

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:

TO: Office of Commission Clerk

FROM: Bureau of Consumer Assistance, Office of Consumer Assistance & Outreach

RE: Customer Correspondence

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 20240026.

COMMISSION
CLERK

2024 JUN -4 PM 3:40

RECEIVED-FPSC

May 13 2024

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0850

Charles R Loeb
4912 E. Linebaugh Ave #205
Tampa FL 33617

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It wouldn't surprise you if you remember me from 2 years ago that I have some thoughts to share about TECO's proposed increase for Jan. 2025 and beyond. You did send me correspondence dated May 31, Aug 3 and Aug 22 2022 and TECO sent me one from Rhonda Kelly dated Sept 12 2022

At that time my case numbers were 1396515 E and 1401961 E I bring this up to give you a little refresher whom I am, at that time it was more a matter of principle than principal (macy) because even as Ms. Kelly wrote me the average bill is up 9% while mine was up over 20%. Had the bill been at the 2021 charge plus a 9% surcharge there would have never been any complaints. My Social Worker ended me up with a very generous subsidy in NOV. 2022 which is still being used to pay TECO ~~bill~~ ^{fund} 19 Months ago and may still in the account. That is WATER UNDER THE BRIDGE.

BUT THE PROPOSED INCREASE for 2025 and beyond isn't and of course involves a lot of macy and of course all the TECO customers not just me personally. I'm pretty sure you can guess how I feel generally about it but I do have some "alternatives" in mind for TECO. plus this observation I didn't read the Tampa Bay Times story but I saw the banner about in yesterday's paper. The implication of that banner was that at 71¢ per day in effect Residents were being subsidized by others (Stock holders, businesses?) on their service charges. Relative to my usage I thought I was paying for the whole system myself. That means BILLION DOLLAR COMPENSATION PACKAGE, General Employees Salaries and Equipment and a nice profit for the stock holders besides. Strange how people see things differently. This shocks me as a RESIDENTIAL Customer that I'm such a "burden" on the system at least at Present. Given I think the current service based on my use is OUTRAGEOUS maybe come Jan. 2025 we may have to come

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to the parting of the ways. If you look at my records you can see I can do just fine without electric and TECO I did send some ^{photos} of my FPL bills from North Miami Beach to prove it.

That would of course would take care of me but what about everyone else. I'm sure TECO can use the money SADLY HOWEVER THE VAST MAJORITY OF THEIR CUSTOMERS NEED IT WAY WAY WAY MORE ^{AT} ANY RATE TO PROVIDE FOR THE FUTURE MAINLY FOR THE ENVIRONMENT OF COURSE I'm working very hard to get the OWNERS, HUD and Hillsborough Co. to come up with a Formula to SOLAR POWER the whole building so people can use all the energy they want without paying TECO for it and trying to talk HUD if they build new buildings to have them with built in Solar power in all their Section Eight housing and to convert other properties as well. But obviously this and other measures won't happen by Jan. 2025 I also discussed this with the providers at ECOFEST last month.

So I have a different proposal I don't oppose the Energy charge increase hoping that people will use less. but I STRONGLY OPPOSE THE BASIC SERVICE CHARGE and EVEN STRONGER OPPOSED TO THAT FEE BEING TAXED (THE ENERGY/FUEL USE IS FAIR GAME) AND OF COURSE CHARGING AT LEAST A FRANCHISE FEE (The many Municipalities get is another matter unlike TECO but like TECO customers generally they badly need their money) I believe taxes and Franchise Fees should be reimbursed to customers myself included as the Basic Service Charge as those Fees only. The Storm Protection Charge and Surcharge are alright by me as is the CETM

There is a little confusion within my mind between the FRANCHISE FEE AND THE MUNICIPAL PUBLIC SERVICE TAX, the latter is obviously for the MUNICIPALITIES but for Me Ms. Kelly is confusing the former with the latter. Why are there two separate charges and it's not made clear in the bill IF THE FRANCHISE FEE IS FOR THE MUNICIPALITIES even so this should be reduced to the customer and TECO pay ^{at least} part of it. The

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Customer isn't benefitting like with the Basic Service Charge. That's not something I'm benefitting by but TECO is.

Lets get back to the Basic Service Charge. Obviously TECO and I see it quite differently. If I think 71¢ a day is outrageous guess what I think about the Proposed Service Charges. THAT SHOULD NOT BE APPROVED IN FACT AS FAR IM CONCERNED IT SHOULD BE SIGNIFICANTLY LOWERED not RAISED IN YEARS TO COME THE HIGHEST 49¢ per day. If you or they my proposal is outrageous really know how I feel about their Basic Service Proposal for 2025 and beyond. And I'm not finished. If service isn't rendered because of a POWER BLACKOUT or any other reason It should not be charged to the bill at those rates it should be deducted by the hour not just the day. Notice I said 49¢ a day is the highest PEOPLE LIKE ME WHO USE LOWER AMOUNTS OF ENERGY/FUEL SHOULD PAY EVEN LESS THAN THAT BECAUSE IT'S LESS WEAR ON THE SYSTEM the less energy used.

So the question is where do I expect TECO to get the money to LOWER THE BASIC SERVICE CHARGE. Not to mention throwing in a lower rate for people who use less energy. again it saves wear on the system and keeps energy/fuel/Power around in an emergency. I can name several possibilities. Given TECO efficiency compared to FPL when I was in Miami A \$1 a Year compensation Package for their top executives is pretty fair compensation when it comes to efficiency which reflected upon the lower FPL bills than TECO customers for the same usage. CUTTING OUT THOSE SALARIES WOULD HELP. Then there is the State Treasury if the state wants them to have more money. THEY ARE MORE THAN WELCOME TO PAY AT LEAST THE DIFFERENCE FOR EVERY CUSTOMER. AND ANY PSC Commission who feels that way should pull from their pockets and purses as well. WHEN THEY PAY IT. THEY CAN HAVE A SAY NOT ONE SECOND SOONER this I

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VIEW AS FAIR ALSO. between those "sources" that might be able to help a lot of customers, also helped whats available are thing few see TECO is DOING THEIR BEST TO CREATE A LOT GREATER NEED FOR HELP. I guess thats all I have to say about it AT LEAST FOR NOW.

Sincerely

Charles R Loeb

Charles R Loeb

4912 E. Linebaugh Ave #205

Tampa FL 33617

By the way if you contact MS. KELLY or whomever it is now. ~~to~~ clarify my confusion between the Franchise Fee and the Municipal Service tax please ask her to see Envelopes go back in My envelopes At least by SEPT. 2024. Not that I would mind not paying TECO when my account may run out. but I don't want that to be the reason I don't (just to play it safe) Beside I do plan a little "Holiday Surprise" for Dec 2024 by that time by my math I'm sure I'll have to pay my bill myself.

My Account (TECO) Number 211 001 581 126 (My way it can at least be read not the way they put all the digits together in my Account number. You can also tell her I have as much right to make a proposal to you as they have and I will communicate about it to whomever I want to whenever I want to. Not just at the set fees with you.

From:
Charles R Laeb
4912 E Linebaugh Ave #205
Tampa FL 33617

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2024 MAY 20 AM 8:31

TO:

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2540 Shomard Oak Boulevard
Tallahassee FL 32399-0850

32399-085099

