



August 8, 2024

**VIA ELECTRONIC FILING**

Mr. Adam J. Teitzman  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

In re: Petition for Rate Increase by Tampa Electric Company

DOCKET NO. 20240026-EI

In re: Petition for approval of 2023 Depreciation and  
Dismantlement Study, by Tampa Electric Company

DOCKET NO. 20230139-EI

In re: Petition to implement 2024 Generation Base Rate  
Adjustment provisions in Paragraph 4 of the 2021 Stipulation  
and Settlement Agreement, by Tampa Electric Company

DOCKET NO. 20230090-EI

Dear Mr. Teitzman:

Attached for filing in the above docket is Tampa Electric Company's Report on Customer Service Hearings.

Thank you for your assistance in connection with this matter.

Sincerely,

Malcolm N. Means

MNM/bl  
Attachment

cc: All parties of record

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for Rate Increase by Tampa Electric Company

DOCKET NO. 20240026-EI

In re: Petition for approval of 2023 Depreciation and Dismantlement Study, by Tampa Electric Company

DOCKET NO. 20230139-EI

In re: Petition to implement 2024 Generation Base Rate Adjustment provisions in Paragraph 4 of the 2021 Stipulation and Settlement Agreement, by Tampa Electric Company

DOCKET NO. 20230090-EI

FILED: August 8, 2024

**TAMPA ELECTRIC COMPANY'S  
REPORT ON CUSTOMER SERVICE HEARINGS**

The Florida Public Service Commission conducted customer service hearings for the above-captioned matter on June 10, June 11, and June 13, 2024. *See* DN 06912-2024 (June 10 service hearing); DN 06988-2024 (June 11); DN 07426-2024 (June 13). The following constitutes Tampa Electric's report on its efforts to assist customers that identified specific service issues and requested follow-up from Tampa Electric at these service hearings.

A total of 53 Tampa Electric customers attended the company's three service hearings and offered testimony regarding the company's service and rate request. Out of these 53 participants, the company identified 9 customers that requested assistance from the company regarding their concerns. This report addresses how the company responded to the concerns raised by these customers, as well as the comments offered by Ms. Brooke Ward.

**1. Krystal Pate**

Ms. Pate appeared at the June 10<sup>th</sup> service hearing and testified that she had contacted Tampa Electric regarding payment assistance and never received a reply. DN 06912-2024 at 53:4-21. One of Tampa Electric's Customer Experience representatives contacted Ms. Pate on June 11<sup>th</sup>

and informed Ms. Pate that the company had records of previous communications with Ms. Pate, including that she had previously received payment assistance from Tampa Electric and its community partners. The call was then disconnected when Ms. Pate's phone lost service. The same Customer Experience representative called Ms. Pate again and Ms. Pate said that she no longer wanted to communicate with the company. Ms. Pate appeared again at the June 13<sup>th</sup> service hearing and expressed displeasure that the company contacted her after the June 11<sup>th</sup> service hearing. DN 07426-2024, at 52:5-13. The company did not follow up regarding Ms. Pate's comments during the June 13<sup>th</sup> service hearing due to her stated desire for the company not to contact her. Tampa Electric prepared an exhibit describing the payment assistance received by Ms. Pate, labeled as **Exhibit 1** to this Report. Since this document is confidential, Tampa Electric will provide it under a separate Request for Confidential Classification filed contemporaneously with this Report.

## **2. Rhonda Deese and Angelo Pimpinelli**

Ms. Deese and Mr. Pimpinelli appeared at the June 11<sup>th</sup> service hearing. DN 06988-2024 at 31-32. They expressed displeasure with the company's replacement of their meter with an AMI meter on July 12, 2022, and testified that the company disconnected their service because they refused the company access to install the AMI meter. DN 06988-2024 at 32:8-15. Ms. Deese also reported various health issues related to the AMI meter and Mr. Pimpinelli asked the company to contact them. DN 06988-2024 at 32:20-23; 36:21-22; 39:12-16.

Ms. Deese's concerns with the AMI meter were previously addressed in a formal complaint filed with the Commission in 2022. In short, Ms. Deese refused to allow the company to install an AMI meter, to elect to opt-out of an AMI meter and pay the associated opt-out fees, or to allow Tampa Electric personnel on her property to manually read the meter. Tampa Electric ultimately installed an AMI meter to allow for remote meter reading. Staff concluded that Tampa Electric did

not violate any rules or its tariff and advised Ms. Deese that the Commission cannot compel Tampa Electric to install a non-communicating meter due to the company's safety concerns. Tampa Electric will provide a copy of Commission Staff's notes about the complaint and Staff's written response to the complaint as **Exhibit 2** to this Report. Tampa Electric will provide a confidential, unredacted version of Exhibit 2 along with a Request for Confidential Classification that will be filed contemporaneously with this Report.

Following the June 11<sup>th</sup> hearing, a Tampa Electric Customer Experience representative contacted Ms. Deese and left her several voicemails that same day. The representative was able to reach Ms. Deese and Mr. Pimpinelli the following day, when they spoke for approximately one hour. Ms. Deese raised similar concerns to those included in the formal complaint she filed in 2022 and requested installation of a non-communicating meter. Tampa Electric offered to install a non-communicating meter outside of Ms. Deese's fence if she would pay for the relocation and for the AMI opt-out fees. Ms. Deese declined and filed a transfer connect complaint with the Commission on June 14, 2024. Tampa Electric was again unable to reach a resolution with Ms. Deese on June 14<sup>th</sup>.

### **3. Paul O'Byrne**

Mr. O'Byrne appeared at the June 11<sup>th</sup> service hearing and expressed concerns about reliability of service. DN 06988-2024 at 44:21-45:3. A Tampa Electric Customer Experience representative spoke to Mr. O'Byrne on June 11th and advised him that the company would research his reliability concerns. An Operations Engineer later completed a Circuit Patrol and found a blown capacitor bank and poles with excess vegetation growing into the primary area. The company informed Mr. O'Byrne of the Circuit Patrol findings and created work requests for both issues. The company has since repaired the capacitor bank and removed the excess vegetation.

#### **4. Ingrid Royster**

Ms. Royster appeared at the June 11<sup>th</sup> service hearing and expressed concerns about reliability of service. DN 06988-2024 at 26:24-27:14. A Tampa Electric Customer Experience representative spoke to Ms. Royster on June 11th and shared the preliminary findings/potential cause for the reliability issues, which included identification of switchgear and poles that need replacement. The company later created, approved, and prioritized work requests to address these issues and informed Ms. Royster of these developments. The company identified five live front switchgears for replacement. The company has already successfully replaced two of these with dead front switchgears and completed design work for the remaining three switchgears. Tampa Electric has scheduled the remaining three switchgears for replacement by the end of August. The company also identified two poles for replacement; the design phase is complete and pending approval for the first pole and the second pole is pending the design phase.

#### **5. Jon Wallace**

Mr. Wallace appeared at the June 13<sup>th</sup> service hearing and raised concerns regarding the reliability of service at his home. DN 07426-2024 at 110:13-113:19. Tampa Electric representatives spoke to Mr. Wallace during the service hearing on June 13th. He expressed concern with momentary outages at his home and felt it was due to a “sinking” transformer in his yard. He also wanted to report a leaning pole outside of his neighborhood. A Tampa Electric representative followed up with Mr. Wallace that evening and obtained additional information regarding his momentary outages and leaning pole. An operations engineer and a Customer Experience representative have remained in contact with Mr. Wallace and his wife via phone, in-person, and email contacts since the hearing. The company also placed Voltage Monitoring Equipment on the transformer and the meter. The transformer was “raised,” and the results from

the Voltage Monitoring Equipment placed on the transformer indicates the transformer is sized properly for the amount of load. The voltage meter was removed after 28 days of monitoring. The monitoring results showed one momentary outage related to a circuit operation on his circuit and one series of voltage dips related to a car hitting a pole, which caused an outage on an adjacent circuit. The company completed the design work to straighten the pole, which includes a span guy and extra pole to offset the tension. Pending inclement weather, the company plans to complete the project by mid-August.

#### **6. Tawanna Crawford**

Ms. Crawford appeared at the June 13<sup>th</sup> service hearing and expressed concern with her removal from the company's Due Date Plus program and expressed frustration with a recent disconnection for non-payment. DN 07426-2024 at 79:16-80:21. Tampa Electric personnel met with Ms. Crawford following the hearing and informed her that she was removed from Due Date Plus because she has experienced two disconnections within a 12-month period. The company waived a late fee on her account and Ms. Crawford agreed to speak with the company's Social Services Department regarding payment assistance options. Company representatives informed Ms. Crawford that Tampa Electric will provide her with the maximum available payment assistance. Once the payment assistance is posted, the company will place her account back on Due Date Plus. Ms. Crawford expressed gratitude for the company's assistance and for the resolution of her issue. Tampa Electric Customer Experience representatives will continue to provide Ms. Crawford updates regarding payment assistance and her account status.

#### **7. Jason Ferger**

Mr. Ferger appeared at the June 13<sup>th</sup> service hearing. He stated that he had trouble understanding his electric bill and expressed that he had not received a satisfactory explanation

from the company regarding the proposed rate increase. DN 07426-2024, at 86:24-92:11. Tampa Electric contacted Mr. Ferger and reviewed each of the proposed rate increases in detail and explained that the company is unable to prepare an exact mock bill with the proposed rate increases for his account usage.

#### **8. Eleanor Jones**

Ms. Jones appeared at the June 13<sup>th</sup> service hearing. Among other things, she expressed concern for her senior neighbor who cannot afford to run her air conditioning. DN 07426-2024, at 40:2-41:7. Tampa Electric contacted Ms. Jones and asked her to provide her neighbor's information so that the company can educate the neighbor regarding payment assistance options. The company has not yet received a response from Ms. Jones.

#### **9. Brooke Ward**

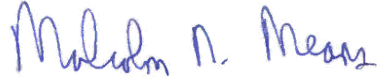
Ms. Ward appeared at the June 13<sup>th</sup> service hearing. Tampa Electric has no record of Ms. Ward being a Tampa Electric customer. When asked by Commissioner LaRosa on the record if she is a Tampa Electric customer, she did not respond. *See* DN 07426-2024, at 68:24-69:11.

### **Summary and Conclusion**

A total of ten Tampa Electric customers appeared at the service hearings and requested assistance or follow-up from the company. The company has followed up with each of these customers and was able to address almost all issues they raised. Many of the customers have expressed their gratitude for Tampa Electric's efforts, and the company remains in communication with several of these customers regarding the status of their requests.

DATED this 8th day of August, 2024.

Respectfully submitted,



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ATTORNEYS FOR TAMPA ELECTRIC COMPANY



## **Exhibit 1**

### **Summary of Assistance**

See confidential file produced under separate Request for Confidential Classification.

## **Exhibit 2**

### **Commission Staff Notes and Complaint Resolution**

See confidential file produced under separate Request for Confidential Classification.

## CERTIFICATE OF SERVICE

I HEREBY CERTIFY that copies of the foregoing Report on Customer Service Hearings has been served by posting on a shared document site, and by electronic mail on this 8th day of August, 2024 to the following:

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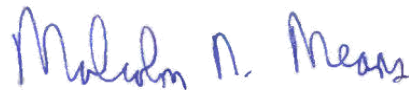
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