

State of Florida



Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850

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RECEIVED-FPSC
13 MAR - 2 AM 11:53
COMMISSION CLERK

DATE: March 1, 2013
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Lee Eng Tan, Senior Attorney, Office of the General Counsel
RE: Docket No. 120275-EI - Formal petition of complaint against Tampa Electric Company, for discrimination against customers in their Energy Planner program, by Curtis Brown.

Please place the attached February 26, 2013, letter from Tampa Electric Company in the above-referenced docket file.

DOCUMENT NUMBER-DATE

01064 MAR-1 2

FPSC-COMMISSION CLERK

AUSLEY & McMULLEN

ATTORNEYS AND COUNSELORS AT LAW

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February 25, 2013

HAND DELIVERED

Ms. Lee Eng Tan
Senior Attorney
Office of General Counsel
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850



Re: Curtis Brown Complaint;
FPSC Docket No. 120275-EI

Dear Ms. Tan:

Per your request, this is an update of Tampa Electric's efforts to resolve issues raised by its customer, Mr. Curtis Brown.

Window Film Rebate

Tampa Electric administers its Window Film Rebate program in a uniform and fair manner for all customers who apply. A customer simply needs to complete a rebate form, date and sign the form, and mail or fax the form to Tampa Electric, including a proof of purchase or final bill of sale and a completed specifications sheet for the product installed.

Mr. Brown's initial rebate application submitted in November of last year did not include a specifications sheet for the window film installed. In addition, the application indicated that a contractor had installed the film, but the contractor estimate showed a balance of \$500 still owing. The form had one address typed in, then stricken through with a different address handwritten on the form. Additionally, the form was not dated or signed by the customer.

Tampa Electric returned Mr. Brown's application to him with a letter explaining what needed to be done.

Mr. Brown contacted Tampa Electric about his rebate and was advised regarding the deficiencies in his application. The Tampa Electric representative who spoke with Mr. Brown offered to assist him with the application, but Mr. Brown declined and filed a complaint with the Commission.

Mr. Brown received Tampa Electric's letter and his application and sent it back to the company, still containing deficiencies. Mr. Brown indicated that his neighbor had received his window film rebate without any problem. In reviewing the neighbor's rebate application, Tampa

DOCUMENT NUMBER DATE

01064 MAR -13

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Electric determined that it contained a copy of the same window film purchase receipt that Mr. Brown included with his application. Mr. Brown further advised that he and his neighbor purchased the film together, although Tampa Electric determined that the quantity of film purchased would not be enough to qualify both customers for a rebate. In a follow up call, Mr. Brown told Tampa Electric that he had purchased additional window film and would obtain additional receipts and provide them to the company. As of this date Mr. Brown has not provided any additional receipts and his rebate is in pending status. Tampa Electric wishes to confirm that it processes window film rebates along with many other conservation rebates with consistency and diligence to insure that those conservation dollars are appropriately, accurately and promptly paid to customers who qualify to receive them.

Energy Planner Program

Following up on our January 10 update, Tampa Electric still needs to resolve some technical problems with new software to allow the Energy Planner Program to work for Mr. Brown's residence. While this program was not designed for multi-family residences, Tampa Electric is still working to accommodate Mr. Brown's request for application of this program to his multi-family residence. There are a number of meetings taking place this week and next to discuss how to resolve the technical problem. We will follow up as soon as that can be achieved.

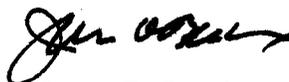
Mr. Brown's Efforts to Call Tampa Electric

The dedicated phone line provided to Mr. Brown is (813) 275-3909. This number connects customers directly to the Tampa Electric Energy Management Service Department. This department is where all energy savings or conservation related matters are handled, including the Energy Planner Program. Contrary to Mr. Brown's indication, this number is not restricted to rebate programs. This dedicated phone number is provided on the company's brochures, website, etc.

Tampa Electric would very much like to accommodate Mr. Brown and is working diligently to adapt the Energy Planner Program to allow his multi-family residence to be the first to qualify for that program. The company will also honor Mr. Brown's Window Film Rebate request as soon as he provides the essential documentation required of all customers applying for such a rebate.

Please let me know if you have any questions or require further information.

Sincerely,



James D. Beasley

JDB/pp

cc: Curtis Brown