

1757 Lake Miona Drive
The Villages, Fl 32162
March 19, 2008

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COMMISSION
CLERK

Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Blvd
Tallahassee, Fl 32399-0850

Dear Sir:

I wish to initiate formal proceedings against TECO as authorized under PSC rule 25-22.036.

I have gone through the informal rules without resolution to my satisfaction. My PSC Inquiry #763464G.

My complaint is the amount of my monthly bills. I get bills for as low as \$39.00 to \$665.00. There are two of us living in the house and our consumption is steady; cooking and water heater. I have a pool which is heated by solar heat. The highest bill I received came for the hottest month of the year which was \$665.00. The gas company has gone through their routine of an audit and meter change out but no relief. They tell me I have to prove their meter was bad which I cannot possibly do. Since the meter exchange my January billing was \$109.68 and February billing \$175.38. My bills have always been inconsistent which shows a pattern.

I have paid the \$665.00 plus late charges under threat of having gas turned off even though I made good faith payments until issue could be resolved. Their resolution was pay the outrageous bill or lose service.

I strongly feel I have been a victim since the service was initiated

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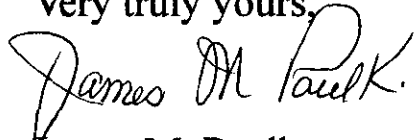
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FPSC-COMMISSION CLERK

and I am entitled to adjustment.

Your help and advise will be appreciated.

Very truly yours,

A handwritten signature in cursive script that reads "James M. Paulk". The signature is written in black ink and is positioned above the printed name.

James M. Paulk