

Charlie Smith

From: Ellen Plendl
Sent: Wednesday, September 20, 2023 10:05 AM
To: Consumer Correspondence
Subject: Docket Nos. 20230001 & 20230019
Attachments: FW Teco energy, home and auto insurance; Consumer Inquiry - Tampa Electric Company

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

Charlie Smith

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, September 19, 2023 3:00 PM
To: Ellen Plendl
Subject: FW: Teco energy, home and auto insurance

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

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: Luis Lozano <luis.lozano2@yahoo.com>
Sent: Tuesday, September 19, 2023 1:32 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Teco energy, home and auto insurance

Constituent message:

- Name**
Luis Lozano
- Email Address**
luis.lozano2@yahoo.com
- Phone Number**
8136254198
- Subject**
Teco energy, home and auto insurance
- Message**
Our TECO energy bill has doubled. Something needs to be done about this. Also, home and auto insurance are out of control. Housing market needs to stop letting mega corporations buy multiple houses. This does not allow every day Americans own a home. Please help. This is hurting working Americans already struggling to pay for their families needs. Lets focus on the things that every day americans go through and not something that is irrelevant.
- Attach file (optional)**
- User IP Address**
47.196.12.110
- HTTP User Agent**
Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/117.0.0.0 Safari/537.36

9. **Date Submitted**

19/09/2023

10. **Time Submitted**

1:32:18 pm, 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.

Charlie Smith

From: Ellen Plendl
Sent: Tuesday, September 19, 2023 3:06 PM
To: 'luis.lozano2@yahoo.com'
Subject: Consumer Inquiry - Tampa Electric Company

Mr. Luis Lozano
luis.lozano2@yahoo.com

RE: FPSC Inquiry 1429780C

Dear Mr. Lozano:

The Governor's office forwarded a copy of your email regarding Tampa Electric Company (TECO) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

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.

Customers who are experiencing difficulty in providing payment on their account can contact the following resources for financial assistance:

* Low Income Home Energy Assistance Program --- <https://www.floridajobs.org/community-planning-and-development/community-services/low-income-home-energy-assistance-program/find-your-local-low-income-home-energy-assistance-program-provider-for-help>

* 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 me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl
Regulatory Analyst IV
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)