

Antonia Hover

From: Ellen Plendl
Sent: Wednesday, July 16, 2025 3:44 PM
To: Consumer Correspondence
Subject: Docket Nos. 20230019, 20240026, 20240172 & 20250001
Attachments: Fwd: Formal Complaint Regarding TECO Electric's Pricing and Monopoly Practices

See attached customer correspondence for Docket Nos. 20230019, 20240026, 20240172 & 20250001

Antonia Hover

From: mike swann <mjsicloud@gmail.com>
Sent: Wednesday, July 16, 2025 2:48 PM
To: Consumer Contact
Subject: Fwd: Formal Complaint Regarding TECO Electric's Pricing and Monopoly Practices
Attachments: Teco April Bill.pdf; Teco May Bill.pdf; Teco March Bill.pdf; Teco June Bill.pdf

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

Email adminded to add Protest Doc #'s: I'm submitting a formal complaint and Protest of Teco Electric Pricing and Monopoly Practices. DOC # 20230019, 20240172,20250001, 20240026. Please see the letter below.

----- Forwarded message -----

From: **mike swann** <mjsicloud@gmail.com>
Date: Tue, Jul 8, 2025 at 2:43 PM
Subject: Formal Complaint and Protest regarding TECO Electric's Pricing and Monopoly Practices
To: <contact@psc.state.fl.us>
Cc: <governorron.desantis@eog.myflorida.com>, <ltgovernorjeanette.nunez@eog.myflorida.com>

Michael Swann
130 W Chapman Rd,
Lutz, FL 33548
mjsicloud@gmail.com
(404) 695-5187

Date: 07/08/2025

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

Subject: Formal Complaint Regarding TECO Electric's Pricing and Monopoly Practices

To Whom It May Concern:

I am writing to express my deep concern and strong dissatisfaction with the current billing practices and pricing structure of TECO Electric. As a Florida resident and consumer of regulated utility services, I am appalled by the dramatic increase in my monthly electric bill, which has now exceeded \$700 per month—an amount that is absolutely unsustainable for a **single-occupant household**.

I live alone and keep my air conditioning set at 80 degrees—well above average for comfort—because I am fearful of the financial burden of my monthly electric bill. Despite these extreme conservation measures, my bill has risen from over \$600 to now \$700 a month, which is inexplicable and alarming.

I respectfully request that my billing history be thoroughly reviewed and explained, specifically how such charges are justifiable for a one-person household that is consciously limiting energy usage.

Furthermore, I take serious issue with the fact that consumers have no choice in their electricity provider. TECO maintains a monopoly in this region, and by every reasonable and legal interpretation, such a lack of competition in the utility market is unacceptable. Monopolistic control of essential services violates the principles of fair competition and consumer rights, and I call on the Florida Public Service Commission to take immediate action to address this.

The current pricing model being permitted by TECO is not only financially oppressive but unsustainable for the average resident. The people of Florida deserve transparency, accountability, and most importantly—options. The time has come to open the electricity market to competitive providers and put an end to unchecked price hikes enabled by monopolistic control.

I trust the Commission, whose members are appointed to serve the public interest, will investigate this matter thoroughly and hold TECO accountable for their unjust pricing. I also request a direct response addressing the specific charges on my account and the broader issue of market fairness and pricing regulation.

Thank you for your attention to this urgent and important matter.

Sincerely,

Mike Swann



MICHAEL J SWANN
 130 W CHAPMAN RD
 LUTZ, FL 33548-6112

Statement Date: May 05, 2025

Amount Due:	\$473.85
Due Date: May 27, 2025	
Account #: 211001306458	

Account Summary

Current Service Period: March 29, 2025 - April 29, 2025	
Previous Amount Due	\$355.86
Payment(s) Received Since Last Statement	-\$355.86
Current Month's Charges	\$473.85
Amount Due by May 27, 2025	
\$473.85	

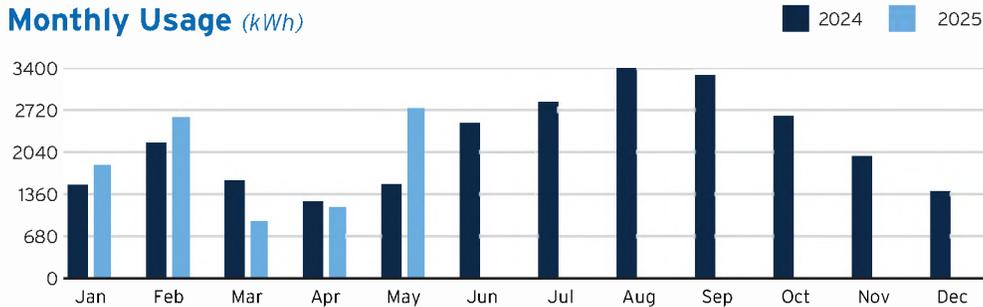
Amount not paid by due date may be assessed a late payment charge and an additional deposit.

Your Energy Insight

- Your average daily kWh used was **82.98% higher** than the same period last year.
- Your average daily kWh used was **115% higher** than it was in your previous period.

Scan here to view your account online.

Monthly Usage (kWh)



Learn about your newly redesigned bill and get deeper insights about your usage by visiting TECOaccount.com

DOWNED IS DANGEROUS!

If you see a downed power line, move a safe distance away and call 911.
 For more safety tips, visit TampaElectric.com/PowerLineSafety



To ensure prompt credit, please return stub portion of this bill with your payment.

Account #: 211001306458
Due Date: May 27, 2025

Pay your bill online at TampaElectric.com
 See reverse side of your paystub for more ways to pay.

Go Paperless, Go Green! Visit TampaElectric.com/Paperless to enroll now.

Amount Due:	\$473.85
Payment Amount:	\$ _____

610643726450

MICHAEL J SWANN
 130 W CHAPMAN RD
 LUTZ, FL 33548-6112

Mail payment to:
 TECO
 P.O. BOX 31318
 TAMPA, FL 33631-3318

Make check payable to: TECO
 Please write your account number on the memo line of your check.

6106437264502110013064580000000473853



Service For:
130 W CHAPMAN RD
LUTZ, FL 33548-6112

Account #: 211001306458
Statement Date: May 05, 2025
Charges Due: May 27, 2025

Meter Read

Service Period: Mar 29, 2025 - Apr 29, 2025

Rate Schedule: Residential Service

Meter Number	Read Date	Current Reading	-	Previous Reading	=	Total Used	Multiplier	Billing Period
1000407003	04/29/2025	44,695		41,953		2,742 kWh	1	32 Days

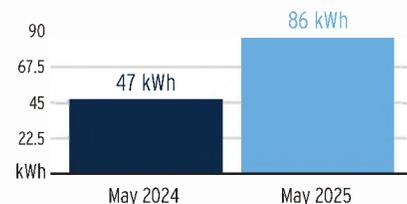
Charge Details

Electric Charges		
Daily Basic Service Charge	32 days @ \$0.43000	\$13.76
Energy Charge		
First 1,000 kWh	1,000 kWh @ \$0.08924/kWh	\$89.24
Above 1,000 kWh	1,742 kWh @ \$0.09924/kWh	\$172.88
Fuel Charge		
First 1,000 kWh	1,000 kWh @ \$0.02852/kWh	\$28.52
Above 1,000 kWh	1,742 kWh @ \$0.03852/kWh	\$67.10
Storm Protection Charge	2,742 kWh @ \$0.00722/kWh	\$19.80
Clean Energy Transition Mechanism	2,742 kWh @ \$0.00406/kWh	\$11.13
Storm Surcharge	2,742 kWh @ \$0.01995/kWh	\$54.70
Florida Gross Receipt Tax		\$11.72
Electric Service Cost		\$468.85

Other Fees and Charges	
Electric Late Payment Fee	\$5.00
Total Other Fees and Charges	\$5.00

Total Current Month's Charges \$473.85

Avg kWh Used Per Day



Important Messages

Be Prepared This Storm Season
Visit FloridaDisaster.org or your county's emergency management website for emergency plans, evacuation and flood zones, emergency shelter locations, government alerts, flood insurance, property protection and more.

Quarterly Fuel Source Update
Tampa Electric's diverse fuel mix for the 12-month period ending March 2025 includes Natural Gas 80%, Purchased Power 10%, Solar 10% and Coal 0%.

For more information about your bill and understanding your charges, please visit TampaElectric.com

Ways To Pay Your Bill

- Bank Draft**
Visit TECOaccount.com for free recurring or one time payments via checking or savings account.
- In-Person**
Find list of Payment Agents at TampaElectric.com
- Mail A Check Payments:**
TECO
P.O. Box 31318
Tampa, FL 33631-3318
Mail your payment in the enclosed envelope.
- Credit or Debit Card**
Pay by credit Card using KUBRA EZ-Pay at TECOaccount.com. Convenience fee will be charged.
- Phone**
Toll Free: **866-689-6469**
- All Other Correspondences:**
Tampa Electric
P.O. Box 111
Tampa, FL 33601-0111

Contact Us

- Online:** TampaElectric.com
- Phone:**
 - Commercial Customer Care:** 866-832-6249
 - Residential Customer Care:** 813-223-0800 (Hillsborough)
863-299-0800 (Polk County)
888-223-0800 (All Other Counties)
- Hearing Impaired/TTY:** 7-1-1
- Power Outage:** 877-588-1010
- Energy-Saving Programs:** 813-275-3909

Please Note: If you choose to pay your bill at a location not listed on our website or provided by Tampa Electric, you are paying someone who is not authorized to act as a payment agent at Tampa Electric. You bear the risk that this unauthorized party will relay the payment to Tampa Electric and do so in a timely fashion. Tampa Electric is not responsible for payments made to unauthorized agents, including their failure to deliver or timely deliver the payment to us. Such failures may result in late payment charges to your account or service disconnection.



MICHAEL J SWANN
130 W CHAPMAN RD
LUTZ, FL 33548-6112

Statement Date: June 04, 2025

Amount Due:	\$612.65
Due Date: June 25, 2025	
Account #: 211001306458	

Account Summary

Current Service Period: April 30, 2025 - May 29, 2025	
Previous Amount Due	\$473.85
Payment(s) Received Since Last Statement	-\$473.85
Current Month's Charges	\$612.65
Amount Due by June 25, 2025	
\$612.65	

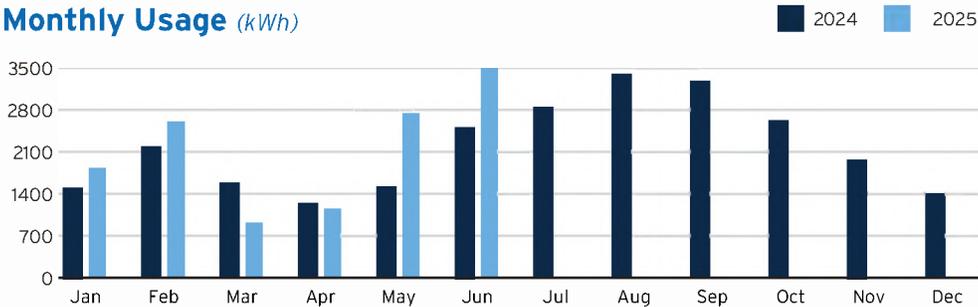
Amount not paid by due date may be assessed a late payment charge and an additional deposit.

Your Energy Insight

- Your average daily kWh used was **40.96% higher** than the same period last year.
- Your average daily kWh used was **36.05% higher** than it was in your previous period.

Scan here to view your account online.

Monthly Usage (kWh)



Learn about your newly redesigned bill and get deeper insights about your usage by visiting TECOaccount.com

SAVINGS MADE EASY
Get lower rates 87% of the time. Learn how and sign up!
TampaElectric.com/EnergyPlanner



To ensure prompt credit, please return stub portion of this bill with your payment.

Account #: 211001306458
Due Date: June 25, 2025

Pay your bill online at TampaElectric.com
See reverse side of your paystub for more ways to pay.

Go Paperless, Go Green! Visit TampaElectric.com/Paperless to enroll now.

Amount Due:	\$612.65
Payment Amount:	\$ _____

602001833521

MICHAEL J SWANN
130 W CHAPMAN RD
LUTZ, FL 33548-6112

Mail payment to:
TECO
P.O. BOX 31318
TAMPA, FL 33631-3318

Make check payable to: TECO
Please write your account number on the memo line of your check.

6020018335212110013064580000000612657



Service For:
130 W CHAPMAN RD
LUTZ, FL 33548-6112

Account #: 211001306458
Statement Date: June 04, 2025
Charges Due: June 25, 2025

Meter Read

Service Period: Apr 30, 2025 - May 29, 2025

Rate Schedule: Residential Service

Meter Number	Read Date	Current Reading	-	Previous Reading	=	Total Used	Multiplier	Billing Period
1000407003	05/29/2025	48,191		44,695		3,496 kWh	1	30 Days

Charge Details

Electric Charges		
Daily Basic Service Charge	30 days @ \$0.43000	\$12.90
Energy Charge		
First 1,000 kWh	1,000 kWh @ \$0.08924/kWh	\$89.24
Above 1,000 kWh	2,496 kWh @ \$0.09924/kWh	\$247.70
Fuel Charge		
First 1,000 kWh	1,000 kWh @ \$0.03044/kWh	\$30.44
Above 1,000 kWh	2,496 kWh @ \$0.04044/kWh	\$100.94
Storm Protection Charge	3,496 kWh @ \$0.00722/kWh	\$25.24
Clean Energy Transition Mechanism	3,496 kWh @ \$0.00406/kWh	\$14.19
Storm Surcharge	3,496 kWh @ \$0.01995/kWh	\$69.75
Florida Gross Receipt Tax		\$15.14
Electric Service Cost		\$605.54

Avg kWh Used Per Day



Important Messages

Other Fees and Charges	
Electric Late Payment Fee	\$7.11
Total Other Fees and Charges	\$7.11

Total Current Month's Charges \$612.65

For more information about your bill and understanding your charges, please visit [TampaElectric.com](https://www.tampaelectric.com)

Ways To Pay Your Bill

- Bank Draft**
Visit [TECOaccount.com](https://www.tecoaccount.com) for free recurring or one time payments via checking or savings account.
- In-Person**
Find list of Payment Agents at [TampaElectric.com](https://www.tampaelectric.com)
- Mail A Check Payments:**
TECO
P.O. Box 31318
Tampa, FL 33631-3318
Mail your payment in the enclosed envelope.
- Credit or Debit Card**
Pay by credit Card using KUBRA EZ-Pay at [TECOaccount.com](https://www.tecoaccount.com). Convenience fee will be charged.
- Phone**
Toll Free: **866-689-6469**
- All Other Correspondences:**
Tampa Electric
P.O. Box 111
Tampa, FL 33601-0111

Contact Us

- Online:** [TampaElectric.com](https://www.tampaelectric.com)
- Phone:**
 - Commercial Customer Care:** 866-832-6249
 - Residential Customer Care:** 813-223-0800 (Hillsborough)
863-299-0800 (Polk County)
888-223-0800 (All Other Counties)
- Hearing Impaired/TTY:** 7-1-1
- Power Outage:** 877-588-1010
- Energy-Saving Programs:** 813-275-3909

Please Note: If you choose to pay your bill at a location not listed on our website or provided by Tampa Electric, you are paying someone who is not authorized to act as a payment agent at Tampa Electric. You bear the risk that this unauthorized party will relay the payment to Tampa Electric and do so in a timely fashion. Tampa Electric is not responsible for payments made to unauthorized agents, including their failure to deliver or timely deliver the payment to us. Such failures may result in late payment charges to your account or service disconnection.



MICHAEL J SWANN
130 W CHAPMAN RD
LUTZ, FL 33548-6112

Statement Date: April 03, 2025

Amount Due: **\$355.86**

Due Date: April 24, 2025
Account #: 211001306458

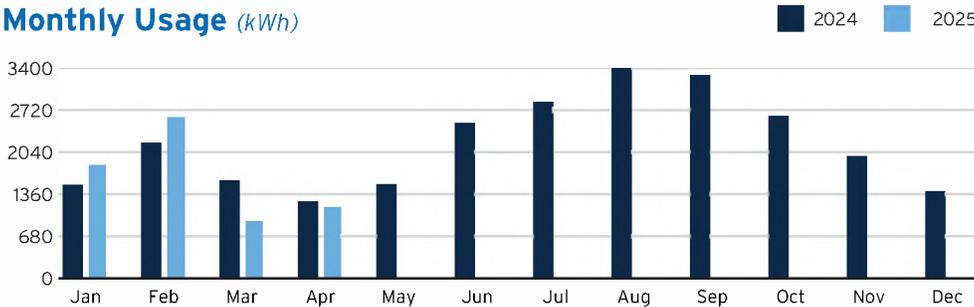
Past Due – Pay Immediately

Account Summary

Current Service Period: February 28, 2025 - March 28, 2025	
Previous Amount Due	\$159.61
Payment(s) Received Since Last Statement	\$0.00
Past Due – Pay Immediately	\$159.61
Current Month's Charges – Pay by April 24, 2025	\$196.25
Amount Due	\$355.86

Amount not paid by due date may be assessed a late payment charge and an additional deposit.

Monthly Usage (kWh)

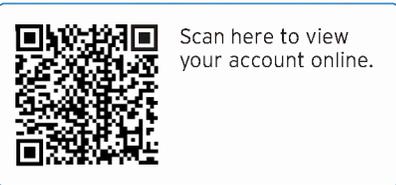


Learn about your newly redesigned bill and get deeper insights about your usage by visiting TECOaccount.com

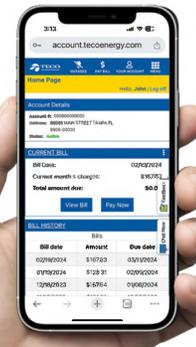
Your Energy Insight

Your average daily kWh used was **4.76% lower** than the same period last year.

Your average daily kWh used was **25% higher** than it was in your previous period.



A one-stop shop to manage your account.



- Report an outage
- Check the status of your account
- Review and pay your balance
- Access your billing and payment history
- Monitor your energy use
- Sign up for notifications and programs

Log in at TECOaccount.com today!



To ensure prompt credit, please return stub portion of this bill with your payment.

Account #: 211001306458
Due Date: April 24, 2025

Pay your bill online at TampaElectric.com
See reverse side of your paystub for more ways to pay.

Go Paperless, Go Green! Visit TampaElectric.com/Paperless to enroll now.

Amount Due:	\$355.86
Payment Amount:	\$ _____

603236330703

Past Due – \$159.61
Current – \$196.25

MICHAEL J SWANN
130 W CHAPMAN RD
LUTZ, FL 33548-6112

Mail payment to:
TECO
P.O. BOX 31318
TAMPA, FL 33631-3318

Make check payable to: TECO
Please write your account number on the memo line of your check.

603236330703211001306458000000355862



Service For:
130 W CHAPMAN RD
LUTZ, FL 33548-6112

Account #: 211001306458
Statement Date: April 03, 2025
Charges Due: April 24, 2025

Meter Read

Service Period: Feb 28, 2025 - Mar 28, 2025

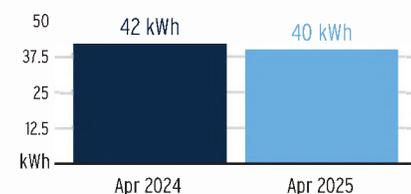
Rate Schedule: Residential Service

Meter Number	Read Date	Current Reading	-	Previous Reading	=	Total Used	Multiplier	Billing Period
1000407003	03/28/2025	41,953		40,805		1,148 kWh	1	29 Days

Charge Details

Electric Charges		
Daily Basic Service Charge	29 days @ \$0.43000	\$12.47
Energy Charge		
First 1,000 kWh	1,000 kWh @ \$0.08924/kWh	\$89.24
Above 1,000 kWh	148 kWh @ \$0.09924/kWh	\$14.69
Fuel Charge		
First 1,000 kWh	1,000 kWh @ \$0.02852/kWh	\$28.52
Above 1,000 kWh	148 kWh @ \$0.03852/kWh	\$5.70
Storm Protection Charge	1,148 kWh @ \$0.00722/kWh	\$8.29
Clean Energy Transition Mechanism	1,148 kWh @ \$0.00406/kWh	\$4.66
Storm Surcharge	1,148 kWh @ \$0.01995/kWh	\$22.90
Florida Gross Receipt Tax		\$4.78
Electric Service Cost		\$191.25

Avg kWh Used Per Day



Important Messages

Other Fees and Charges	
Electric Late Payment Fee	\$5.00
Total Other Fees and Charges	\$5.00

Total Current Month's Charges \$196.25

For more information about your bill and understanding your charges, please visit TampaElectric.com

Ways To Pay Your Bill

- Bank Draft**
Visit TECOaccount.com for free recurring or one time payments via checking or savings account.
- In-Person**
Find list of Payment Agents at TampaElectric.com
- Mail A Check**
Payments:
TECO
P.O. Box 31318
Tampa, FL 33631-3318
Mail your payment in the enclosed envelope.
- Credit or Debit Card**
Pay by credit Card using KUBRA EZ-Pay at TECOaccount.com. Convenience fee will be charged.
- Phone**
Toll Free: **866-689-6469**
- All Other Correspondences:**
Tampa Electric
P.O. Box 111
Tampa, FL 33601-0111

Contact Us

- Online:**
TampaElectric.com
- Phone:**
Commercial Customer Care: 866-832-6249
Residential Customer Care: 813-223-0800 (Hillsborough)
863-299-0800 (Polk County)
888-223-0800 (All Other Counties)
- Hearing Impaired/TTY:** 7-1-1
- Power Outage:** 877-588-1010
- Energy-Saving Programs:** 813-275-3909

Please Note: If you choose to pay your bill at a location not listed on our website or provided by Tampa Electric, you are paying someone who is not authorized to act as a payment agent at Tampa Electric. You bear the risk that this unauthorized party will relay the payment to Tampa Electric and do so in a timely fashion. Tampa Electric is not responsible for payments made to unauthorized agents, including their failure to deliver or timely deliver the payment to us. Such failures may result in late payment charges to your account or service disconnection.



MICHAEL J SWANN
130 W CHAPMAN RD
LUTZ, FL 33548-6112

Statement Date: July 03, 2025

Amount Due: \$1,334.74

Due Date: July 24, 2025

Account #: 211001306458

Past Due – Pay Immediately

Account Summary

Current Service Period: May 30, 2025 - June 27, 2025	
Previous Amount Due	\$612.65
Payment(s) Received Since Last Statement	\$0.00
Past Due – Pay Immediately	\$612.65
Current Month's Charges – Pay by July 24, 2025	\$722.09
Amount Due	\$1,334.74

Amount not paid by due date may be assessed a late payment charge and an additional deposit.

Your Energy Insight

Your average daily kWh used was **46.39% higher** than the same period last year.

Your average daily kWh used was **21.37% higher** than it was in your previous period.



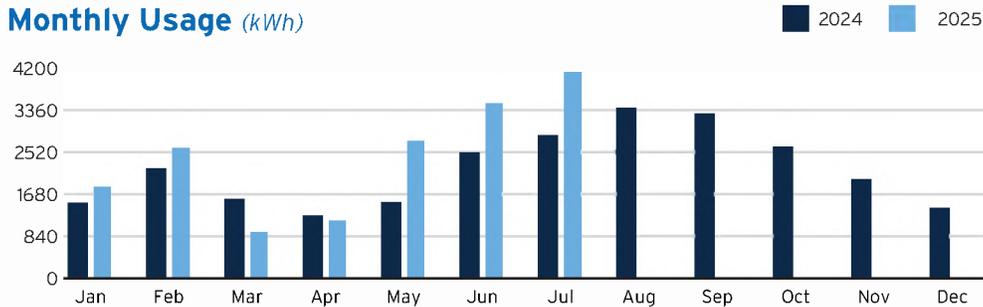
Scan here to view your account online.

STOP POWER SURGES!
50% OFF install plus 1st month free!

Limited time offer at
TampaElectric.com/ProtectMyHome

Zap Cap SYSTEMS |

Monthly Usage (kWh)



Learn about your newly redesigned bill and get deeper insights about your usage by visiting TECOaccount.com

To ensure prompt credit, please return stub portion of this bill with your payment.



Account #: 211001306458

Due Date: July 24, 2025

Pay your bill online at TampaElectric.com

See reverse side of your paystub for more ways to pay.

Go Paperless, Go Green! Visit TampaElectric.com/Paperless to enroll now.

Amount Due: \$1,334.74

Payment Amount: \$ _____

606940073570

Past Due – \$612.65

Current – \$722.09

MICHAEL J SWANN
130 W CHAPMAN RD
LUTZ, FL 33548-6112

Mail payment to:
TECO
P.O. BOX 31318
TAMPA, FL 33631-3318

Make check payable to: TECO
Please write your account number on the memo line of your check.

6069400735702110013064580000001334740



Service For:
130 W CHAPMAN RD
LUTZ, FL 33548-6112

Account #: 211001306458
Statement Date: July 03, 2025
Charges Due: July 24, 2025

Meter Read

Service Period: May 30, 2025 - Jun 27, 2025

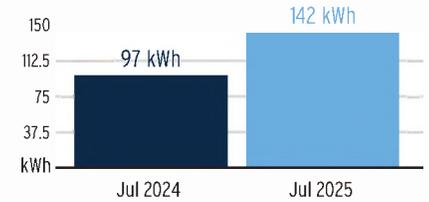
Rate Schedule: Residential Service

Meter Number	Read Date	Current Reading	-	Previous Reading	=	Total Used	Multiplier	Billing Period
1000407003	06/27/2025	52,302		48,191		4,111 kWh	1	29 Days

Charge Details

Electric Charges		
Daily Basic Service Charge	29 days @ \$0.43000	\$12.47
Energy Charge		
First 1,000 kWh	1,000 kWh @ \$0.08924/kWh	\$89.24
Above 1,000 kWh	3,111 kWh @ \$0.09924/kWh	\$308.74
Fuel Charge		
First 1,000 kWh	1,000 kWh @ \$0.03044/kWh	\$30.44
Above 1,000 kWh	3,111 kWh @ \$0.04044/kWh	\$125.81
Storm Protection Charge	4,111 kWh @ \$0.00722/kWh	\$29.68
Clean Energy Transition Mechanism	4,111 kWh @ \$0.00406/kWh	\$16.69
Storm Surcharge	4,111 kWh @ \$0.01995/kWh	\$82.01
Florida Gross Receipt Tax		\$17.82
Electric Service Cost		\$712.90

Avg kWh Used Per Day



Important Messages

Other Fees and Charges	
Electric Late Payment Fee	\$9.19
Total Other Fees and Charges	\$9.19

Total Current Month's Charges \$722.09

For more information about your bill and understanding your charges, please visit TampaElectric.com

Ways To Pay Your Bill

- Bank Draft**
Visit TECOaccount.com for free recurring or one time payments via checking or savings account.
- In-Person**
Find list of Payment Agents at TampaElectric.com
- Mail A Check**
Payments:
TECO
P.O. Box 31318
Tampa, FL 33631-3318
Mail your payment in the enclosed envelope.
- Credit or Debit Card**
Pay by credit Card using KUBRA EZ-Pay at TECOaccount.com. Convenience fee will be charged.
- Phone**
Toll Free: **866-689-6469**
- All Other Correspondences:**
Tampa Electric
P.O. Box 111
Tampa, FL 33601-0111

Contact Us

- Online:**
TampaElectric.com
- Phone:**
Commercial Customer Care:
866-832-6249
Residential Customer Care:
813-223-0800 (Hillsborough)
863-299-0800 (Polk County)
888-223-0800 (All Other Counties)
- Hearing Impaired/TTY:**
7-1-1
- Power Outage:**
877-588-1010
- Energy-Saving Programs:**
813-275-3909

Please Note: If you choose to pay your bill at a location not listed on our website or provided by Tampa Electric, you are paying someone who is not authorized to act as a payment agent at Tampa Electric. You bear the risk that this unauthorized party will relay the payment to Tampa Electric and do so in a timely fashion. Tampa Electric is not responsible for payments made to unauthorized agents, including their failure to deliver or timely deliver the payment to us. Such failures may result in late payment charges to your account or service disconnection.