

**Jenae Thornberry**

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**From:** John Plescow  
**Sent:** Thursday, February 6, 2025 10:33 AM  
**To:** Consumer Correspondence; Consina Griffin-Greaux  
**Subject:** FW: E-Form Improper Billing TRACKING NUMBER: 208707

Please, add to docket 20240172.

-----Original Message-----

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> On Behalf Of Consumer Contact  
Sent: Wednesday, February 05, 2025 3:05 PM  
To: John Plescow <JPlescow@PSC.STATE.FL.US>  
Subject: RE: E-Form Improper Billing TRACKING NUMBER: 208707

John,

Please forward to clerk's office.

C'Griffin-Greaux

-----Original Message-----

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>  
Sent: Monday, February 3, 2025 5:38 PM  
To: Consumer Contact <Contact@PSC.STATE.FL.US>  
Subject: E-Form Improper Billing TRACKING NUMBER: 208707

#### CUSTOMER INFORMATION

Name: Lori Hanners  
Telephone:  
Email: aubr1983@hotmail.com  
Address: 446 Arch Ridge Loop Seffner FL 33584

#### BUSINESS INFORMATION

Business Account Name: Lori Hanners  
Account Number:  
Address: 446 Arch Ridge Loop Seffner FL 33584

#### COMPLAINT INFORMATION

Complaint: Improper Billing against Tampa Electric Company

Details:

I have been notified of Tampa Electric's petition to increase electric bills due to 2023 and 2024 storm damage. This is not an acceptable solution. I have homeowner's insurance and had to pay my \$8900 deductible due to damage. Tampa Electric should have had insurance and/or reserves in place to cover this. In addition, the utility cost has already increased multiple times in the last 2 years, supposedly for the same reason. TECO's petition should not be granted as its passing already excessive costs to consumers that are supposedly covered elsewhere and should have been planned for accordingly. Thank you for considering my request and reviewing my complaint.