

**Antonia Hover**

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**From:** Ellen Plendl  
**Sent:** Tuesday, August 8, 2023 3:18 PM  
**To:** Consumer Correspondence  
**Subject:** Docket Nos. 20230001 & 20230019  
**Attachments:** FW: TECO; FW: TECO too HIGH; FW: TECO bills; FW: TECO bill increases; Consumer Inquiry - Tampa Electric Company; Consumer Inquiry - Tampa Electric Company; Consumer Inquiry - Tampa Electric Company; Consumer Inquiry - Tampa Electric Company

See attached customer correspondence and replies for Docket Nos. 20230001 & 20230019

## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, August 8, 2023 2:44 PM  
**To:** Ellen Plendl  
**Subject:** FW: TECO

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

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**From:** Kolleen Osterberger <kolleen@osty2.net>  
**Sent:** Tuesday, August 8, 2023 9:46 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** TECO

Constituent message:

1. **Name**  
Kolleen Osterberger
2. **Email Address**  
[kolleen@osty2.net](mailto:kolleen@osty2.net)
3. **Phone Number**
4. **Subject**  
TECO
5. **Message**  
Hello. Our TECO electric bill has gone through the roof, as has everyone else's. I am working three jobs to keep up with the rising costs of our grocery, electric, insurance and many other bills. Why do we not have a choice in electric companies? TECO is a monopoly and we are forced to pay their rising prices if we want electricity in our family's home. What can be done about this? We love our state of FL and we love you as our Governor. Thank you for your time.
6. **Attach file (optional)**
7. **User IP Address**  
47.203.58.221
8. **HTTP User Agent**  
Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/115.0.0.0 Safari/537.36 Edg/115.0.1901.188
9. **Date Submitted**  
08/08/2023

**10. Time Submitted**

9:46:16 am, EDT

This message was sent from <https://www.flgov.com>.

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, August 8, 2023 2:45 PM  
**To:** Ellen Plendl  
**Subject:** FW: TECO too HIGH

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

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**From:** Jessica Smith <jessicahpta@gmail.com>  
**Sent:** Tuesday, August 1, 2023 1:03 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** TECO too HIGH

Constituent message:

1. **Name**  
Jessica Smith
2. **Email Address**  
[jessicahpta@gmail.com](mailto:jessicahpta@gmail.com)
3. **Phone Number**  
8636611850
4. **Subject**  
TECO too HIGH
5. **Message**  
Hi,  
Please help your Floridians by lowering the cost of Energy and Gas. My electric bill has doubled and our debt to income ratio is on the verge of collapsing. There is no way I can put a solar panel on my roof. We are looking to you for help against this MONOPOLY.

Sincerely,  
Jessica Smith

6. **Attach file (optional)**
7. **User IP Address**  
70.127.181.43

8. **HTTP User Agent**

Mozilla/5.0 (iPhone; CPU iPhone OS 15\_7\_5 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/15.6.4 Mobile/15E148 Safari/604.1

9. **Date Submitted**

01/08/2023

10. **Time Submitted**

1:03:22 am, EDT

This message was sent from <https://www.flgov.com>.

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## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, August 8, 2023 2:46 PM  
**To:** Ellen Plendl  
**Subject:** FW: TECO bills

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Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

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**From:** Kayleen Fairbanks <Kayleenfairbanks@gmail.com>  
**Sent:** Monday, July 31, 2023 1:52 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** TECO bills

Constituent message:

- Name**  
Kayleen Fairbanks
- Email Address**  
[Kayleenfairbanks@gmail.com](mailto:Kayleenfairbanks@gmail.com)
- Phone Number**
- Subject**  
TECO bills
- Message**  
Everyone in our area is experiencing the same thing... HUGE increases in our TECO bills. It's really negatively impacting everyone when we're just trying to survive with cost of living skyrocketing. It's there anything that can be done?? The people of Florida are struggling!
- Attach file (optional)**
- User IP Address**  
47.196.44.108
- HTTP User Agent**  
Mozilla/5.0 (Linux; Android 13) AppleWebKit/537.36 (KHTML, like Gecko) Version/4.0 Chrome/115.0.5790.138 Mobile DuckDuckGo/5 Safari/537.36
- Date Submitted**  
31/07/2023
- Time Submitted**  
1:51:33 pm, EDT

This message was sent from <https://www.flgov.com>.

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## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, August 8, 2023 2:47 PM  
**To:** Ellen Plendl  
**Subject:** FW: TECO bill increases

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

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**From:** Jessica Russo <mrsjessicarusso88@gmail.com>  
**Sent:** Tuesday, July 18, 2023 11:00 AM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** TECO bill increases

Constituent message:

1. **Name**  
Jessica Russo
2. **Email Address**  
[mrsjessicarusso88@gmail.com](mailto:mrsjessicarusso88@gmail.com)
3. **Phone Number**  
9417804693
4. **Subject**  
TECO bill increases
5. **Message**  
Good morning-  
I am writing to bring a serious issue to your attention. Tampa Electric Company has increased their fees and rates. As a result of this our electric bills in Hillsborough county have increased significantly. My most recent electric bill is up 130\$ from last month and my usage remains the same, infact it was less because we traveled for 12 days of the last bill cycle. We are being priced out of our amazing neighborhood and are going to have to look at alternative housing options if these fees and rates continue to rise.

Thank you for your time.

6. **Attach file (optional)**
7. **User IP Address**  
47.202.253.51



8. **HTTP User Agent**

Mozilla/5.0 (iPhone; CPU iPhone OS 16\_5\_1 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/16.5.2 Mobile/15E148 Safari/604.1

9. **Date Submitted**

18/07/2023

10. **Time Submitted**

10:59:38 am, EDT

This message was sent from <https://www.flgov.com>.

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## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Tuesday, August 8, 2023 2:52 PM  
**To:** 'kolleen@osty2.net'  
**Subject:** Consumer Inquiry - Tampa Electric Company

Ms. Kolleen Osterberger  
kolleen@osty2.net

RE: FPSC Inquiry 1426756C

Dear Ms. Osterberger:

The Governor's office forwarded a copy of your email regarding Tampa Electric Company (TECO) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

You expressed a concern about recent rate increases. On March 7, 2023, the FPSC approved a mid-course correction to the fuel factors and granted preliminary interim storm restoration charge for TECO.

The adjusted fuel factors reflect unrecovered fuel costs incurred in 2022. The interim storm restoration recovery charges are costs associated with named storms and will replenish each utility's storm reserve fund. Interim storm restoration charges are approved for a 12-month recovery period and are subject to refund, with interest, pending further review once the total actual costs are known for each utility.

Utilities do not earn a profit on fuel charges. The fuel and capacity cost component of customers' bills is set for each calendar year, but mid-course corrections are used when a utility's costs increase or decrease significantly in the interim. Under Commission rules, a utility must notify the PSC when it expects an under- or over-recovery greater than 10 percent.

TECO's approved charges include the new fuel factor and the preliminary approval for recovery of \$131 million in interim storm restoration costs associated with Hurricanes Dorian, Elsa, Ian, Nicole, and Tropical Storms Alberto, Nestor, and Eta.

We appreciate you sharing your views and will add your correspondence to both Dockets 20230001 and 20230019 regarding the mid-course correction and the storm restoration recovery, respectively.

Finally, you requested choice in the electric industry in Florida. Florida is not a deregulated state. The Florida Public Service Commission cannot deregulate the electric industry. It would be up to the Florida Legislature to make changes in the Florida Statutes to deregulate the electric industry.

If you have any questions or concerns please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl  
Regulatory Analyst IV

Florida Public Service Commission  
Office of Consumer Assistance & Outreach  
1-800-342-3552 (phone)  
1-800-511-0809 (fax)

## Antonia Hover

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**From:** Ellen Plendl  
**Sent:** Tuesday, August 8, 2023 2:56 PM  
**To:** 'jessicahpta@gmail.com'  
**Subject:** Consumer Inquiry - Tampa Electric Company

Ms. Jessica Smith  
jessicahpta@gmail.com

RE: FPSC Inquiry 1426758C

Dear Ms. Smith:

The Governor's office forwarded a copy of your email regarding Tampa Electric Company (TECO) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

You expressed a concern about recent rate increases. On March 7, 2023, the FPSC approved a mid-course correction to the fuel factors and granted preliminary interim storm restoration charge for TECO.

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We appreciate you sharing your views and will add your correspondence to both Dockets 20230001 and 20230019 regarding the mid-course correction and the storm restoration recovery, respectively.

Customers who are experiencing difficulty in providing payment on their account can contact the following resources for financial assistance:

\* Low Income Home Energy Assistance Program --- <https://www.floridajobs.org/community-planning-and-development/community-services/low-income-home-energy-assistance-program/find-your-local-low-income-home-energy-assistance-program-provider-for-help>

\* Elderly Electric Assistance (EHEAP), which provides assistance for home-energy emergencies to qualified, low-income households with at least one person 60 years of age or older. To find out about qualifications, you may contact your county's local EHEAP agency, or by calling 1-800-963-5337.

If you have any questions or concerns please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl  
Regulatory Analyst IV  
Florida Public Service Commission  
Office of Consumer Assistance & Outreach  
1-800-342-3552 (phone)  
1-800-511-0809 (fax)

## Antonia Hover

---

**From:** Ellen Plendl  
**Sent:** Tuesday, August 8, 2023 2:59 PM  
**To:** 'Kayleenfairbanks@gmail.com'  
**Subject:** Consumer Inquiry - Tampa Electric Company

Ms. Kayleen Fairbanks  
Kayleenfairbanks@gmail.com

RE: FPSC Inquiry 1426759C

Dear Ms. Fairbanks:

The Governor's office forwarded a copy of your email regarding Tampa Electric Company (TECO) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

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Regulatory Analyst IV  
Florida Public Service Commission  
Office of Consumer Assistance & Outreach  
1-800-342-3552 (phone)  
1-800-511-0809 (fax)

## Antonia Hover

---

**From:** Ellen Plendl  
**Sent:** Tuesday, August 8, 2023 3:17 PM  
**To:** 'mrsjessicarusso88@gmail.com'  
**Subject:** Consumer Inquiry - Tampa Electric Company

Ms. Jessica Russo  
mrsjessicarusso88@gmail.com

RE: FPSC Inquiry 1426765C

Dear Mrs. Russo:

The Governor's office forwarded a copy of your email regarding Tampa Electric Company (TECO) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

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Sincerely,

Ellen Plendl  
Regulatory Analyst IV  
Florida Public Service Commission  
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1-800-511-0809 (fax)