

A COMPLAINT

RECEIVED FPSC

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

2540 Shumard Oak Blvd.

Tallahassee, FL 32399-0850

12 OCT 16 AM 8:46

October 12, 2012

COMMISSION CLERK

Certified Mail Receipt # 7011 2970 0001 9496 0547

Edward McDonald  
7203 N. 41st St.  
Tampa, FL 33604  
(813) 374-3837

Bill Hand delivered on site  
b  
Tampa, Oct 10 2012

COMPLAINANT

110305-EI

\$583.67

0261 0231564

-and-

Tampa Electric Company  
P.O. Box 111  
Tampa, FL 33601  
(813) 223-0800,

FINAL NOTICE

COMPANY

0261 0231564  
MCDONALD EDWARD  
7203 41 ST N  
TAMPA FL 33604-2425

402492  
Total Amount Due \$1,499.61  
Statement Date  
Sep 27, 2012

To avoid having your electric service interrupted, full payment of \$1,499.61 is due by **October 08, 2012**. This balance is not eligible for a payment arrangement to extend the due date. If you have already paid this balance, thank you.

If payment is not received, your service will be scheduled for interruption. A reconnect fee of \$50.00 or \$140.00 will be billed to your account depending on which method was used to interrupt your service.

You can pay your final notice bill online at [tampaelectric.com](http://tampaelectric.com). If you pay at a payment agent, please allow three business days for the payment to post.

Payments received may be applied to any unpaid deposit billing due on this account. Please note, the due date on any new bill you receive will not extend this final notice amount or due date.

DISCONTINUANCE AND INTERRUPTION OF SERVICE BY UTILITY (F.A.C. RULE 25-6.005)

RHE FOLLOWING FLORIDA ADMINISTRATIVE CODE RULES WERE VIOLATED BY THE COMPANY'S ACTIONS THAT FOLLOW EACH CITATION. THE COMPLAINANT IS PROVIDING THE COMPANY WITH A COPY.

ON OCTOBER 10, 2012 MY SERVICE WAS INTERRUPTED FOR NON-PAYMENT. I WAS NOT GIVEN 5 WORKING DAYS WRITTEN NOTICE AS REQUIRED BY F.A.C. 25-6.105. This complaint is filed pursuant to that rule.

F.A.C. 25-6.100 The bill he was given (top of page) does not meet the standards in (2) & (9) of the cited rule

F.A.C. 25-6.094 was ignored by the company in not responding to exhibit 1/Bill of Sep 06, 2012

F.A.C. 25-6.100 was violated by the company's interruption of service without a bill that complies with (9) of the rule because the amount listed for restoration of service is INACCURATE (see b at top of page.)

Edward McDonald

DOCUMENT NUMBER DATE

07022 OCT 16 21

FPSC-COMMISSION CLERK

# Electric Bill

LIFE RUNS ON ENERGY

EXHIBIT 1

**TECO**

TAMPA ELECTRIC

Received 9-7-12  
716526

## September Billing Information:

MCDONALD EDWARD  
7203 41 ST N  
TAMPA FL 33604-2425

Account Number  
0261 0231564

Statement Date  
Sep 05, 2012

Visit our  
Web site at  
**tampaelectric.com**  
3171-11486

tampaelectric.com

### Average kWh per day

Sep 2012	57
Aug	59
Jul	46
Jun	42
May	18
Apr	21
Mar	20
Feb	33
Jan	22
Dec	18
Nov	25
Oct	48
Sep 2011	54

Meter Number	Current Reading	Previous Reading	Diff.	Multi.	30 day period
B73904	63818	62103	1715	1	

Next Read Date On Or About Oct 1, 2012 Total kWh Purchased 1,715

Account Activity	Explanation	Charge	Total
Previous Balance		1,282.86	
Payments Received	As of September 05, 2012	0.00	
<b>Total Past Due Amount</b>			<b>\$1,282.86</b>

### New Charges Due by Sep 26, 2012 Service from Jul 31 to Aug 30

Customer Charge	Residential 110 Rate	10.50	
Energy Charge			
First 1,000 kWh	1,000 kWh @ \$.05533/kWh	55.33	
Above 1,000 kWh	715 kWh @ \$.06533/kWh	46.71	
Fuel Charge			
First 1,000 kWh	1,000 kWh @ \$.03840/kWh	38.40	
Above 1,000 kWh	715 kWh @ \$.04840/kWh	34.61	
<b>Electric Service Cost</b>		<b>\$185.55</b>	
Florida Gross Receipts Tax	Based on \$185.55	4.76	
Franchise Fee	Based on 6.550%	12.47	
City Tax		13.97	
<b>This Month's Charges</b>			<b>\$216.75</b>

Amount not paid by due date may be assessed a late charge of 1.5% or \$5.00, whichever is greater.

Late Payment Fee	@ 1.5% On \$1,282.86	19.24	
<b>Total Miscellaneous Charges</b>			<b>\$19.24</b>

### REQUEST FOR TRANSFER OF REFUNDS DUE TO PAY CURRENT CHARGES

REFUNDS DUE=\$307.49 P. 3 Charges DISMISSED/Aug/Sept 2007 Pymt Acct. # 02610231564

" "\$280.00 Exhibit 1 & 2OVERBILLING:chks cleared/posted

TOTAL DUE''' \$587.49

New charges Aug. 27 \$239.92

" : Sept.26 \$235.99

TOTAL CHARGES \$475.91

TOTAL CHARGES \$475.91

*Edward McDonald*



Account No.  
0261 0231564

Past due Amount  
\$1,282.86  
Pay now to avoid  
disconnection

New Charges  
\$235.99  
Payable by Sep 26

Total Bill Amount  
\$1,518.85

All current charges paid:::Account credited \$111.58

PROVIDE A DETAILED WRITTEN RESPONSE TO CUSTOMER  
Via Certified Mail # 7011 2970.0001 0554 0/28/12

TAMPA, FL 33631-3318

3171-11486 11486-1046



MCDONALD EDWARD  
7203 N 41ST ST  
TAMPA FL 33604-2425



# Electric Bill

LIFE RUNS ON ENERGY



716502 Page 1 of 4

Visit our  
Web site at  
**tampaelectric.com**  
1071-11507

## August Billing Information:

MCDONALD EDWARD  
7203 41 ST N  
TAMPA FL 33604-2425

Account Number  
0261 0231564

Statement Date  
Aug 03, 2012

tampaelectric.com

### Average kWh per day

Aug 2012	59
Jul	46
Jun	42
May	18
Apr	21
Mar	20
Feb	33
Jan	22
Dec	18
Nov	25
Oct	48
Sep	54
Aug 2011	49

### Fuel sources we use to serve you

For the 12-month period ending June 2012, the percentage of fuel type used by Tampa Electric to provide electricity to its customers was:

Oil & Gas.....	39%
Coal.....	55%
Purchased Power.....	6%

Tampa Electric provides this information to our customers on a quarterly basis.

Meter Number	Current Reading	Previous Reading	Diff.	Multi.	32 day period
B73904	62103	60213	1890	1	
<b>Next Read Date On Or About Aug 30, 2012</b>					<b>Total kWh Purchased 1,890</b>
Account Activity		Explanation		Charge	Total
Previous Balance				1,138.43	
Payments Received - Thank You		As of August 03, 2012		-95.49	
<b>Total Past Due Amount</b>					<b>\$1,042.94</b>
<b>New Charges Due by Aug 27, 2012</b>				<b>Service from Jun 29 to Jul 31</b>	
Customer Charge		Residential 110 Rate		10.50	
Energy Charge					
First 1,000 kWh		1,000 kWh @ \$.05533/kWh		55.33	
Above 1,000 kWh		890 kWh @ \$.06533/kWh		58.15	
Fuel Charge					
First 1,000 kWh		1,000 kWh @ \$.03840/kWh		38.40	
Above 1,000 kWh		890 kWh @ \$.04840/kWh		43.08	
<b>Electric Service Cost</b>				<b>\$205.46</b>	
Florida Gross Receipts Tax		Based on \$205.46		5.27	
Franchise Fee		Based on 6.550%		13.80	
City Tax				15.39	
<b>This Month's Charges</b>					<b>\$239.92</b>
<i>Amount not paid by due date may be assessed a late charge of 1.5% or \$5.00, whichever is greater.</i>					
<b>Total Due</b>					<b>\$1,282.86</b>

Via certified Mail # 7012 0470 0002 1606 2235-8/23/12

### TRANSFER FUNDS TO PAY CURRENT MONTHLY CHARGES

TRANSFER \$239.92 INCORRECTLY USED TO PAY CHARGES IN A COLLECTION ACCOUNT #5919-021103-1 TO PAY CURRENT MONTHLY CHARGES OF \$239.92 on the account above.

(1) Transfer of deposit funds to pay on a disputed account that was part of a complaint before FPSC at the time the transfer was made is a violation of FPSC Rules and the Florida Administrative code.

(2) It is unlawful to charge a consumer for the costs of a criminal investigation of allegations that were determined by a court of Law to be UNFOUNDED.(attached)

(3) Provide a copy of "TEC Case # 05-0176".

*Edward McDonald*



Account No.  
0261 0231564

**Past due Amount**  
**\$1,042.94**  
Pay now to avoid  
disconnection

**New Charges**  
**\$239.92**  
**Payable by Aug 27**

**Total Bill Amount**  
**\$1,282.86**

Mail Payment To:  
P.O. Box 31318  
Tampa, FL 33631-3318

1071-11507 11507-1C47



MCDONALD EDWARD  
7203 N 41ST ST  
TAMPA FL 33604-2425



On June 6, 2011 I received a 3 page summary of Acct. # 1501-0000-3 &4. Excerpted below is page 3. 7 credit amounts of \$500.00 are listed and 7 Returned Payment Fees of \$40.00 are listed. I HAVE A COPY OF BANK RECORDS SHOWING THERE WERE ADEQUATE FUNDS TO COVER EACH OF THE 7 PAYMENTS! My authority to access funds of Lillie McDonald is PUBLIC RECORD. (Lillie McDonald is OWNER of 4010 Pocahontas in Joint Tenancy with Edward McDonald EXPLAIN AND DOCUMENT TECO'S ACTION BELOW.

Edward McDonald



Edward G. McDonald

4010 Pocahontas Av E., Tampa, Fl. 33610

26-May-11

1501-000031-3 and 4

Date	Reading	kWh	Billed Amount	Fees	Credit Amount	Total	Comments
12/20/04			(\$469.54)			(\$3,089.45)	correcting 11/17/04 billing
12/20/04	5869	956	\$123.31			(\$2,966.14)	
12/20/04			\$111.60			(\$2,854.54)	Adjusted bill 11/17/04
01/19/05	6847	978	\$124.31			(\$2,730.24)	
01/20/05					\$500.00	(\$2,230.23)	Returned Payment
01/20/05				\$40.00		(\$2,190.23)	Returned Payment Fee
01/20/05					\$500.00	(\$1,690.23)	Returned Payment
01/20/05				\$40.00		(\$1,650.23)	Returned Payment Fee
01/20/05					\$500.00	(\$1,150.23)	Returned Payment
01/20/05				\$40.00		(\$1,110.23)	Returned Payment Fee
01/20/05					\$500.00	(\$610.23)	Returned Payment
01/20/05				\$40.00		(\$570.23)	Returned Payment Fee
01/20/05					\$500.00	(\$70.23)	Returned Payment
01/20/05				\$40.00		(\$30.23)	Returned Payment Fee
01/20/05					\$500.00	\$469.77	Returned Payment
01/20/05				\$40.00		\$509.77	Returned Payment Fee
01/20/05					\$500.00	\$1,009.77	Returned Payment
01/20/05				\$40.00		\$1,049.77	Returned Payment Fee
01/24/05				\$8.26		\$1,058.03	Late fee
02/04/05					(\$225.00)	\$833.03	Payment
02/08/05					\$225.00	\$1,058.03	Returned Payment
02/08/05				\$30.00		\$1,088.03	Returned Payment Fee
02/01/05			\$7.17			\$1,095.20	Acct Closed disconnection of service

*Wrong closing date - see above -*

ACCOUNTS	CLOSING DATES	BALANCES
1501-000031-4	July 27, 2004	\$915.94
1501-000031-5	February 1, 2005	\$1,095.20

ORDER NO. PSC-12-0053-PAA-EI  
DOCKET NO. 110305-EI  
PAGE 3

As seen above, the \$1,095.20 represents the balance on a separate account, and this is the amount that was paid by Mr. McDonald.



PSC #1006767E



1. Provide a DETAILED BILLING for \$915.94 & \$307.49.
2. Bankruptcy Court Records show TECO never filed a claim as a creditor. Service at 4010 E. Pocahontas was disconnected on January 21, 2005 (FPSC Complaint #648071E)=90 days before a bankruptcy filing and AFTER all bills from Pocahontas were transferred to 7203 N. 40th St. and PAID! TECO'S PROFFER OF DELAYED BILLING FOR 6-7 YEARS DUE TO BANKRUPTCY COURT PROCEEDINGS IS DISINGENUOUS!(Emphasis).

May 25, 2011

3. TPD Case # 05-900246 is a COMPLAINT! NONE OF THE ALLEGATIONS WERE SUBSTANTIATED and NO CHARGES WERE filed! PROVIDE PROOF FUNDS WERE ACCESSED FRAUDULENTLY OR RETURN MY \$3,500.00!

Mr. Edward McDonald  
7203 41 St N  
Tampa, FL 33604

4. The "current diversion court case" ... in 2005 was dismissed. TECO OWES ME \$5,000.00 FOR THE COST OF DEFENDING MYSELF AGAINST TECO'S FALSE ALLEGATIONS OF CRIMINAL ACTS AGAINST THE COMPANY.

Dear Mr. McDonald,

Edward McDonald May 31, 2011

Re: 4010 Pocahontas Av E

We are writing you today, in an effort to provide clarification regarding the above mentioned account, as per your request. In reviewing our records, we have determined the following:

- The disputed bill of \$915.94 represents usage solely from 4010 Pocahontas Av E.
- Records indicate TEC received several bankruptcy filings for yourself:  
Case# 05-7483 filed 4/19/2005 was dismissed 5/5/05  
Case# 05-11534 filed 6/8/2005 was dismissed 6/27/05  
Case# 05-15311 filed 8/3/05 was dismissed 12/7/05
- Records reflect you were charged with current diversion TEC Case# 05-0176 in 2005 – maybe, this is why you feel you were previously made payment?
- The payment amount of \$3,500 mentioned in faxed documentation, you provided, in your current complaint was returned as Bank of America reversed payment due to funds being accessed fraudulently (TPD Case#05-900246).

no find...

Tampa Electric delayed approaching you with the debt due to the bankruptcy filings. We have since verified all the above bankruptcy cases have now been dismissed. Please let us know if your records reflect otherwise. Additionally, our records reflect an outstanding balance of \$307.49 from the current diversion court case in 2005. A copy of the disputed bill is enclosed. We hope that this information, clarifies why Tampa Electric is holding you responsible for this debt. We are willing to make payment arrangements on the outstanding amounts. Please do not hesitate to contact me, should you have any additional questions regarding this debt or payment arrangements. I can be reached at 813-275-3952.

Sincerely,

*Ms. Drummond*

Ms. Drummond  
Corporate Credit

Mr. Edward McDonald  
Complaint Number 1006767E  
July 25, 2011  
Page 5 of 7

- The charges for the current diversion found on February 1, 2005, included \$27.05 in usage charges and \$280.44 in investigation/tampering charges, for a total amount of **\$307.49**. This amount was placed in account number 5919-021103-1, created for collection, and was billed separately. The first billing statement of this account was issued on March 1, 2005.

**Note:** Upon research of this complaint, a deposit in the amount of \$215.00 that was paid on July 9, 2004, was discovered under your name. TECO calculated the deposit's annual interest earnings at \$12.90 (\$215.00 deposit x 6 percent annual interest = \$12.90 annual deposit interest). For the seven year period of July 2004 to July 2011, the \$215.00 deposit yielded interest earnings totaling \$90.30 (7 years x \$12.90 annual interest earnings = \$90.30). The

Mr. Edward McDonald  
Complaint Number 1006767E  
July 26, 2011  
Page 6 of 7

\$215.00 deposit and the \$90.30 seven-year interest earnings were applied towards the \$307.49 debt, which yielded a remaining balance of \$2.19 (\$307.49 debt - \$215.00 deposit - \$90.30 interest earnings = \$2.19 remaining balance). TECO issued a credit adjustment for the remaining \$2.19 balance on July 6, 2011, which reflected a zero balance for account number 5919-021103-1.

**CHARGE STATUS INFORMATION**

DATE: 19 SEP 2007

CLERK OF CIRCUIT COURT  
HILLSBOROUGH COUNTY, FLORIDA

PAGE: 1 OF 1

TIME: 16:38:47

REPORT: Charges

Full Name: MCDONALD, EDWARD G

Case Id: 05-CM-002945

UCN: 292005MM002945D001TA

ID: 000122988

Case Created: 02/01/2005 Case Status: Closed - 05/12/2005

SOID No: 00327095 Party: D001

C

Party Status: Closed - 05/12/2005

Case Type Misdemeanor

**Arrest Information**

<u>Arrest Date</u>	<u>ReArrest Date</u>	<u>ReArrest Reason</u>	<u>Arresting Agency</u>	<u>ARN</u>	<u>Booking No</u>	<u>Jail Location</u>	<u>Release Date</u>	<u>Release Status</u>
02/01/2005			TPD - TAMPA POLICE DEPT.	05065749	05007406		02/01/2005	SURETY BOND
<u>Count</u>	<u>Charge Code</u>	<u>GOC</u>	<u>Charge Description</u>			<u>Level/Degree</u>		
1	81214 2B -THEF6000		TRESPASS AND LARCENY WITH RELATION TO UTILITY			MISDEMEANOR FIRST DEGREE		

**No Active Bonds**

**Current Charges**

<u>Offense Date</u>	<u>Count</u>	<u>Charge Code</u>	<u>GOC</u>	<u>Charge Description</u>		<u>Level/Degree</u>
01/27/2005	1	81214 2B -THEF6000		TRESPASS AND LARCENY WITH RELATION TO UTILITY		MISDEMEANOR FIRST DEGREE
<u>Plea Date</u>	<u>Plea</u>	<u>Disposition Date</u>	<u>Disposition</u>			
03/07/2005	NOT GUILTY PLEA	05/12/2005	NOLLE PROSSED			

# Electric Bill

LIFE RUNS ON ENERGY<sup>SM</sup>

TECO

ADDENDUM

716570

## October Billing Information:

MCDONALD EDWARD  
7203 41 ST N  
TAMPA FL 33604-2425

Account Number  
0261 0231564

Statement Date  
Oct 04, 2012

Visit our  
Web site at  
[tampaelectric.com](http://tampaelectric.com)  
5271-11493

tampaelectric.com

### Average kWh per day

Oct 2012	57
Sep	57
Aug	59
Jul	46
Jun	42
May	18
Apr	21
Mar	20
Feb	33
Jan	22
Dec	18
Nov	25
Oct 2011	48

### Automatic Bank Draft:

Pay your bill and avoid late fees without lifting a finger! Enroll in our Automatic Bank Draft program and we'll deduct your electric bill payment from your checking or savings account each month. Simply select the date that you want your account drafted and we do the rest for you. Visit [tampaelectric.com](http://tampaelectric.com) for more details.

Meter Number	Current Reading	Previous Reading	Diff.	Multi.	34 day period
B73904	65762	63818	1944	1	
<b>Next Read Date On Or About Oct 30, 2012</b>		<b>Total kWh Purchased</b>		1,944	
Account Activity		Explanation	Charge	Total	
Previous Balance			1,518.85		
Payments Received		As of October 04, 2012	0.00		
<b>Total Past Due Amount</b>				<b>\$1,518.85</b>	
New Charges Due by Oct 25, 2012			Service from Aug 30 to Oct 03		
Customer Charge		Residential 110 Rate	10.50		
Energy Charge					
First 1,000 kWh		1,000 kWh @ \$.05533/kWh	55.33		
Above 1,000 kWh		944 kWh @ \$.06533/kWh	61.67		
Fuel Charge					
First 1,000 kWh		1,000 kWh @ \$.03840/kWh	38.40		
Above 1,000 kWh		944 kWh @ \$.04840/kWh	45.69		
<b>Electric Service Cost</b>			<b>\$211.59</b>		
Florida Gross Receipts Tax		Based on \$211.59	5.43		
Franchise Fee		Based on 6.550%	14.21		
City Tax			15.83		
<b>This Month's Charges</b>				<b>\$247.06</b>	
<i>Amount not paid by due date may be assessed a late charge of 1.5% or \$5.00, whichever is greater.</i>					
Adjustments			-19.24		
<b>Total Miscellaneous Charges</b>				<b>\$19.24 CR</b>	
<b>Total Due</b>				<b>\$1,746.67</b>	

### Changes to Late Payment Charges

Effective Nov, 2012, any balance not paid in full on your monthly bill may be subject to a late payment charge that will be assessed on the due date. For past due amounts of more than \$10, the late payment charge is the greater of \$5 or 1.5 percent of the past due amount. For past due amounts of \$10 or less, the late payment charge is 1.5 percent of the past due amount.

To ensure prompt credit, please return stub portion of this bill with your payment. Make check payable to Tampa Electric.

716570



Account No.  
0261 0231564

**Past due Amount**  
\$1,518.85  
*Pay now to avoid disconnection*

**New Charges**  
\$227.82  
**Payable by Oct 25**

**Total Bill Amount**  
\$1,746.67

Mail Payment To:  
P.O. Box 31318  
Tampa, FL 33631-3318

5271-11493 11493-1843



MCDONALD EDWARD  
7203 N 41ST ST  
TAMPA FL 33604-2425

