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October 2, 2018

Ms. Carlotta S. Stauffer
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

**Re: NEW FILING - In re: Petition of Peoples Gas System for approval of
tariff modification**

Dear Ms. Stauffer:

Attached for electronic filing with the Commission on behalf of Peoples Gas System, please find Peoples' Petition referenced above.

We appreciate your usual assistance.

Sincerely,

Andrew M. Brown

AB/plb
Attachment

cc: Ms. Paula K. Brown
Ms. Kandi M. Floyd
Ansley Watson, Jr., Esq.

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition of Peoples Gas System)
For approval of tariff modification.)
_____)

DOCKET NO. _____

FILED: October 2, 2018

**PETITION OF PEOPLES GAS SYSTEM
FOR APPROVAL OF TARIFF MODIFICATION**

Peoples Gas System (“Peoples” or “the company”), pursuant to Section 366.04, Florida Statutes, petitions the Commission for approval of a tariff modification for the protection of its employees. As grounds therefor, the company says:

1. The name, address, telephone number and fax facsimile number of the petitioner

are:

Peoples Gas System
Post Office Box 111
Tampa, FL 33601
(813) 228-4111
(813) 228-1770 (fax)

2. All notices, pleadings and correspondence required to be served on the petitioner

should be directed to:

Andrew M. Brown
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Post Office Box 1531
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Email: ab@macfar.com

Paula K. Brown
Manager, Regulatory Coordination
Peoples Gas System
Post Office Box 111
Tampa, FL 33601
Phone: 813-228-1444
Fax: 813-228-1770
Email: regdept@tecoenergy.com

Ms. Kandi M. Floyd
Manager – State Regulatory
Peoples Gas System
P.O. Box 2562
Tampa, Florida 33601-2562
Phone: 813-228-4668
Fax: 813-228-1770
Email: kfloyd@tecoenergy.com

3. The Commission has jurisdiction to entertain this petition pursuant to Sections 366.04(1), 366.05(1) and 366.06, *Florida Statutes*.

4. Peoples is a natural gas local distribution company providing sales and transportation delivery of natural gas throughout most of the state of Florida, and is a natural gas public utility subject to the Commission's statutory jurisdiction to establish rates and charges under Section 366.06.

5. In recent years Peoples' field employees have experienced a significant number of threats, assaults and harassments made by customers. Peoples Corporate Security Department has documented incidents, including verbal threats as well as threats of physical harm or worse.

6. The safety of Peoples' team members, contractors and customers is the company's number one priority. Therefore, in order to remedy the situation and protect Peoples' field employees from dangerous situations the company proposes the following additional subsection to Section E of its tariff relating to withholding of gas service:

E. WITHHOLDING OF GAS SERVICE

* * *

Company may discontinue service to an existing Customer or refuse to establish Gas Service for actions or threats made by a customer, or anyone on the customer's premises, which are reasonably perceived by a Company employee as violent or unsafe, after affording the customer reasonable opportunity to cease from any further act of violence or unsafe condition.

7. The Commission approved a similar amendment to Florida Power & Light Company's tariff governing refusal or discontinuance of service in May of 1996, Order No. PSC-96-0585-FOF-EI, issued May 6, 1996 in Docket No. 960307-EI.

8. Peoples' proposed tariff language is consistent with the Commission's Rule 25-7.089(2)(f), Florida Administrative Code, which states that a utility may refuse or discontinue service.

For neglect or refusal to provide safe and reasonable access to the utility for the purpose of reading meters or inspection and maintenance of equipment owned by the utility, provided that written notice, separate and apart from any bill for service, be given the customer.

9. Peoples does not take disconnection of its customers or refusal of service to a potential customer lightly; however, the company believes it must take every precaution to safeguard its employees from threats made by customers. To assure against unwarranted disconnections and refusal of service, Peoples will take steps to verify that a dangerous condition actually exists. Peoples' Corporate Security Department will investigate threat incidents and verify whether the actions or threats made by the customer have created a dangerous condition warranting disconnection. Peoples' head of corporate security will notify the company's Customer Service Department of valid incidents and will decide whether or not a disconnection notice will be issued to the customer. Disconnecting or refusing service will be considered an extreme event that will follow other efforts first, up to and including law enforcement or security escorts.

10. In the rare instances where disconnection notices are issued for threats by customers, the notice will inform the customer that service will be disconnected if further violent actions or unsafe conditions actions persist. In addition, Peoples will contact the customer to discuss the concerns regarding the safety of its personnel.

11. Attached hereto as Exhibits "A" and "B", respectively, are tracked change and clean versions of proposed Third Revised Sheet No. 5.101-2 of the company's tariff.

WHEREFORE, Peoples respectfully requests the Commission approve the proposed tariff revision set forth in Exhibits "A" and "B" to this petition.

DATED this 2nd day of October 2018.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Andrew M. Brown", is written over a horizontal line.

ANDREW M. BROWN

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EXHIBIT "A"

RULES AND REGULATIONS (Continued)

E. WITHHOLDING OF GAS SERVICE

Company will refuse to establish Gas Service to any location where it finds that establishment of Gas Service will create an unsafe or hazardous condition on the Customer's premises.

Company may discontinue Gas Service to an existing Customer or refuse to serve a prospective Customer where such Customer's use of Gas is or will be detrimental or hazardous to the Gas Service supplied to other Customers.

Company may discontinue service to an existing Customer or refuse to establish Gas Service for actions or threats made by a customer, or anyone on the customer's premises, which are reasonably perceived by a Company employee as violent or unsafe, after affording the customer reasonable opportunity to cease from any further act of violence or unsafe condition.

Company will not establish Gas Service to any Customer where that Customer is in arrears for Gas Service at that location or another location in the Company's service area.

If a prospective Customer requests connection for Gas Service but denies the Company's employees and representatives access to the Customer's Installation for the purpose of inspecting the appliances prior to establishing Gas Service, the Company may refuse to provide Gas Service to the prospective Customer.

Fraudulent Use of Gas:

Company will discontinue Gas Service without notice:

- a. In the event of tampering with regulators, valves, Meters or other facilities furnished and owned by Company, or
- b. In the event of other fraudulent use of Gas Service.

Whenever Gas Service is discontinued for unauthorized or fraudulent use thereof, the Company, before restoring Gas Service, may require Customer to make, at Customer's expense, all changes in piping or equipment necessary to eliminate the fraudulent use and to pay an amount reasonably estimated as the deficiency (if any) in Company's revenue and all costs incurred by Company resulting from such unauthorized or fraudulent use.

As used herein, "costs incurred by Company" shall include the Company's cost to cut and cap the Customer's service line at the Main, together with the cost incurred by the Company to restore service to the Customer, in the event the Company, in order to discontinue service to the Customer pursuant to this section, has been required (after final notice to the Customer requesting payment, and the Customer's denial of access by Company to its meter for the purpose of discontinuing service) to cut and cap the Customer's service line at the Main. If a Customer whose service line has been cut and capped as aforesaid thereafter requests restoration of Gas Service, Company may require such Customer to pay (in addition to any other charges payable pursuant to these Rules and Regulations) all costs incurred by Company to effect the previous discontinuance of Gas Service to such Customer, as well as all costs incurred by Company to restore Gas Service to such Customer.

EXHIBIT "B"

RULES AND REGULATIONS (Continued)

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