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August 19, 2015

**VIA: ELECTRONIC FILING**

Ms. Carlotta Stauffer, Director  
Division of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

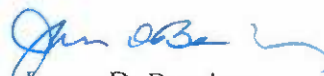
Re: Petition for approval of tariff revisions to implement Customer Relationship Management ("CRM") Project, by Tampa Electric Company  
Docket No. 150159-EI

Dear Ms. Stauffer:

On July 29, 2015 we filed Tampa Electric Company's Responses to Staff's First Data Request dated July 14, 2015. In its response to Request No. 1 Tampa Electric stated that it is submitting a corrected revised Tariff Sheet No. 3.020 to correct the inadvertent omission of certain non-payment language in its proposed tariff revisions. Consistent with that response, we attach Tampa Electric's Fourth Revised Sheet No. 3.020 in both legislative format and final format.

Thank you for your assistance in connection with this matter.

Sincerely,

  
James D. Beasley

JDB/pp  
Attachment

cc: Sue Ollila (w/attachment)



~~THIRD-FOURTH~~ REVISED SHEET NO. 3.020  
CANCELS ~~SECOND-THIRD~~ REVISED SHEET NO. 3.020

LEVELIZED PAYMENT PLAN BUDGET BILLING PLAN

(OPTIONAL)

~~Residential Customers served under RS and General Service Customers served under GS may elect budget billing to help levelize monthly payments for metered electric service. To qualify for the levelized payment plan, a customer must have no balance owing when beginning the plan, and must not have been disqualified from the plan within the past 12 months. Tampa Electric shall have 30 days to enact the plan upon receipt and approval of the application.~~

~~The levelized monthly payment is based on the average monthly consumption, including the current month for the most recent 12 months, or available full months for new service, at the current applicable charges. Cumulative balances between the levelized monthly payments and standard billing amounts of less than \$250.00 and \$250.00 or more shall be reduced on each bill by 10% and 20% respectively. Extraneous charges not related to metered kWh are added to arrive at the current amount due.~~

~~The levelized payment plan will be continuous unless the customer requests termination from the plan, disconnection, or has more than one arrears per year initiating field collection procedures, at which timer the plan will be terminated and the customer must settle his account in full. For the customer terminating from the plan but remaining on an active status, any deferred credit balance will be applied to reduce the current billing. The customer may terminate from the plan at any time. Any customer who is disqualified because of collection action may not re-join for at least 12 months.~~

~~Residential Customers taking service under Rate Schedule RS and General Service Non-Demand Customers may elect to make budgeted monthly payments of amounts due the Company to help stabilize their monthly payments. Residential customers taking service under the Residential Service Variable Pricing Rate Schedule, RSVP-1, also known as "Energy Planner", may not participate in Budget Billing. To qualify for a Budget Billing plan, a customer must have no overdue balance or pending service disconnection for non-payment when beginning the plan. The Company shall have 30 days following a Customer's request to participate in the Budget Billing Plan to implement such participation.~~

~~If a Customer requests to make budgeted payments, the initial budgeted payment amount is based on an average of the previous twelve (12) months bills due the Company, including all applicable fees and taxes. If the Customer has not received electric service from the Company for the preceding twelve (12) months, the Company will use the best information available to calculate the initial monthly payment amount. After the Customer's budgeted monthly payment amount has been initially established, the Company may recalculate the payment from time to time. If the recalculated budgeted payment amount varies by fifteen (15) percent or more from the~~

ISSUED BY: J. B. Ramil G. L. Gillette,  
President

DATE EFFECTIVE: March 1, 1997



**THIRD-FOURTH** REVISED SHEET NO. 3.020  
CANCELS **SECOND-THIRD** REVISED SHEET NO. 3.020

budgeted payment amount then in effect, the Company may begin charging the recalculated amount on Customer's next successive bill.

Any current and total deferred balance will be shown on the Customer's bill. The Customer's budgeted payment amount will be recalculated on each anniversary of the Customer's initial participation in the plan. On such recalculation, any credit deferred balance will be refunded to the Customer and one-twelfth (1/12) of any debit deferred balance will be added to the following year's recalculated budgeted monthly payment amount.

An electing Customer's participation in the Budget Billing Plan will be continuous unless the customer requests that participation in the plan be terminated, electric service is terminated, or the Customer has had more than one arrear per year initiating field collection procedures. At that time, the Customer's participation in the plan will be terminated and the Customer shall settle his account with the Company in full. If a Customer requests to terminate participation in the plan, but remains a Customer of the Company, the Customer shall pay any deferred debit balance with the next regular monthly bill, and any deferred credit balance shall be used to reduce the amount due for the next regular monthly bill. An electing customer may request that participation be terminated at any time. Any Customer who is disqualified because of collection action may not rejoin for at least twelve (12) months.

**ISSUED BY:** J. B. Ramil G. L. Gillette,  
President

**DATE EFFECTIVE:** March 1, 1997



## **BUDGET BILLING PLAN**

**(OPTIONAL)**

Residential Customers taking service under Rate Schedule RS and General Service Non-Demand Customers may elect to make budgeted monthly payments of amounts due the Company to help stabilize their monthly payments. Residential customers taking service under the Residential Service Variable Pricing Rate Schedule, RSVP-1, also known as "Energy Planner", may not participate in Budget Billing. To qualify for a Budget Billing plan, a customer must have no overdue balance or pending service disconnection for non-payment when beginning the plan. The Company shall have 30 days following a Customer's request to participate in the Budget Billing Plan to implement such participation.

If a Customer requests to make budgeted payments, the initial budgeted payment amount is based on an average of the previous twelve (12) months bills due the Company, including all applicable fees and taxes. If the Customer has not received electric service from the Company for the preceding twelve (12) months, the Company will use the best information available to calculate the initial monthly payment amount. After the Customer's budgeted monthly payment amount has been initially established, the Company may recalculate the payment from time to time. If the recalculated budgeted payment amount varies by fifteen (15) percent or more from the budgeted payment amount then in effect, the Company may begin charging the recalculated amount on Customer's next successive bill.

Any current and total deferred balance will be shown on the Customer's bill. The Customer's budgeted payment amount will be recalculated on each anniversary of the Customer's initial participation in the plan. On such recalculation, any credit deferred balance will be refunded to the Customer and one-twelfth (1/12) of any debit deferred balance will be added to the following year's recalculated budgeted monthly payment amount.

An electing Customer's participation in the Budget Billing Plan will be continuous unless the customer requests that participation in the plan be terminated, electric service is terminated, or the Customer has had more than one arrears per year initiating field collection procedures. At that time, the Customer's participation in the plan will be terminated and the Customer shall settle his account with the Company in full. If a Customer requests to terminate participation in the plan, but remains a Customer of the Company, the Customer shall pay any deferred debit balance with the next regular monthly bill, and any deferred credit balance shall be used to reduce the amount due for the next regular monthly bill. An electing customer may request that participation be terminated at any time. Any Customer who is disqualified because of collection action may not rejoin for at least twelve (12) months.