

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, July 15, 2025 11:57 AM
To: Consumer Correspondence
Subject: Docket Nos. 20240026 & 20240172
Attachments: FW: Utility Costs; FW: Formal Complaint Against TECO for Misleading and Excessive Rate Increases

See attached customer correspondence for Docket Nos. 20240026 & 20240172.

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, July 15, 2025 11:47 AM
To: Ellen Plendl
Subject: FW: Utility Costs

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

From: Sylvie Trudeau <noreply@flgov.com>
Sent: Saturday, July 12, 2025 6:22 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Utility Costs

Submitted
Sat, 07/12/2025 - 18:21

Sender Information
Sylvie Trudeau
strudeau64@gmail.com
9542705961

Subject
Utility Costs

Message
Dear Governor,

Thank you for all that you do for the State of Florida, and show a great example to other states.

I be am writing to you today, because the cost of our utilities have gone way up. I purchased my new build home in 2018 and moved in January 19, 2019. My water and electricity were high compared to Broward County, but still affordable. 2025 I can not afford to keep up the cost. My last TECO bill was \$617 on an energy saver plan, and my water bill \$400. I have 3 teens.

IP Address

172.70.255.49

User Agent

Mozilla/5.0 (iPhone; CPU iPhone OS 18_5_0 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) CriOS/138.0.7204.119 Mobile/15E148 Safari/604.1

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

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, July 15, 2025 11:49 AM
To: Ellen Plendl
Subject: FW: Formal Complaint Against TECO for Misleading and Excessive Rate Increases
Attachments: TECO_Complaint_Letter.docx

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

From: Dennis Kendall <noreply@flgov.com>
Sent: Saturday, July 12, 2025 9:05 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Formal Complaint Against TECO for Misleading and Excessive Rate Increases

Submitted
Sat, 07/12/2025 - 09:03

Sender Information
Dennis Kendall
dennis.a.kendall@gmail.com
3216045081

Subject
Formal Complaint Against TECO for Misleading and Excessive Rate Increases

Message
I am writing to express my deep concern and formal complaint regarding the recent and ongoing electricity rate increases imposed by Tampa Electric Company (TECO). While TECO publicly claims a 12% increase for 2025, the actual impact on residential customers is far greater—many of us are seeing increases of 25–30% or more, which is both misleading and financially harmful.

IP Address
172.69.132.243

User Agent

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/138.0.0.0
Safari/537.36 Edg/138.0.0.0

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.

Dennis Kendall
3308 Kilmer Dr
Plant City, FL 33566

321-604-0790
dennis.a.kendall@gmail.com

Date: July 11, 2025

Florida Public Service Commission
Florida Attorney General – Consumer Protection Division
Governor of Florida
Better Business Bureau
Fox News Investigative Team
Tampa Electric Company (TECO)

Subject: Formal Complaint Against TECO for Misleading and Excessive Rate Increases

Dear Officials and Media Representatives,

I am writing to express my deep concern and formal complaint regarding the recent and ongoing electricity rate increases imposed by Tampa Electric Company (TECO). While TECO publicly claims a 12% increase for 2025, the actual impact on residential customers is far greater—many of us are seeing increases of 25–30% or more, which is both misleading and financially harmful.

This increase comes on the heels of a 17% rate hike just a few years ago, meaning that many customers are now paying 40–60% more than we did five years ago. This level of escalation is unsustainable for working families, retirees, and low-income households.

Adding to the frustration is the storm surcharge TECO is imposing to recover costs from Hurricane Milton and other 2024 storms. While I understand the need for emergency response, it is unacceptable that consumers are being forced to bear the full financial burden of the company's recovery and repair efforts. These are operational risks that TECO, as a utility provider, should be responsible for managing—not passing on to customers.

According to TECO's own filings, the storm surcharge will add approximately \$20/month for the average user over 18 months when in truth it's over \$50. This is in addition to the base rate increases and other fees. TECO's parent company, Emera, is reportedly relying on TECO customers for 54% of its revenue, despite TECO only representing 34% of its customer base. This raises serious questions about fairness and corporate accountability.

I urge the Florida Public Service Commission and the Attorney General's Office to:

- Reevaluate and audit the true impact of these rate increases.
- Investigate the justification for the storm surcharge and whether it unfairly shifts corporate risk onto consumers.
- Demand full transparency and accountability from TECO by requiring the company to provide detailed, itemized calculations and verifiable data supporting their rate increases. Generalized and unsubstantiated claims of "long-term improvements" or "cost-effectiveness" are not sufficient. TECO must be held to a standard of clear, evidence-based justification for every rate adjustment, especially when those increases significantly affect household budgets across the state.
- Implement consumer protections to prevent further financial strain on Florida residents.

To the Governor and media outlets: I ask that you stand with Florida families and shine a light on this issue. We need leadership and oversight to ensure that utility companies are not exploiting regulatory processes at the expense of the public.

Thank you for your time and attention to this matter. I am available to provide billing documentation or further details upon request.

Sincerely,

Dennis Kendall