

Antonia Hover

From: Ellen Plendl
Sent: Wednesday, June 14, 2023 10:14 AM
To: Consumer Correspondence
Subject: Docket Nos. 20230001 & 20230019
Attachments: emi-states-email-0519.pdf; emi-states-response-letter0614.pdf; FW: TECO Electric RATE INCREASE

See attached customer correspondence and reply for Docket Nos. 20230001 & 20230019

Consina Griffin-Greaux

From: consumerComplaint@psc.state.fl.us
Sent: Friday, May 19, 2023 11:40 AM
To: Consumer Contact
Subject: E-Form Other Complaints TRACKING NUMBER: 190800

CUSTOMER INFORMATION

Name: Emi States
Telephone:
Email: emi.infinitebliss@gmail.com
Address: 10804 Great Cormorant Drive Riverview FL 33579

BUSINESS INFORMATION

Business Account Name: Russell Griffiths Account Number: 221005938990
Address: 10804 great Cormorant Drive Riverview FL 33579

COMPLAINT INFORMATION

Complaint: Other Complaints against Tampa Electric Company

Details:

Electric bill has doubled and now tripled with the approved rate increase. My electrical bill this month totaled \$649.35 with all the increased fees and charges for TECO run there business. My actual electrical utilization cost on my bill including tax is \$243.85.

So the commission approved for TECO and other electric companies to increase my rates and charge me an EXTRA \$405.49 on top of my usage \$243.85. THIS IS LEGALLY ROBBING the PEOPLE. This RATE hike should be REVERSED and ANY additional rate increases should be DENIED!!!!

Bill break down

\$405.49 TECO FEES to run there business
\$243.85 my electric Usage cost plus tax
649.34 TOTAL bill

STOP ALLOWING THIS LEGAL THEFT TO OCCUR. YOU WILL PUT PEOPLE OUT OF THERE HOMES INCLUDING YOURSELF, YOUR FAMILYS, YOUR FRIENDS, REGULAR HARDWORKING AMERICANS.

STATE OF FLORIDA



COMMISSIONERS:
ANDREW GILES FAY, CHAIRMAN
ART GRAHAM
GARY F. CLARK
MIKE LA ROSA
GABRIELLA PASSIDOMO

OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

June 14, 2023

Ms. Emi States
10804 Great Cormorant Drive
Riverview, FL 33579

RE: FPSC Inquiry 1421907E
Mr. Russell Griffiths

Dear Ms. States:

This is in response to your inquiry to the Governor's Office and the Florida Public Service Commission (FPSC) regarding Tampa Electric Company (TECO).

You expressed a concern with high electric bills. Rule 25-6.052, Florida Administrative Code (F.A.C.), requires electric meters to register a weighted average accuracy rating of between 98 percent and 102 percent. If a meter is found to register more than the maximum allowed, the utility is required to credit the customer's bill. We have learned from TECO that on May 2, 2023, the company tested meter number 1000510441 at your residence. It is my understanding Mr. Russell Griffiths, the accountholder, was present for the meter test. The meter test indicated a weighted average of 100.17 percent, which was within the limits set by the F.A.C. Neither the FPSC nor FPL can tell you exactly how the energy was used, only that it registered on an accurately working meter. In order to adjust a bill, there needs to be conclusive proof that the meter malfunctioned or that the company applied improper rates.

A comparative review of your consumption between March and May reflected an increase comparing month to same month in 2023 compared to 2022. In solely reviewing 2023, your consumption increased each month over the previous month from February forward, with a significant peak in April followed by a slight decrease in May, as follows:

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

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Ms. Emi States

Page 2

June 14, 2023

Month	2021 Kilowatt-Hours	2022 Kilowatt Hours	2023 Kilowatt Hours
January		3,151	3,237
February		2,877	2,564
March		2,793	3,063
April	2,624	2,845	4,022
May	3,084	3,354	3,905
June	3,644	3,794	
July	3,461	4,229	
August	3,437	4,350	
September	4,085	4,113	
October	3,417	3,438	
November	2,890	3,554	
December	3,283	3,015	

You may contact Mr. Ken Wagenhofer, TECO Executive Solutions Specialist, at 813-228-4044, to schedule a future energy audit, which will provide you with an analysis of the energy use and appliances at your residence, and recommendations to minimize the usage. Home energy audits are available to TECO customers at no charge, once every twelve months. I have enclosed a brochure, "*Conserve Your World*," which offers some recommendations on ways to minimize your electric consumption.

You expressed a concern about recent rate increases. On March 7, 2023, the FPSC approved a mid-course correction to the fuel factors and granted preliminary interim storm restoration charge for TECO.

The adjusted fuel factors reflect unrecovered fuel costs incurred in 2022. The interim storm restoration recovery charges are costs associated with named storms and will replenish each utility's storm reserve fund. Interim storm restoration charges are approved for a 12-month recovery period and are subject to refund, with interest, pending further review once the total actual costs are known for each utility.

Utilities do not earn a profit on fuel charges. The fuel and capacity cost component of customers' bills is set for each calendar year, but mid-course corrections are used when a utility's costs increase or decrease significantly in the interim. Under Commission rules, a utility must notify the PSC when it expects an under- or over-recovery greater than 10 percent.

TECO's approved charges include the new fuel factor and the preliminary approval for recovery of \$131 million in interim storm restoration costs associated with Hurricanes Dorian, Elsa, Ian, Nicole, and Tropical Storms Alberto, Nestor, and Eta.

We appreciate you sharing your views and will add your correspondence to both Dockets 20230001 and 20230019 regarding the mid-course correction and the storm restoration recovery, respectively.

It appears that the company has not violated Florida Administrative Code Rules or its tariff. Therefore, the FPSC cannot compel the company to issue credit adjustment.

You may contact the Hillsborough Health and Social Services, at 813-975-2153, to inquire about the Low Income Home Energy Assistance Program.

Ms. Emi States

Page 3

June 14, 2023

You may also be interested in the Elderly Electric Assistance (EHEAP), which provides assistance for home-energy emergencies to qualified, low-income households with at least one person 60 years of age or older. To find out about qualifications, you may contact your county's local EHEAP agency, or by calling 1-800-963-5337.

If you have any questions or concerns please contact Ms. Ellen Plendl by June 30, 2023; otherwise, we will consider the matter resolved. You may reach me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,



Shonna McCray
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

SM:mep

Enclosure

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Wednesday, June 14, 2023 8:17 AM
To: EOG-Referral
Subject: FW: TECO Electric RATE INCREASE

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Emi States <emi.infinitebliss@gmail.com>
Sent: Friday, May 19, 2023 11:48 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: TECO Electric RATE INCREASE

Constituent message:

1. **Name**
Emi States
2. **Email Address**
emi.infinitebliss@gmail.com
3. **Phone Number**
813-545-6911
4. **Subject**
TECO Electric RATE INCREASE
5. **Message**
Our electric bill has doubled and now tripled with the approved rate increase. My electrical bill this month totaled \$649.35 with all the increased fees and charges for TECO run there business. My actual electrical utilization cost on my bill including tax is \$243.85.
The comission approved for TECO and other electric companies to increase my rates and charge me an EXTRA \$405.49 on top of my usage \$243.85. THIS IS LEGALLY ROBBING the PEOPLE. This RATE hike should be REVERSED and ANY additional rate increases should be DENIED!!!!

Bill break down
\$405.49 TECO FEES to run there business
\$243.85 my electric Usage cost plus tax
649.34 TOTAL bill

STOP ALLOWING THIS LEGAL THEFT TO OCCUR. IT WILL PUT PEOPLE OUT OF THERE HOMES, HARDWORKING AMERICANS!!!!!! This isnt the AMERICAN it once was. WE THE PEOPLE ARE LOSING MORE AND MORE EVERYDAY!!!!!!!!!!!!

HELP US REVERSE THIS INCREASE!! AND ANY FUTURE RATE INCREASE
the next meeting is June 18th - we cannot survive another increase.

6. **Attach file (optional)**
7. **User IP Address**
35.142.251.199
8. **HTTP User Agent**
Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.4
Safari/605.1.15
9. **Date Submitted**
19/05/2023
10. **Time Submitted**
11:48:00 am, EDT

This message was sent from <https://www.flgov.com>.

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.