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June 19, 2013

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COMMISSION  
CLERK

Ms. Ann Cole, Director  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: Petition for Rate Increase by Tampa Electric Company  
FPSC Docket No. 130040-EI

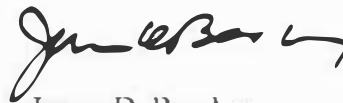
Dear Ms. Cole:

Enclosed for filing in the above docket are the original and fifteen (15) copies of Tampa Electric Company's Tampa and Winter Haven Service Hearings Report.

Please acknowledge receipt and filing of the above by stamping the duplicate copy of this letter and returning same to this writer.

Thank you for your assistance in connection with this matter.

Sincerely,



James D. Beasley

JDB/pp  
Enclosure

cc: All Parties of Record (w/enc.)

COM	_____
AFD	1
APA	1
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ENG	_____
GCL	1
IDM	_____
TEL	_____
CLK	_____



**BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION**

**DOCKET NO. 130040-EI**

**IN RE:**

**PETITION FOR RATE INCREASE  
BY TAMPA ELECTRIC COMPANY**

**TAMPA AND WINTER HAVEN  
SERVICE HEARINGS – REPORT**

**May 29 and 30, 2013**

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## **Background**

On Wednesday, May 29, 2013, at 6:00 PM, the Florida Public Service Commission (“FPSC” or Commission”) held a customer service hearing at Hillsborough Community College/Dale Mabry campus student services auditorium in Tampa to hear customer comments on the rates and charges being proposed in Docket No. 130040-EI, Petition for rate increase by Tampa Electric Company (“Tampa Electric” or “the company”). On Thursday, May 30, 2013 at 10:00 AM, the Commission held a second customer service hearing at the Chain of Lakes Complex in Winter Haven.

The purpose of the customer service hearings is to take testimony from the public on the quality and adequacy of Tampa Electric’s service and other matters related to the company’s petition for a rate increase. To ensure that the public was aware of the hearings, Tampa Electric enclosed in all customer bills a notice setting forth fully the time and place of the hearings and a statement that “persons who wish to present testimony are urged to appear at the beginning of the hearing since the hearing may be adjourned early if no witnesses are present to testify.”

The company also notified customers of the service hearings through newspaper publications of general circulation in the area in which the hearings were held. This included advertisements on May 10 in the Tampa Tribune on page 14, Tampa Bay Times (“TBT”) on page 4, Lakeland’s The Ledger on page B6 and the Winter Haven’s News Chief on page 7A. The display advertisements stated the time, date, location and purpose of the hearing with the same statement as included in the bill inserts. Composite Notice Exhibit No. \_\_\_\_, filed with the Commission on June 13, 2013, includes the company’s Notice of Public Hearing ad that was published along with the affidavits from the Tampa Tribune, TBT, The Ledger, and the News Chief.

Tampa Electric has prepared this report to provide information to the Commission on issues raised by customers during both service hearings. It is meant to serve as a comprehensive compilation of this information and to offer additional follow up on key issues raised by Tampa Electric's customers.

### **Tampa Service Hearing – May 29, 2013**

Seventeen customers spoke at the Tampa service hearing held on Wednesday, May 29, 2013 at 6:00 PM at the Hillsborough Community College/Dale Mabry campus student services auditorium. Hillsborough County Public Schools (two speakers), Avila Property Owners Association, Inc. and its residents (three speakers) and AARP and its members (three speakers) had multiple witnesses. One witness was not a Tampa Electric customer (Mark Klutho) and one witness testified on subjects either not before the Commission in this docket or very marginally involved (Susan Glickman on behalf of Southern Alliance Clean Energy). Five witnesses opposed the rate increase but did not mention service issues.

Tampa Electric is a proud corporate citizen of Hillsborough, Polk, Pasco and Pinellas counties. Its headquarters are located in downtown Tampa and, as heard in several customers' testimony, the company has been an anchor in the communities it serves through its corporate and employee contributions and involvement.

There were two witnesses who represented Hillsborough County Public Schools ("HCPS") in their respective roles. The first witness, HCPS Superintendent Mary Ellen Elia testified that the rate increase translates to an increase of \$2.3 million for the school system and that budgets are tight. Ms. Elia expressed a concern that the increase would be very difficult for the school

system to weather and that students and parents are essentially paying for electricity at home and at the schools. Ms. Elia acknowledged that the schools have worked with Tampa Electric on conservation programs and she expressed her belief that more can be done. The second witness, HCPS HVAC and Energy Department Manager Pedro Crespo, testified on the net operating income of the company and his analysis that the profit margin was excessive. Mr. Crespo testified that the proposed rate increase equates to an entire elementary school renovation and that they would like to see better rebates on energy conservation programs. The company concurs that the FPSC is the appropriate agency to review the prudence of the company's request along with evaluating the company's compliance with energy efficiency and its use of renewable energy.

The company's customers pay a substantial amount to support local government by way of franchise fees and utility taxes. In fact, for every dollar included in rates charged to customers within the city of Tampa, approximately 24 cents goes towards government taxes and fees. The company is projected to remit about \$81 million in franchise fees and utility taxes without a base rate increase, including about \$58 million for franchise fees and utility taxes to the city of Tampa. The company will also remit well over \$47 million in gross receipts taxes to the State of Florida that exclusively supports local public school construction.

Tampa Electric has long been a leader in offering its customers cost-effective demand-side management ("DSM") programs coupled with a comprehensive educational emphasis on the efficient use of energy. This effort began in the mid-1970s when Tampa Electric offered its first DSM program, the Energy Answer Home, to curb heating and air conditioning requirements in new homes by encouraging the use of high-efficiency heat pumps instead of conventional air conditioning with resistance heating. Within two years, the company introduced a computer-

based home energy audit well in advance of the legislation that ultimately required this level of home energy audit.

Since then, the company has offered numerous residential and commercial DSM programs. As recently as 2008, Tampa Electric received approval of 10 new and modified residential DSM programs and 16 new and modified commercial programs. One such program, an Educational Energy Awareness Pilot, was aimed at schools and was designed to educate students on energy awareness through scripted, professionally written presentations using humor, interactive theater and classroom guides to teach students the benefits of energy efficiency. This program was a coordinated effort between the company, HCPS, the Arts Council of Hillsborough County, and Stageworks Theatre Company.

In 2010, Tampa Electric received FPSC approval to modify the Educational Energy Awareness Pilot program into a permanent offering designed to establish opportunities to engage groups of customers and students in energy efficiency related discussions in an organized setting. These efforts have resulted in presentations to 91 local schools providing energy education to over 29,000 students.

Through 2012, Tampa Electric has implemented 719 MW of winter DSM and 319 MW of summer DSM which equates to four 180 MW power plants. During the last decade, Tampa Electric's average national ranking is at the 89<sup>th</sup> percentile for cumulative conservation and the 85<sup>th</sup> percentile for load management achievements.

Over the years, Tampa Electric has partnered with Hillsborough County Public Schools ("HCPS") on four distinct levels. The first partnership is Tampa Electric directly supporting

and/or donating to numerous organizations and school-sponsored events such as the Great American Teach-In, Hillsborough Education Foundation, SERVE<sup>1</sup>, Junior Achievement and individual schools within the school district. Since 2010, Tampa Electric has contributed over \$290,000 in donations to these organizations to assist in education efforts in our community. Additionally, numerous Tampa Electric Employees participate in the Great American Teach-In each year and others serve on Boards for some of the organizations mentioned above.

The second partnership is by Tampa Electric having an assigned account representative who works directly with HCPS on a daily basis. This relationship provides for in-depth knowledge of the customer's needs as monthly meetings are held to discuss rates, conservation rebates, and upcoming projects that may qualify for a rebate.

The third partnership is by Tampa Electric providing energy management expertise on many important energy and cost reduction strategies and issues ranging from lighting, HVAC, thermal energy storage ("TES"), energy management program support, general conservation, and renewables initiatives. Finally, Tampa Electric has partnered with HCPS on several photovoltaic projects whereby the company, in conjunction with the Florida Solar Energy Center, has funded and continues to maintain solar arrays for students' educational research and exposure to alternative energy sources.

Tampa Electric has worked collaboratively with HCPS to reduce the energy consumption and associated cost for the schools. Tampa Electric meets monthly with the HCPS energy management personnel to discuss opportunities and identify which projects would qualify for a

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<sup>1</sup> SERVE is a private, nonprofit agency that recruits and involves volunteers from the community to serve the Hillsborough County Public Schools. A Tampa Electric employee currently serves on SERVE's Board of Trustees.



conservation rebate. In 2011 and 2012, Tampa Electric commercial energy management employees identified specific opportunities with the TES system that was being installed by HCPS. Tampa Electric was able to work with HCPS and help it increase its demand related savings by 308.7 kW, as compared to how the original systems would have been programmed to operate, resulting in an increased rebate amount of \$77,179. Since 2011, Tampa Electric has rebated \$488,828 in energy efficiency and demand reduction rebates.

HCPS, as of June 2013, has 80 conservation applications they are preparing for the summer construction period. These projects and the collaborative partnership will assist HCPS in meeting their energy reduction goals, as well as assist Tampa Electric in meeting the demand and energy reduction goals approved by the Florida Public Service Commission. Even with these 80 projects, HCPS still has many significant energy conservation opportunities available for its schools. These opportunities could continue to significantly lower overall energy usage and ultimately the amount paid to Tampa Electric. Company representatives continue to offer to meet with Mr. Crespo in an effort to help him better understand the company's DSM programs and to identify further energy saving opportunities.

### **Customer Service Concerns**

Since the service hearing in Tampa, the company has performed follow up on all of the service concerns expressed. Below, by witness number and name, is more detailed information about the concerns raised and the company's actions taken.

1. Ryan McDonald

*Customer expressed concern over history and the amount of outages and power supply issues since 2007.*

As Mr. McDonald referenced in his remarks the subdivision where he resides is served by three separate circuit feeds. Mr. McDonald's residence is served by the Lake Magdalene circuit. The company acknowledges that the number and duration of outages from the circuit serving Mr. McDonald's residence were higher than the other two circuits serving the neighborhood in 2010 and 2011, by a considerable amount, as well as being higher than the system average. Since 2010 the company has spent over \$1.26 million improving these three circuits in an effort to reduce the duration and frequency of the outages. In fact, in 2012 the circuit serving Mr. McDonald's residence performed better than the company's system average by most measures. In 2013, that same circuit has performed better than the two other circuits serving the neighborhood and better than the system average by a wide margin. Some of these improvements can be attributed to the extensive tree-trimming done on the circuit in 2012 and circuit patrols and infrared inspections that resulted in the replacement of approximately 35 transformers and several switchgears as well as extensive upgrades for the lines that feed into the northern section of Avila. However, as discussed by Mr. McDonald, the neighborhood is surrounded by mature oak trees, and, despite vegetation management efforts, limbs occasionally come in contact with power lines during storms or high wind events. Additionally, these trees provide a habitat for squirrels that are prone to come in contact with power lines. There are also several lakes located around the Avila subdivision and these lakes attract ospreys that build their nests on or near TEC overhead equipment. Tampa Electric representatives did contact Mr. McDonald about the outage that occurred on May 20,

2013, which resulted from debris from two osprey nests on separate sections falling on lines due to a severe thunderstorm where nearly 25,000 other customers also lost power. Finally, the company emailed Mr. McDonald on June 6, 2013 to notify him that a troubleman was headed his way to resolve an outage. A follow-up email was sent later that day letting him know that service was restored at 12:15 PM after the circuit feeding his home was lost at 11:43 AM due to a tree limb falling on a line. On June 3<sup>rd</sup> the company provided a map of the Lake Magdalene circuit to Commission Staff Electrical Safety Supervisor Tony Velazquez so he could perform an independent line patrol of the circuit. Since the service hearing the company has performed another circuit patrol and performed mid-cycle hot spot tree-trimming at 15 locations and an infrared scan of all circuit conductors and equipment on June 12 and June 13, 2013. Additionally, the company identified one partial osprey nest that was uninhabited and was removed and one occupied nest that will be relocated when possible. Those results were provided to Mr. McDonald and Ms. Sandifer of the Avila Property Owners Association (“POA”). Tampa Electric is working with both Mr. McDonald and Ms. Sandifer and other interested Avila residents to identify a date in mid-July where the work performed can be discussed and where company representatives can discuss other reliability options currently being evaluated. The company will continue to work with Mr. McDonald on any subsequent outages and continue to explore ways to further reduce the number of outages and in particular the momentary outages that Mr. McDonald refers to in his exhibit. Mr. McDonald does not have an open complaint with the Commission; however, he continues to communicate his outages by way of emails to or including Mr. David G. Jopling of the Commission’s Staff.

The company has provided the Commission with reliability indices for its system and Mr. McDonald's circuit which show that the reliability for his circuit is better than the company's overall system service for all measurements in 2012 and 2013 with the exception of 2012 Momentary Average Interruption Frequency Index Event ("MAIFIE"). The company will continue to work with the FPSC and Mr. McDonald to help resolve the customer's concerns.

**2. Elizabeth Sandifer, Executive Director for the Avila Property Owners Association.**

*As the Director for the Property Owners in the Avila subdivision she discussed the complaints she has received from residents in the community related to power outages. Most of the complaints provided in the exhibit relate to the period from 2007 to 2010.*

As stated in the response to Mr. McDonald, the company does acknowledge that the three circuits feeding the Avila subdivision in general have experienced below system average reliability metrics prior to 2011. However, an improvement in the number of momentary outages, which appears to be the largest volume of past complaints, is certainly evident for 2013. In fact, the total number of momentary outages so far in 2013 for all three circuits including the momentary outage occurring the day of the service hearing totaled six compared to 36 that occurred during the same period 2010. Tampa Electric engineers have recently performed an infrared inspection that was completed on June 13, 2013 at 45 different locations on the three different circuits. This infrared inspection generated eight locations that needed preventative maintenance work (i.e., change-out transformer, switches, replaced connections, etc.). The company has started this preventative maintenance and is planning to complete this work by July 5<sup>th</sup>. Tampa Electric is also

continuing its evaluation of switching some of Avila's north underground circuits that feed from the overhead lines on the tree-lined Crenshaw Lake Road to other less-treed overhead lines in the area. In addition to these switching options, an evaluation of a recloser installation in the area of Crenshaw Lake Road and US 41 that would isolate the overhead line exposure on Crenshaw Lake Road and minimize the number of momentaries and outages is ongoing and expected to be complete by July 5<sup>th</sup>. This information was communicated to Ms. Sandifer on June 17.

**3. Bob Joyce**

*Customer expressed concern about frequent service outages in the Avila subdivision and in particular the circuit serving his residence (Mr. Joyce is served by circuit Florida Ave. 13839). Customer also expressed concerns about the automated phone number for outages where only a recording is available.*

The customer has lived in the subdivision for 21 years and stated that outages have been a problem for the duration. As shown in Tampa Electric's exhibit provided to Mr. Jopling of the Commission Staff, the circuit serving Mr. Joyce's residence has experienced unfavorable service compared to the company's system particularly in the area of Customer Average Interruption Duration Index ("CAIDI"), which is a measure of the duration of outages. The customer did experience an outage on May 20, 2013 and contacted company representatives at 5:58 PM regarding the outage and again at 8:05 PM as to why service had not been restored. This outage was part of the outage resulting from the debris from the two osprey nests that landed on the power lines during a severe thunderstorm where nearly 25,000 customers lost power. Power was ultimately restored to Mr. Joyce's residence at 9:18 PM. Also, on the day of the Tampa service hearing

there was a momentary outage that morning at 7:24 caused by a temporary fault (which can occur when an animal or tree limb comes in contact with a line) that lasted approximately 45 seconds during a rain event.

Tampa Electric representatives met with Mr. Joyce and Mr. McDonald at the conclusion of the Tampa Service hearings and agreed to review outages on the Avila circuits and keep them informed of the cause as well as the steps being taken by the company to address the problem. As previously stated, as a result of the recent outages, Tampa Electric engineers have performed patrols on the circuits feeding the Avila subdivision and identified several areas for hot spot tree trimming, avian protection, and animal guard installation. Additionally, the company is currently evaluating the configuration of the Florida Avenue circuit 13839 and the possibility of installing a recloser on the circuit to minimize the number of outages. This information was also communicated to Mr. Joyce by email on June 17, 2013.

By way of background, Tampa Electric maintains a toll-free telephone number that is available for customers to report outages, which also provides an automated status update with an estimate as to when service is expected to be restored. Due to the amount of outages that may occur in any single event, it may not be possible to provide a precise time as to when service will be restored. The company does prioritize restoration efforts in an effort to restore the greatest volume of customers without service initially until all customers are restored.

4. William Sessions

*Customer expressed concern about rate increase and outages as well as the amount of time it takes to send a crew out to restore service.*

Mr. Sessions expressed concerns about the impacts of a rate increase on his monthly billing. He also indicated that he has outages and wondered about the tree trimming needs surrounding his home. A Tampa Electric representative followed up with Mr. Sessions on June 11, 2013. His contact information was been updated within the company system to ensure success with service requests made with the automated phone system. A free energy check was scheduled with Mr. Sessions for June 14, 2013 at 11:00 AM. Outage history and tree trim information were discussed further with Mr. Sessions. Outages at his home are below system averages and Mr. Sessions stated that he appreciated the Company's follow-up.

5. Tom Kester

*Customer expressed concern about the number of outages occurring and that representatives from the company did not show up to scheduled appointments and did not return calls.*

Mr. Kester spoke with a company representative at the conclusion of the hearing. The customer had reported various momentary outages on April 18, 2013 and April 20, 2013. According to Mr. Kester, his new high-efficiency air conditioning unit would shut off after three interruptions and not return to service until it was disconnected. Upon arrival at the premises, a gate prevented personnel from entry to the home, thereby prohibiting further examination. Upon reporting the same issue again on May 1, 2013, he requested

company personnel call him for entry. Unfortunately, that call was not made to the customer to gain entry. Subsequent to the service hearings a service area engineer requested a line patrol of the circuit and line clearance was performed to minimize the momentary interruptions. A voltage recording monitor was also placed on the service for Mr. Kester's residence for the period of June 4, 2013 through June 13, 2013. The data revealed normal operation for voltage, current, and harmonics.

### **Winter Haven Service Hearing – May 30, 2013**

Ten customers spoke at the Winter Haven service hearing held on Thursday, May 30, 2013 beginning at 10:00 AM at the Chain of Lakes Complex in Winter Haven. Only one witness testified to service concerns with the remaining witnesses stating their opposition to the rate increase.

### **Customer Service Concerns**

Since the service hearing in Winter Haven, the company has performed follow up on all of the service concerns expressed. It has also filed formal late-filed exhibits as requested by the Commission and has provided responses to informal requests of the Commission Staff. Below, by witness number and name, is more detailed information about the concerns raised and the company's actions taken.

**1. Bob Johnson**

*Mr. Johnson is plant manager of Mizkan Americas and expressed concern over the amount of power outages that have occurred over the last five years. Customer stated over 50 power outages have occurred over that period with most lasting a few minutes.*



Tampa Electric was unaware of some of the issues Mr. Johnson had experienced at his plant as Mr. Johnson used an outside local electrical contractor. Company representatives met with Mr. Johnson at the conclusion of the service hearing and assigned a commercial account manager to work directly with Mr. Johnson on service quality issues. Since the service hearing, the account manager has toured the facilities and accomplished the following corrective actions: Spot tree-trimming was performed along with vine removal; pole change outs were made; and re-fusing of laterals on the circuit. Infrared scanning to identify hot spots will be completed before the end of June and an evaluation of Mizkan's electrical feeder has been initiated. Additionally, information was provided to Mr. Johnson about the company's Standby Generator Program, the Florida manufacturing sales tax exemption that may allow Mizkan to save over \$35,000 in sales taxes where refunds can go back three years and during the tour an energy audit was suggested where several items were identified that could yield immediate energy savings as well as potential conservation rebates through Tampa Electric's approved programs. The company has agreed to continue updating Mr. Johnson every Friday over the next month until the issues identified in the visual inspection and circuit evaluation are completed. The commercial account manager has been permanently assigned to this account so that any future issues can be immediately addressed by company personnel. Tampa Electric values its customers and will work closely with Mizkan Americas to meet the service needs of that business.

# Exhibits

# Exhibit 1

## Tampa Electric's Social Services & Elderly Programs for Customers

Excerpts from [www.tampaelectric.com](http://www.tampaelectric.com)

### Hospicare

This program can help eliminate your worries about paying your electric bill during your hospital stay. Hospicare delays your electric bill payments until you leave the hospital. When you leave the hospital after an extended period, we will arrange a payment schedule with you.

### Medical Watch

Medical Watch is a notification program that identifies Tampa Electric customers who have been certified by their Florida-licensed physician as dependent upon electricity-powered life support equipment. Tampa Electric representatives will notify these customers when disconnection of electric service is required for non-payment of an electric bill; or when planned service interruptions must occur for power line equipment maintenance.

### Neighborhood Radio Watch

Our specially trained employees are equipped with two-way radio vehicles to alert local law enforcement agencies of crimes, fires, accidents and other emergencies or potential neighborhood problems.

### SHARE

SHARE helps senior customers who are low-income and/or medically disabled pay their energy-related bills. Tampa Electric customers may make a voluntary, tax deductible contribution with their monthly electric bill payment. You can request an online form to make a monthly SHARE donation that will be included with your business or residential bill. If you chose to make a one-time contribution, enclose a check or money order for any amount payable to Salvation Army Share, c/o Tampa Electric, PO Box 111, Tampa Florida 33601.

Donations are collected by Tampa Electric and forwarded to the Salvation Army to help eligible senior clients. To determine if you qualify to receive assistance as a SHARE recipient, call **(813) 226-0055**.

## **Weather Care**

If you're over 60, own your home within Tampa Electric's service area and do not have the resources to weatherize your home, you may qualify for free home improvements available through Weather Care. This program, a joint service offered by Tampa Electric and The Centre for Women, is available exclusively to senior citizens on low, fixed incomes whose homes are in need of energy-related improvements.

## **62+ Plan**

The 62+ Plan is a program designed for customers that are 62 years of age or older, on a fixed income, and whose Social Security, retirement or disability checks may be received on a date that does not always coincide with the due date of their current electric bill. Customers enrolled in the 62+ Plan may carry the previous month's bill for 30 days, without impact to their credit standing.

## Exhibit 2

### Tampa Electric - Residential Bill Payment Options

Excerpts from [www.tampaelectric.com](http://www.tampaelectric.com)

Payment Options	Will I receive a paper bill?	Will I receive a monthly e-mail alert?	Can I view my bill online?	Can I make multiple payments?	Can I schedule automatic payments?	Can I choose my payment date?	What is the cost?
e-Bill	No	Yes	Yes	Yes	Yes	No	Free
Automatic Bank Draft	Yes*	No*	No*	No	Yes	Yes	Free
Pay Locations and Automated Payment Machines	Yes*	No*	No*	Yes	No	No	Most are free; some vendors charge a service fee/transaction
Just Pay It® online or by phone	Yes*	No*	No*	Yes	No	No	Vendor charges a \$4.95 convenience fee/transaction
<a href="#">By Mail</a>	Yes*	No*	No*	Yes	No	No	Free

\*Unless you are enrolled in Tampa Electric's convenient and free [e-Bill](#) service

**Paper bill** - You will receive a paper bill in the mail unless you are enrolled in e-Bill.

**E-mail alert** - e-Bill customers receive a monthly e-mail reminder that payment is due.

**View online** - e-Bill customers can view bills and payment history online.

**Make multiple payments** - Some payment options allow multiple partial payments of a bill.

**Automatic payments** - e-Bill and Automatic Bank Draft customers can schedule automatic bill payments.

**Choose payment date** - Some payment options let you select the pay date within a certain timeframe.

**Cost** - Some payment vendors charge a service fee to process your transaction.