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July 29, 2015

**VIA: ELECTRONIC FILING**

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

Re: Petition for approval of tariff revisions to implement Customer Relationship Management ("CRM") Project, by Tampa Electric Company  
Docket No. 150159-EI

Dear Ms. Stauffer:

Attached for filing in the above docket is Tampa Electric Company's Responses to Staff's First Data Request dated July 14, 2015.

Thank you for your assistance in connection with this matter.

Sincerely,



James D. Beasley

JDB/pp  
Attachment

cc: Sue Ollila

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*Requests 1 – 6 refer to the proposed Budget Billing Plan*

1. Tampa Electric's proposed language states that in order to qualify for a Budget Billing Plan, a customer must have no "pending service disconnection when beginning the plan." People's proposed language (Exhibit B) states a customer must have no "pending service disconnection for non-payment when beginning the plan." Please explain why Tampa Electric's proposed language does not specify non-payment.
  - A. The proposed language in both tariffs should be the same. Tampa Electric inadvertently omitted the non-payment language in its proposed tariff revisions and is submitting a corrected Revised Tariff Sheet No 3.020.

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2. Please provide examples of the “best information available” which Tampa Electric might use to calculate the initial monthly payment amount.
  - A. Tampa Electric calculates the initial monthly payment amount using one of the following methods:
    - If no consumption history exists at the customer’s current premises, available consumption history of prior customers at the same premises will be used.
    - If no consumption history is available on a new premises, the initial monthly payment amount will be calculated by dividing the customer’s deposit amount by two (2). The deposit is calculated based on estimated average usage at that premises for two months. The square footage of the premises and the heating, ventilation, and air-conditioning (HVAC) equipment sizes are employed to determine estimated average usage.
    - If limited consumption history is available for the current customer at the premises, Tampa Electric will use this limited information in combination with prior customer usage history at the same premises, if available, or with the estimated average usage assumptions used to estimate the customer’s deposit.

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3. Please describe the circumstances that would result in Tampa Electric recalculating the monthly amount, other than the anniversary of the customer's selection of Budget Billing.
  - A. There are two circumstances that would result in Tampa Electric recalculating the monthly budgeted amount under the Budget Billing Plan outside of the customer's anniversary date. The first circumstance is if a customer requests that the budgeted amount be recalculated. The second circumstance is if, at the time of a periodic review, the recalculated budgeted amount exceeds the current budgeted amount by 15% or more.

Tampa Electric reviews the monthly budgeted amounts for all customers enrolled in budget billing on a quarterly basis. The review process begins with the current monthly budgeted amount being compared to a recalculated amount that is based on the most current 12-month usage at the premise. If the difference between the current monthly Budget Billing amount and the recalculated monthly budgeted amount exceeds 15%, the account will be routed to an agent for further review.

Please refer to Tampa Electric's response to Staff's Data Request No. 5 for the steps the agent would follow in the review process.

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4. Please explain why 15% was chosen as the percentage requiring a recalculated amount, rather than, for example, 10% or 25%.
  - A. Tampa Electric analyzed several alternative budget billing methods and considered various recalculation thresholds. This analysis included an evaluation of the customer billing impact from month-to-month and year-to-year. Tampa Electric determined that the proposed methodology, which is the budget billing methodology similar to the Budget Bill Plan in the Peoples tariff, was the best for customers and the company.

Tampa Electric's goal, and the preference of most Budget Billing customers, is to keep the budgeted amounts the same or as close to the same for as long as possible. When recalculation thresholds are too large, a significant deferred credit or debit balance may result. At the time of the annual true-up, a large deferred debit can lead to a significant increase in subsequent years' budget billing amounts. The larger the recalculation threshold is, the greater the chance that a large deferred debit will be accumulated. The 25% threshold which had been used by Peoples seemed too high to be used for electric budget billing where electric bills are substantially larger in Florida than gas bills. Peoples and Tampa Electric agreed on a 15% threshold to mitigate potential volatility in the electric budgeted amounts without significantly impacting the gas budgeted amounts of subscribers of the Peoples program.

Please refer to Tampa Electric's response to Staff's Data Request No. 6 for additional information

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5. The tariff language states that Tampa Electric “may begin charging the recalculated amount. . . .” Please provide examples of when Tampa Electric would charge the recalculated amount and when it would not.
  - A. Tampa Electric will route a budget billing account to an agent for evaluation when the recalculated budgeted payment amount exceeds the current monthly payment amount by 15%. The agent will investigate the cause for the 15% difference and determine whether to begin charging the recalculated amount. In cases where the cause is unseasonable weather, or a premises specific issue (e.g. appliance or HVAC equipment problems, etc.), the agent may change the monthly budget billing amount to the recalculated amount in order to prevent the customer from generating a large deferred debit or credit balance. In this case, the customer would be notified of the change.

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6. Please provide a discussion and analysis done, if any, comparing bills on the current Levelized Payment Plan and bills under the proposed Budget Billing Plan.
- A. As discussed in Tampa Electric's response to Data Request No. 4, the company compared various alternative budget billing methodologies to the Levelized Billing Plan currently offered in its tariff in order to find a method that would satisfy the main complaints that customers have with the current program. Those complaints are the ever-changing monthly budgeted amounts and the complexity of the monthly adjustment calculations. The alternative methodologies compared included those from the tariffs of Peoples, Florida Power & Light (FPL), Duke Energy, FL (Duke), and Gulf Power Company (Gulf).

Please refer to the analyses on pages 3 and 4 of this response which contain comparisons of the impacts of various budget billing methodologies on residential customers electric budgeted billing amounts. Under Example 1, each method was applied using a fictitious residential customer's consumption over a three year period of normal weather. Under Example 2, each method is applied to actual usage history of a residential customer over a three-year period, 2009 through 2011. This period was selected because it included 2010, a year of weather extremes in both the summer and winter seasons.

The following observations were made by analyzing the budgeted payment streams for each method:

- The FPL method was similar to Tampa Electric's current method in that neither method provides for an annual true-up and the monthly payment amounts can change every month. The differences between the highest and lowest monthly payment amounts throughout the 2-year period were greatest under these methodologies. Neither method accomplished the intended goal.
- Under the Duke method, the monthly payments remain flat for at least three consecutive months at a time. The difference between the highest and lowest monthly payment was the least of all the other methods.
- The methodologies employed by Peoples and Gulf are very similar with the main difference being the recalculation thresholds, 25% and

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10% plus \$5, for Peoples and Gulf, respectively. Both of these methods provided long periods of flat budgeted amounts. The difference between the highest and lowest monthly budgeted amounts for Gulf was the second lowest of all methods. Peoples' difference between the high and low monthly amounts was higher due to its higher recalculation threshold.

Tampa Electric, in concert with Peoples, decided to adopt the Peoples method, albeit with a modification to the recalculation threshold to reduce it to 15%. This decision met the desires of budget billing customers for a method that provided the least amount of fluctuation in budgeted billing amounts both month-to-month and year-to-year and for a method that was relatively easy to understand. Also, by using the Peoples method, budget billing customers who are customers of both Peoples and Tampa Electric will not have the two utility services applying a different budget billing methodology.

COMPARISON OF BUDGET BILLING METHODS - EXAMPLE 1

Year	Mo.	KWh	Bill Amount	12-month Rolling Average	TEC			PGS			GULF			FPL			DUKE		
					Levelized Payment	Actual	Cumulative Balance	Budgeted Payment	Actual	Deferred Balance	Budget Bill Amount	Actual	Deferred Balance	Budget Bill Amount	Actual	Deferred Balance	Budget Bill Amount	Actual	Deferred Balance
H I S T O R Y	1	1100	\$ 119.83																
	2	1000	\$ 108.47																
	3	950	\$ 103.82																
	4	800	\$ 89.85																
	5	900	\$ 99.16																
	6	1200	\$ 131.19																
	7	1250	\$ 136.87																
	8	1350	\$ 148.23																
	9	1150	\$ 125.51																
	10	950	\$ 103.82																
	11	800	\$ 89.85																
	12	900	\$ 99.16																
Y E A R  1	1	1250	\$ 136.87	\$ 112.98	\$ 111.77	\$ 136.87	\$ 25.10	\$ 112.98	\$ 136.87	\$ 23.89	\$ 113.00	\$ 136.87	\$ 23.87	\$ 112.98	\$ 136.87	\$ 23.89	\$ 112.98	\$ 136.87	\$ 23.89
	2	990	\$ 107.54	\$ 114.40	\$ 114.28	\$ 107.54	\$ 18.36	\$ 112.98	\$ 107.54	\$ 18.45	\$ 113.00	\$ 107.54	\$ 18.41	\$ 114.97	\$ 107.54	\$ 16.46	\$ 112.98	\$ 107.54	\$ 18.45
	3	950	\$ 103.82	\$ 114.32	\$ 116.12	\$ 103.82	\$ 6.06	\$ 112.98	\$ 103.82	\$ 9.29	\$ 113.00	\$ 103.82	\$ 9.23	\$ 116.34	\$ 103.82	\$ 3.94	\$ 112.98	\$ 103.82	\$ 9.29
	4	850	\$ 94.51	\$ 114.32	\$ 116.72	\$ 94.51	\$ (16.15)	\$ 112.98	\$ 94.51	\$ (9.18)	\$ 113.00	\$ 94.51	\$ (9.26)	\$ 116.67	\$ 94.51	\$ (18.22)	\$ 115.10	\$ 94.51	\$ (11.30)
	5	850	\$ 94.51	\$ 114.71	\$ 115.11	\$ 94.51	\$ (36.75)	\$ 112.98	\$ 94.51	\$ (27.65)	\$ 113.00	\$ 94.51	\$ (27.75)	\$ 115.15	\$ 94.51	\$ (38.87)	\$ 115.10	\$ 94.51	\$ (31.88)
	6	1100	\$ 119.83	\$ 114.32	\$ 111.43	\$ 119.83	\$ (28.35)	\$ 112.98	\$ 119.83	\$ (20.80)	\$ 113.00	\$ 119.83	\$ (20.92)	\$ 111.91	\$ 119.83	\$ (30.95)	\$ 115.10	\$ 119.83	\$ (27.15)
	7	1200	\$ 131.19	\$ 113.38	\$ 108.60	\$ 131.19	\$ (5.76)	\$ 112.98	\$ 131.19	\$ (2.59)	\$ 113.00	\$ 131.19	\$ (2.73)	\$ 109.33	\$ 131.19	\$ (9.09)	\$ 111.11	\$ 131.19	\$ (7.07)
	8	1300	\$ 142.55	\$ 112.90	\$ 108.02	\$ 142.55	\$ 28.77	\$ 112.98	\$ 142.55	\$ 26.98	\$ 113.00	\$ 142.55	\$ 26.82	\$ 108.58	\$ 142.55	\$ 24.88	\$ 111.11	\$ 142.55	\$ 24.36
	9	1200	\$ 131.19	\$ 112.43	\$ 110.90	\$ 131.19	\$ 49.06	\$ 112.98	\$ 131.19	\$ 45.19	\$ 113.00	\$ 131.19	\$ 45.01	\$ 110.65	\$ 131.19	\$ 45.42	\$ 111.11	\$ 131.19	\$ 44.44
	10	1000	\$ 108.47	\$ 112.90	\$ 115.81	\$ 108.47	\$ 41.73	\$ 112.98	\$ 108.47	\$ 40.68	\$ 113.00	\$ 108.47	\$ 40.48	\$ 114.43	\$ 108.47	\$ 39.46	\$ 116.61	\$ 108.47	\$ 36.30
	11	750	\$ 85.20	\$ 113.29	\$ 119.98	\$ 85.20	\$ 6.95	\$ 112.98	\$ 85.20	\$ 12.90	\$ 113.00	\$ 85.20	\$ 12.68	\$ 117.72	\$ 85.20	\$ 6.93	\$ 116.61	\$ 85.20	\$ 4.89
	12	850	\$ 94.51	\$ 112.90	\$ 120.67	\$ 94.51	\$ (19.22)	\$ 112.98	\$ 94.51	\$ (5.57)	\$ 113.00	\$ 94.51	\$ (5.81)	\$ 118.30	\$ 94.51	\$ (16.86)	\$ 116.61	\$ 94.51	\$ (17.20)
							\$ 1,355.76	\$ 1,350.19	\$ (5.57)	\$ 1,356.00	\$ 1,350.19	\$ (5.81)							
Y E A R  2	1	1300	\$ 142.55	\$ 112.52	\$ 118.75	\$ 142.55	\$ 4.58	\$ 112.52	\$ 142.55	\$ 30.03	\$ 113.00	\$ 142.55	\$ 29.55	\$ 116.90	\$ 142.55	\$ 8.80	\$ 111.08	\$ 142.55	\$ 14.27
	2	1250	\$ 136.87	\$ 112.99	\$ 119.21	\$ 136.87	\$ 22.24	\$ 112.52	\$ 136.87	\$ 54.39	\$ 113.00	\$ 136.87	\$ 53.42	\$ 117.63	\$ 136.87	\$ 28.04	\$ 111.08	\$ 136.87	\$ 40.05
	3	900	\$ 99.16	\$ 115.43	\$ 121.43	\$ 99.16	\$ (0.03)	\$ 112.52	\$ 99.16	\$ 41.03	\$ 113.00	\$ 99.16	\$ 39.58	\$ 119.97	\$ 99.16	\$ 7.23	\$ 111.08	\$ 99.16	\$ 28.13
	4	800	\$ 89.85	\$ 115.05	\$ 121.43	\$ 89.85	\$ (31.61)	\$ 112.52	\$ 89.85	\$ 18.37	\$ 113.00	\$ 89.85	\$ 16.43	\$ 120.57	\$ 89.85	\$ (23.49)	\$ 117.39	\$ 89.85	\$ 0.59
	5	800	\$ 89.85	\$ 114.66	\$ 118.27	\$ 89.85	\$ (60.03)	\$ 112.52	\$ 89.85	\$ (4.30)	\$ 113.00	\$ 89.85	\$ (6.72)	\$ 118.61	\$ 89.85	\$ (52.25)	\$ 117.39	\$ 89.85	\$ (26.95)
	6	1150	\$ 125.51	\$ 114.27	\$ 112.27	\$ 125.51	\$ (46.79)	\$ 112.52	\$ 125.51	\$ 8.70	\$ 113.00	\$ 125.51	\$ 5.79	\$ 114.26	\$ 125.51	\$ (40.99)	\$ 117.39	\$ 125.51	\$ (18.83)
	7	1250	\$ 136.87	\$ 114.74	\$ 107.59	\$ 136.87	\$ (17.51)	\$ 112.52	\$ 136.87	\$ 33.05	\$ 113.00	\$ 136.87	\$ 29.66	\$ 110.84	\$ 136.87	\$ (14.97)	\$ 113.17	\$ 136.87	\$ 4.87
	8	1250	\$ 136.87	\$ 115.22	\$ 105.84	\$ 136.87	\$ 13.53	\$ 112.52	\$ 136.87	\$ 57.40	\$ 113.00	\$ 136.87	\$ 53.53	\$ 109.59	\$ 136.87	\$ 12.31	\$ 113.17	\$ 136.87	\$ 28.57
	9	1200	\$ 131.19	\$ 114.74	\$ 107.19	\$ 131.19	\$ 37.53	\$ 112.52	\$ 131.19	\$ 76.08	\$ 113.00	\$ 131.19	\$ 71.72	\$ 110.62	\$ 131.19	\$ 32.88	\$ 113.17	\$ 131.19	\$ 46.58
	10	700	\$ 80.55	\$ 114.74	\$ 110.94	\$ 80.55	\$ 7.13	\$ 112.52	\$ 80.55	\$ 44.11	\$ 113.00	\$ 80.55	\$ 39.27	\$ 113.36	\$ 80.55	\$ 0.07	\$ 118.62	\$ 80.55	\$ 8.51
	11	750	\$ 85.20	\$ 112.42	\$ 111.66	\$ 85.20	\$ (19.32)	\$ 112.52	\$ 85.20	\$ 16.80	\$ 113.00	\$ 85.20	\$ 11.47	\$ 113.37	\$ 85.20	\$ (28.09)	\$ 118.62	\$ 85.20	\$ (24.91)
	12	900	\$ 99.16	\$ 112.42	\$ 109.72	\$ 99.16	\$ (29.89)	\$ 112.52	\$ 99.16	\$ 3.44	\$ 113.00	\$ 99.16	\$ (2.37)	\$ 111.02	\$ 99.16	\$ (39.96)	\$ 118.62	\$ 99.16	\$ (44.38)
Sum of BB payments and deferred balance					\$ 2,733.71	\$ 2,703.82	\$ (29.89)	\$ 1,350.19	\$ 1,353.63	\$ 3.44	\$ 1,356.00	\$ 1,353.63	\$ (2.37)	\$ 2,743.78	\$ 2,703.82	\$ (39.96)	\$ 2,748.20	\$ 2,703.82	\$ (44.38)
TEC	Levelized payment is based on the most current 12-month average consumption, if available. Each month a percentage of the cumulative balance between the levelized monthly payment and standard bill will be added to the 12-month average. The percentage added is 10% of the cumulative balance if under \$250 and 20% if \$250 or greater. No annual true-up.																		
PGS	The budgeted monthly payment amount initially is based on 12-months historical, if available, and may be re-calculated from time to time. If the recalculated amount varies by 25% or more from the budgeted amount, the company will begin to charge the recalculated amount. The amount is recalculated on each anniversary. Credit deferred balances will be refunded at that time and 1/12 of debit deferred balances will be added to the recalculated budgeted monthly payment amount.																		
Gulf	Monthly billing is calculated using the most recent 12 months for premises and is recalculated every month using most recent base amounts and any deferred balances. If recalculated amount is \$5.00 and 10% greater, then monthly billing amount is reestablished at the newly calculated amount rounded to the nearest whole dollar. The monthly amount is also reestablished on the anniversary date. True-up is a customer option.																		
FPL	The monthly Budget Billing Amount based on actual bills during the last 12 months. Each month 1/12 of the deferred balance is added (or subtracted if a credit) to the average bill amount and becomes the current bill. No annual true-up																		
Duke	The monthly Budget Billing Amount based on actual bills during the last 12 months. Every three months the budget billing amount will be recalculated to reflect the average of the last 12 months actual bills and the current deferred balance. No annual true-up.																		

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COMPARISON OF BUDGET BILLING METHODS - EXAMPLE 2

Year	Mo.	KWh	Bill Amount	12-month Rolling Average	TEC			PGS			GULF			FPL			DUKE																				
					Levelized Payment	Actual	Cumulative Balance	Budgeted Payment	Actual	Deferred Balance	Budget Bill Amount	Actual	Deferred Balance	Budget Bill Amount	Actual	Deferred Balance	Budget Bill Amount	Actual	Deferred Balance																		
HISTORICAL	1	1894	\$ 210.03																																		
	2	1578	\$ 174.13																																		
	3	1282	\$ 140.51																																		
	4	1059	\$ 115.17																																		
	5	1445	\$ 159.02																																		
	6	1414	\$ 155.50																																		
	7	1854	\$ 205.49																																		
	8	1677	\$ 185.38																																		
	9	1509	\$ 166.29																																		
	10	1545	\$ 170.38																																		
	11	1021	\$ 110.86																																		
	12	1272	\$ 139.37																																		
YEAR 1	1	2505	\$ 279.44	\$ 161.01	\$ 161.07	\$ 279.44	\$ 118.37	\$ 161.01	\$ 279.44	\$ 118.43	\$ 161.00	\$ 279.44	\$ 118.44	\$ 161.01	\$ 279.44	\$ 118.43	\$ 161.01	\$ 279.44	\$ 118.43																		
	2	1745	\$ 193.10	\$ 166.80	\$ 172.91	\$ 193.10	\$ 138.56	\$ 161.01	\$ 193.10	\$ 150.52	\$ 161.00	\$ 193.10	\$ 150.54	\$ 170.88	\$ 193.10	\$ 140.65	\$ 161.01	\$ 193.10	\$ 150.52																		
	3	1531	\$ 168.79	\$ 168.38	\$ 186.76	\$ 168.79	\$ 120.59	\$ 161.01	\$ 168.79	\$ 158.30	\$ 161.00	\$ 168.79	\$ 158.33	\$ 182.60	\$ 168.79	\$ 126.84	\$ 161.01	\$ 168.79	\$ 158.30																		
	4	1396	\$ 153.46	\$ 170.73	\$ 198.82	\$ 153.46	\$ 75.23	\$ 161.01	\$ 153.46	\$ 150.75	\$ 184.00	\$ 153.46	\$ 127.79	\$ 193.17	\$ 153.46	\$ 87.13	\$ 183.92	\$ 153.46	\$ 127.83																		
	5	1519	\$ 167.43	\$ 173.92	\$ 206.35	\$ 167.43	\$ 36.31	\$ 161.01	\$ 167.43	\$ 157.17	\$ 184.00	\$ 167.43	\$ 111.22	\$ 200.43	\$ 167.43	\$ 54.13	\$ 183.92	\$ 167.43	\$ 111.34																		
	6	1947	\$ 216.05	\$ 174.62	\$ 209.98	\$ 216.05	\$ 42.39	\$ 161.01	\$ 216.05	\$ 212.21	\$ 184.00	\$ 216.05	\$ 143.27	\$ 204.94	\$ 216.05	\$ 65.23	\$ 183.92	\$ 216.05	\$ 143.47																		
	7	1919	\$ 212.87	\$ 179.67	\$ 214.21	\$ 212.87	\$ 41.04	\$ 161.01	\$ 212.87	\$ 264.06	\$ 184.00	\$ 212.87	\$ 172.14	\$ 210.38	\$ 212.87	\$ 67.73	\$ 191.63	\$ 212.87	\$ 164.71																		
	8	2104	\$ 233.89	\$ 180.29	\$ 218.32	\$ 233.89	\$ 56.61	\$ 161.01	\$ 233.89	\$ 336.94	\$ 184.00	\$ 233.89	\$ 222.03	\$ 216.02	\$ 233.89	\$ 85.59	\$ 191.63	\$ 233.89	\$ 206.97																		
	9	1900	\$ 210.71	\$ 184.33	\$ 223.98	\$ 210.71	\$ 43.34	\$ 161.01	\$ 210.71	\$ 386.64	\$ 184.00	\$ 210.71	\$ 248.74	\$ 223.15	\$ 210.71	\$ 73.15	\$ 191.63	\$ 210.71	\$ 226.06																		
	10	1264	\$ 138.46	\$ 188.03	\$ 228.31	\$ 138.46	\$ (46.51)	\$ 161.01	\$ 138.46	\$ 364.09	\$ 209.00	\$ 138.46	\$ 178.20	\$ 229.25	\$ 138.46	\$ (17.64)	\$ 206.87	\$ 138.46	\$ 157.65																		
	11	1255	\$ 137.44	\$ 185.37	\$ 223.66	\$ 137.44	\$ (132.74)	\$ 161.01	\$ 137.44	\$ 340.52	\$ 209.00	\$ 137.44	\$ 106.64	\$ 227.78	\$ 137.44	\$ (107.98)	\$ 206.87	\$ 137.44	\$ 88.22																		
	12	1796	\$ 198.90	\$ 187.58	\$ 210.39	\$ 198.90	\$ (144.23)	\$ 161.01	\$ 198.90	\$ 378.41	\$ 209.00	\$ 198.90	\$ 96.54	\$ 218.78	\$ 198.90	\$ (127.86)	\$ 206.87	\$ 198.90	\$ 80.26																		
Sum of BB payments and deferred balance					\$ 4,304.58	\$ 4,361.17	\$ 56.59	\$ 4,621.08	\$ 4,361.17	\$ (259.91)	\$ 4,626.00	\$ 4,361.17	\$ (264.83)	\$ 4,308.30	\$ 4,361.17	\$ 52.87	\$ 4,482.48	\$ 4,361.17	\$ (121.31)																		
TEC	Levelized payment is based on the most current 12-month average consumption, if available. Each month a percentage of the cumulative balance between the leveled monthly payment and standard bill will be added to the 12-month average. The percentage added is 10% of the cumulative balance if under \$250 and 20% if \$250 or greater. No annual true-up.																																				
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					Range of monthly payments within the 2 year period																																
					<table border="1"> <thead> <tr> <th></th> <th>High</th> <th>Low</th> </tr> </thead> <tbody> <tr> <td>TEC</td> <td>\$ 228.31</td> <td>\$ 120.85</td> </tr> <tr> <td>PGS</td> <td>\$ 224.08</td> <td>\$ 161.01</td> </tr> <tr> <td>Gulf</td> <td>\$ 209.00</td> <td>\$ 161.00</td> </tr> <tr> <td>FPL</td> <td>\$ 229.25</td> <td>\$ 124.39</td> </tr> <tr> <td>Duke</td> <td>\$ 206.87</td> <td>\$ 161.01</td> </tr> </tbody> </table>																High	Low	TEC	\$ 228.31	\$ 120.85	PGS	\$ 224.08	\$ 161.01	Gulf	\$ 209.00	\$ 161.00	FPL	\$ 229.25	\$ 124.39	Duke	\$ 206.87	\$ 161.01
	High	Low																																			
TEC	\$ 228.31	\$ 120.85																																			
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*Requests 7 - 8 refer to the proposed Summary Billing Plan*

7. Please describe how Tampa Electric plans to separate bills into groups, e.g., is it at the customer's request only or does Tampa Electric have specific criteria it intends to use.
  - A. Tampa Electric does and will continue to group bills at the request of a summary billing customer. For instance, a municipal or county government customer may have hundreds of accounts representing several types of service installations (e.g., sewer lift stations, street lighting, etc.). Often these customers may request that the accounts for a common installation type be sent to a different city or county department for processing and payment. Tampa Electric will accommodate the request and group those specific accounts specified by the customer into separate summary bills.

It could be necessary for Tampa Electric to group a customer's accounts in a certain manner if the number of accounts to be summary billed exceeds the maximum number of accounts that may be accommodated by the billing system (i.e. 500). If this occurs, the accounts will be grouped into two or more summary bills. If this situation arises, the company will work with the customer to group the accounts into multiple summary bills.

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- 8.** If a customer does not pay the summary bill in full within 10 days from the mailing date, please describe the criteria Tampa Electric plans to use in its decision whether to remove a customer from the Summary Billing Plan.
  
- A.** The summary billing program is mutually beneficial to the customer and Tampa Electric; therefore, Tampa Electric works with its customers to keep them on the program. Tampa Electric contacts summary billing customers to determine the reasons for delinquency when the summary bills are not paid on time and to review the program requirements with the customer. Tampa Electric uses judgement based on payment history, customer type, etc. when determining if a participating customer should be removed from the program, but the company has rarely removed a customer from the program and then only if the customer has continually violated the 10-day requirement. The purpose of the 10-day payment requirement is really to incent customers to pay on time.

**TAMPA ELECTRIC COMPANY  
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*Requests 9 - 10 refer to Deposits*

- 9.** Does a “satisfactory payment record” for a new residential customer include that customer’s satisfactory payment record for prior or other electric service with another utility?
  - A.** Tampa Electric does not accept external credit references from other utilities as satisfactory payment record. However, to the extent that satisfactory payment records for prior utility services are reflected in the credit verification made by Tampa Electric using an external credit agency, it would be included.

**TAMPA ELECTRIC COMPANY  
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REQUEST NO. 10  
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- 10.** Please explain why Tampa Electric is adding a proposed option for credit verification through an external/independent credit monitoring service.
- A.** Tampa Electric has made the voluntary credit verification available to electric customers in the past, but the option was never described in its tariff. The company is proposing this addition to the tariff for the purpose of aligning its procedures with Peoples<sup>1</sup> as both companies share many of the same customers.

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<sup>1</sup> Peoples is proposing the addition of the voluntary credit verification option in the Peoples tariff ( Docket No. 150160-GU)

**TAMPA ELECTRIC COMPANY  
DOCKET NO: 150159-EI  
STAFF'S 1ST DATA REQUEST  
REQUEST NO. 11  
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*Request 11 refers to the Proposed Communications Plan.*

- 11.** Will Tampa Electric provide current Levelized Payment Plan customers with dollar estimates of how their bills would change under the proposed Budget Billing Plan?
- A.** Tampa Electric is not planning on provided such communication. Tampa Electric will communicate to customers the changes in the methodology and generally describe the impacts (i.e., a flat billing amount for longer periods of time and the annual true-up mechanism) to subscribers of the current program, but the company is not able to accurately estimate a dollar impact of the change for each individual customer without knowing each customers' consumption or the weather impacts up to the time of CRM implementation which is scheduled for July 2016. The communication is planned to be provided some time before CRM implementation.

Under Tampa Electric's current Levelized Billing Plan, July is a time at which most customers have exhausted or nearly exhausted any deferred credit balance that may have accumulated during the late winter and early spring (i.e., low consumption) months. The budgeted payments begin to increase as a deferred debit balance begins to accrue from mid to late summer (high consumption months). The company expects that the impact of changing the methodology at a time when the deferred balance is at a low level (i.e., July) will benefit the customer by stabilizing the budgeted amount at a time when the budgeted amounts under the current program traditionally begin climbing. Ultimately, the customers pay the same total amount over the year under either plan; however, the monthly amount will be less volatile under the proposed plan.