

RECEIVED-FPSC

28 July 2021

2021 AUG -4 AM 9: 24

COMMISSION  
CLERK

Mr. T. J. Szelistowski, President  
TECO Peoples Gas  
P.O. Box 111  
Tampa, FL 33601-0111

Dkt #: 20210034

RE: Acct. #211022502440 – Carol A. Sternlieb

Dear Mr. Szelistowski,

Although my account is relatively new, my late husband, Herbert H. Sternlieb, was a long time customer.

Upon being told by an exterminator that I needed to have my home tented for termites, I was given a long list of utility items that needed to be turned off in order to safely fumigate my home. TECO was a number one priority. I, therefore, contacted TECO to have my gas turned off on 7/20/2021 since the fumigation would commence on 7/21. I was advised that there would be a \$30 turn off fee. On 7/21/2021, I waited in my (soon to be fumigated) home until 4:30 pm without any contact with your technician. I called TECO to see when the technician would arrive and I was told that it wasn't necessary for me to be home for the turn off & that I could leave to go to a rental house where I would stay during this process.

I was advised that I would have to call TECO after 5 pm on 7/20/2021 to schedule an appointment for the "turn on" of my gas. The reason for the additional call to activate the "turn on" was due to the fact that you cannot have 2 appointments active at one time. So I actually called the morning of 7/21/2021 to schedule the "turn on" appointment only to be told by the representative that it appeared that the gas had never been turned off!!!! But she put me on hold until she checked with her supervisor. I explained how very important that the gas be turned off for this procedure!!! And that it would be very dangerous to have the gas on while the fumigation is activated.

(Continued on Page Two)

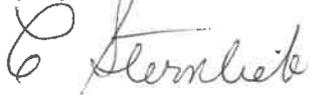
When she got back on the phone (maybe 20 minutes later), she assured me that the gas was turned off!! LIAR because when the technician by the name of Glenn came to turn on the gas on 7/26/2021, he advised me that the gas was "ON"!!!!!!!!!!!!!!!!!!!!!! He checked my water heater and confirmed that the gas was "ON"!!!!!! When I made the appointment for 7/26/2021, I was advised that I HAD TO BE ON THE PREMISES SO THAT THE TECHNICIAN COULD TURN ON THE GAS & CHECK MY APPLIANCES.

Do you realize how dangerous this situation could have been???? Not only my house was in danger, but the workers, my neighbors and their homes also!!!!!!

How can you permit such irresponsible actions when dealing with such a combustible gas????

I'm copying this letter to the Florida Public Service Commission since I find your company not acting responsibly for the public that depends upon you to keep them safe, but is very lacking in that regard.

Very upset,



Carol A. Sternlieb  
5180 Woodland Lakes Drive  
Palm Beach Gardens, FL 33418  
(561) 691-4000

Cc: Florida Public Service Commission

WEST PALM BCH FL 334

29 JUL 2021 PM 3 L



POSTNET 00 00

2021 JUL 29 PM 3 L

Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Gallahasssee, FL 32399-0850

32399-085099

