that he will reach out to us for assistance.

Please let me know if you have additional questions.

Thank you,
Billy

Wilbur J. "Billy" Stiles, II
Manager Regulatory Affairs
Tampa Electric Company
106 E. College Avenue
Suite 630
Tallahassee, FL 32301
Office: 850-681-6785
Mobile: 850-294-6589
FAX: 850-681-9808
Email: wjstiles@tecoenergy.com



From: Mark Futrell [<mailto:MFutrell@PSC.STATE.FL.US>]
Sent: Monday, April 27, 2015 4:32 PM
To: Stiles II, Billy J.

**TAMPA ELECTRIC COMPANY
UNDOCKETED: CUSTOMER
COMPLAINT REGARDING
PRIME TIME PROGRAM
DISCONTINUANCE
REQUEST NO. 1
BATES STAMPED PAGES: 1 - 6
FILED: APRIL 30, 2015**

1. Please provide a response to the complaint by Mr. Kitko regarding the discontinuance of Tampa Electric Company's Prime Time load management program.

A. Background:

- In 2004, Tampa Electric determined that the Prime Time program was no longer cost effective to offer, and the company proposed that the program should be closed to new participants. This recommendation was approved by the Commission through Docket No. 040033-EG and Order No. PSC-05-0181-PAA-EG; Issued February 16, 2006.
- By January 2014, hardware and software necessary for the Prime Time program were becoming obsolete, the availability of repair parts was diminishing and the company's inventory of repair parts was rapidly depleting. A reliability study of existing control capability indicated a failure rate of 35 percent. The company subsequently contacted Staff to discuss retirement steps for the Prime Time program and its participants. At that time, there were approximately 37,000 remaining participants on the Prime Time program. Based on the discussion with staff, the company implemented a plan to systematically remove customers from the program over a multi-year period. The company developed a rate at which to terminate the program that balanced operational efficiency with the ability to respond to customer inquiries. This approach was affirmed and Tampa Electric started the process of retiring the program.
- As part of this approach, communication occurred in the following ways:
 - Briefing and providing talking points for the company's Customer Service Professionals to include offering customers other conservation programs, including Energy Planner, to help offset the incentive that would cease.
 - A letter developed for use with Prime Time customers; the letter offers customers the Energy Planner program as an alternative and is mailed one month in advance of the credit discontinuation (a copy is attached).
 - Door hangers and brochures for use with field personnel to provide customers when sent to the premise to de-energize the equipment (copies attached).

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Program Retirement Activities

- Letters sent in March 2014 to first group of customers to be removed from the program.
- In 2014, Tampa Electric removed 11,202 participants from the program.
- As of March 1, 2015 there were 21,853 customers remaining on the program.
- Tampa Electric's plan contemplates that all remaining participants will be removed from the program by the summer of 2016.
- Tampa Electric selects 1,600 Prime Time participants each month by geographical location and schedules this area for program removal.
- One month prior to the removal of a Prime Time customer, a letter is sent to that specific customer making them aware of the removal activity that will take place. As part of this letter, as stated above, customers are offered the Energy Planner program as the viable alternative with the potential for greater bill reduction than the original Prime Time program.

Program Retirement Complaints

- Tampa Electric has effectively managed its communications with the Prime Time participants that have been removed from the program. Since initiating retirement of the program, Tampa Electric has received three complaints, referred from the Florida Public Service Commission, from Prime Time participants.

Specific Items for Mr. Kitko Complaint

- Mr. Kitko was one of the customers included in the April 6 mail out.
- It is premature to conclude that Energy Planner is not a viable option for Mr. Kitko. A phone conversation with a Tampa Electric representative and/or a field visit is necessary to make that determination and Tampa Electric is ready, willing and able to conduct the evaluation. If Energy Planner is not a good option for Mr. Kitko, Tampa Electric has a number of other residential conservation programs in its portfolio that he may choose. A free home energy audit would be the initial recommended program.
- Tampa Electric has attempted to reach Mr. Kitko by phone on April 27 and again on April 29. Voicemail messages were left providing the reason for the call and asking Mr. Kitko to call the Program Manager's direct phone number.



<<Date>>

Dear <<Customer Name>>:

This is an important message regarding the Prime Time equipment installed at your residence. Unfortunately, the equipment has become obsolete and is no longer cost-effective to maintain. As a result, the program will be permanently closed and Prime Time credits to your account will end effective <<Date>>.

We offer an alternative to Prime Time that can help you save even more.

Because we know Prime Time has been important to you, we've focused on a new and better solution to help you save energy, called **Energy PlannerSM**.

Energy Planner offers several benefits, including:

- **Lower rates** that can help you save even more. In fact, lower rates are available 87% of the time.
- Unlike Prime Time, Energy Planner **puts you in control** of your energy savings. You decide your electric usage by time of day to take advantage of lower rates.
- A **secure Web portal** that lets you program your thermostat and appliances while at home or on the go.

Energy Planner is **free** and requires connection to your broadband router or modem. As part of the Energy Planner installation, a Tampa Electric analyst will show you how to program your appliances to maximize savings.

Signing up for Energy Planner is easy! Call 813-275-3909 (choose option 3) on weekdays from 8 a.m. to 4 p.m. or visit TampaElectric.com/EnergyPlanner to sign up online.

Thank you for providing us the opportunity to serve your energy needs.

Sincerely,

A handwritten signature in cursive script that reads "Drema Hughes".

Drema Hughes
Program Manager

Here's what we'll install at your home

Installing Energy Planner at your home is easy and takes about two hours. We will install:

Communications gateway – This small communications device plugs into your existing broadband Internet router or modem and transmits your electric usage data back to Tampa Electric to ensure accurate billing. The communications gateway also facilitates communications among your central heating and cooling system, water heater, pool pump and your programmable thermostat. The gateway must remain plugged into your router or modem.



Digital control device – Located inside a small gray box, a digital control device will be installed near your water heater and pool pump. This device facilitates communication between the appliance, Web portal, programmable thermostat and other Energy Planner equipment.



Programmable thermostat – Our Energy Planner thermostat can be used to override settings and adjust your heating and cooling system.



Sign up for Energy Planner today!

You can sign up at
tampaelectric.com/energyplanner
or call **813-275-3909**
on weekdays from 8 a.m. to 4 p.m.

1. Energy Planner equipment requires connection to your broadband Internet router or modem. This allows communication between your appliances, the thermostat and Tampa Electric's Energy Planner computer equipment. It is necessary that broadband Internet service is maintained once Energy Planner is installed.
2. The price of 9.410 cents per kilowatt-hour (kWh) is based on an average residential customer using 1,200 kWh per month on Tampa Electric's Residential Service (RS) two-tiered fuel and energy rate.
3. Holidays include: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Energy PlannerSM



Take control of your
comfort and energy savings –
even when you're away
from home

TECO
TAMPA ELECTRIC
tampaelectric.com/ep

TECO
TAMPA ELECTRIC

TAMPA ELECTRIC COMPANY
CUSTOMER COMPLAINT
REGARDING PRIME TIME
DISCONTINUANCE
FILED: APRIL 30, 2015



This paper contains post-consumer recycled fiber
and is SFI and FSC certified.

Energy Planner offers low rates for electricity



A growing number of customers are taking advantage of lower rates for electricity. There's a good chance you have a friend or neighbor paying less right now.

How are they able to pay less? Easy – they discovered Tampa Electric's free Energy Planner program.

Available to residential customers who subscribe to a broadband Internet service¹, Energy Planner offers lower rates for electricity most of the day and throughout the entire weekend. In fact, Energy Planner lets you take advantage of lower rates 87 percent of the time.

More about lower rates

The rate you pay for electricity is determined by the Energy Planner level that is active at the time you're using electricity. The levels (Low, Medium, High and Critical) vary based on the time of day and the day of the week.

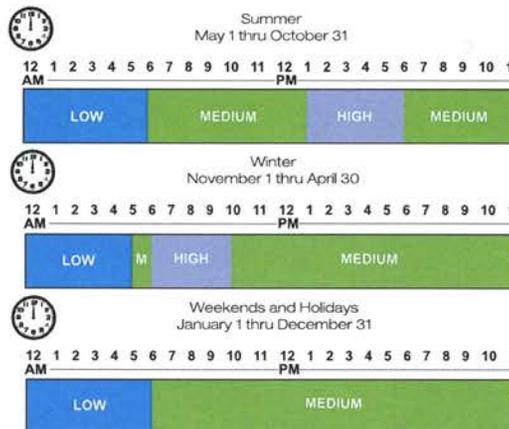
on Florida Public Service Commission-approved rates as of January 1, 2015

Energy Planner Level	Energy Planner Rate
Low	7.112 ¢ / kWh
Medium	8.780 ¢ / kWh
High	16.977 ¢ / kWh
Critical	41.706 ¢ / kWh

The Low and Medium rates are available 87 percent of the time and are lower than the average price of 9.410 cents² per kilowatt-hour (kWh) you currently pay under the standard residential rate. With lower rates available most of the time, you have the opportunity to save on overall electricity use.

The Critical rate can become active at any time and reflects the increased cost of providing electricity during times of extremely high demand. The critical rate cannot exceed 1.5 percent of the total hours in a year. You can maximize savings by programming your major appliances to automatically shut off if the Critical rate becomes active.

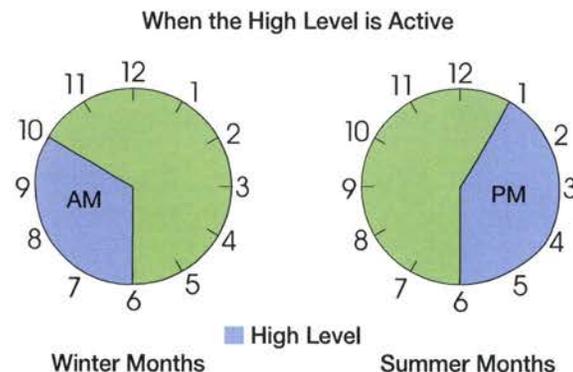
You will know when the levels are active based on the following timelines:



How you can save with Energy Planner

You can maximize savings when you avoid using electricity during the short period of time when the High level is active. The High level is never active on weekends and holidays³, and is active for no more than five hours each weekday throughout the entire year.

Making simple adjustments to when you use electricity, and shifting your usage to the time of day when the Low or Medium levels are active, will help reduce your electric bill.



Control your energy use online

Our new secure Web portal makes it easy to program your thermostat, central heating and cooling system, water heater and pool pump. Whether you're at home, work or even away on vacation, you can log into your account to change any of your settings.



Are you arriving home earlier than expected? No problem! Simply log into the Web portal and adjust your heating or cooling to get your home to the comfort level you want.

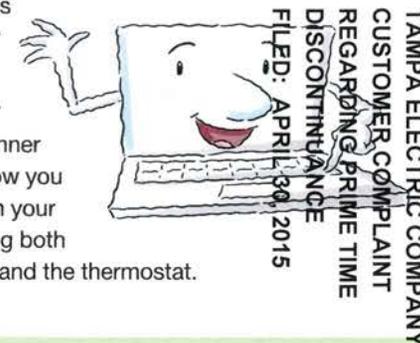
The Web portal offers even more...

As an added benefit, the Web portal provides the following:

- A line graph that displays actual heating and cooling system runtime.
- Friendly reminders when it's time to change your cooling and heating system filter and adjust your thermostat for winter and summer price levels.
- Helpful hints and other information about energy savings.

As part of the installation, Tampa Electric will install a free programmable thermostat that you can use to override settings and adjust your heating and cooling system.

Our Energy Planner installer will show you how to program your appliances using both the Web portal and the thermostat.



TAMPA ELECTRIC COMPANY
CUSTOMER COMPLAINT
REGARDING PRIME TIME
DISCONTINUANCE
FILED: APRIL 30, 2015



Lower your electric bill.

It's easy with our **FREE**
Energy PlannerSM program.

Dear Valued Customer:

You may recall receiving a letter from us notifying you that the Prime Time equipment installed at your residence has become obsolete and is no longer cost-effective to maintain.

Because we know Prime Time has been important to you, we've focused on a new and better solution to help you save energy called **Energy Planner**.

Why are a growing number of customers signing up for Tampa Electric's Energy Planner program? Because it:

- Offers **lower rates** 87% of the time and at all hours during the weekend and major holidays.
- **Gives you direct control** over your savings.
- Provides access to a secure **Web portal** to program your thermostat and appliances while you're away from your house.
- And more!

Signing up for Energy Planner is easy! Call **813-275-3909** (choose *option 3*) on weekdays from 8 a.m. to 4 p.m. to schedule an appointment. You may also sign up online at TampaElectric.com/EP.

**Tampa Electric –
The power to save you moneySM**

Energy Planner requires connection to your broadband router or modem.

Subject: FW: Constituent issue with TECO

Importance: High

***** This email is from an external sender. Be cautious about clicking links or opening attachments from unknown sources. Please forward suspicious phishing emails as an attachment to phishing@tecoenergy.com for analysis by our messaging and cyber security teams. *****

Billy,

Below and attached is the information on the customer complaint regarding the Residential Prime Time Load Management program.

Please provide a response as soon as possible as to this complaint and the apparent closing of the program for existing customers without formal action by the Commission.

Thanks,
Mark Futrell

From: Ryan West
Sent: Monday, April 27, 2015 2:19 PM
To: Mark Futrell
Subject: FW: Constituent issue with TECO

Mark, could someone on your staff take a look at the issue below and see what, if anything, can be done to address the issue? I get the sense that there isn't much we can do but I am not sure. Senator Lee's office asked if we would take a look.

Thanks as always,

Ryan West
Chief Advisor to Commissioner Patronis
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
(850) 413-6004

From: GIBSON.OLIVIA [<mailto:GIBSON.OLIVIA@flsenate.gov>]
Sent: Monday, April 27, 2015 9:27 AM
To: tadenham@tecoenergy.com; Ryan West
Subject: Constituent issue with TECO

Good Morning Tad and Ryan,

Hope you both had a great weekend! I just wanted to forward a letter our office received last week from a constituent. His complaint is that his energy prices are unfairly being raised based on TECO's new "Energy Planner" program. I've attached the letter we received in the mail but I've also copied his main complaint letter below. If there's anything you can do to help out Mr. Kitko, please give him a shout!

Sincerely,

Olivia Gibson
Office of Senator Tom Lee

District 24
(850) 487-5024
Gibson.Olivia@FLSenate.gov

"My complaint is the new, under-the-table rate hike by TECO. They have just advised me that their Prime Time program, to which I've subscribed for 25+ years and which has saved me \$15+ or ~ on my electric bill each month, is discontinued as of 1 May. TECO is offering in its stead a gee whiz "Energy Planner" program with a hyped promotion which, if one takes the time to do the detailed math (which I did based on my usage/billing history), will result in a significant increase in my monthly bill. For a retiree like me, this will be painful unless we re-orient our whole lives around the "Energy Planner" schedule. This is nothing more than a rate hike circumventing the prescribed Public Utilities Commission procedures.
It needs to be corrected.

John A. Kitko
1005 Bell Shoals Lane
Brandon, FL 33511
813-685-9853
jackkitko@webtv.net

From: CANNEY.AUDIE
Sent: Thursday, April 23, 2015 11:23 AM
To: GIBSON.OLIVIA
Subject: FW: Constituent issue with TECO

Olivia,
Please send to Tad Denham (tadenhan@tecoenergy.com) at TECO and the Public Service Commission for response.
Sincerely,

Audie Canney
Office of Senator Tom Lee
24th District
Canney.audie@flsenate.gov

From: GIBSON.OLIVIA
Sent: Thursday, April 23, 2015 10:51 AM
To: CANNEY.AUDIE
Subject: Constituent issue with TECO

Hey Audie-

The attached letter came in the mail today from a constituent. He's complaining that TECO is unfairly raising his prices based on their newly hyped "Energy Planner" program.

I'm guessing there's not much we can do here, but thought I'd forward you the letter to read over in case there was! Let me know ☺

Sincerely,

Olivia Gibson
Office of Senator Tom Lee
District 24

(850) 487-5024

Gibson.Olivia@FLSenate.gov

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