

Antonia Hover

From: Ellen Plendl
Sent: Monday, September 29, 2025 3:29 PM
To: Consumer Correspondence
Subject: Docket Nos. 20240026 & 20240172
Attachments: Re: Consumer Inquiry - Tampa Electric Company

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

Antonia Hover

From: Cat Mursch <cat.mursch@gmail.com>
Sent: Monday, September 29, 2025 3:14 PM
To: bailey.stephanie@leg.state.fl.us; Ellen Plendl
Subject: Re: Consumer Inquiry - Tampa Electric Company

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

Good afternoon,

I wanted to follow up after someone from Tampa Electric reached out to me. I had an at length discussion and was provided the following information:

-TECO provides "financial assistance" by referring customers to local nonprofit organizations and public services through the county and city social services to provide funding to pay bills. So in essence, not only is Tampa Electric exploiting it's customers, it's relying on social welfare organizations to supplement private citizens in hardship with no contribution to the community. These programs while designed to support indigent households in the Tampa Bay area for emergencies should absolutely NOT be a resource TECO relies on while abusing it's rate hikes.

-The approved rate hikes will not decrease before end of 2026.

-I requested my communication to be escalated to executive leadership within TECO with follow up, however I haven't heard back. I would like to renew escalation through state legislation bodies who are overseeing and approving utility rates.

Thank you for your time,
Cat Mitchell

Sent from my mobile device. Please excuse any typos or grammatical errors.

On Tue, Sep 23, 2025, 9:05 AM Cat Mursch <cat.mursch@gmail.com> wrote:

Good morning,

Ms. Bailey has requested a forward of the email below. As I previously stated, I am more than happy to supply the Counsel with testimony and documentation of TECO customers reporting grievance of 100% increases in their electricity bills.

I expect higher billing in the summer but I used less electricity this past July than in 2024 and my bill was almost \$70 more. Compound this month over month this happening across Tampa customers. Some TECO customers are reporting \$700-\$1000 electric bills. Something has to give when TECO has had profits and revenues in the billions.

Sent from my mobile device. Please excuse any typos or grammatical errors.

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

From: **Ellen Plendl** <EPlendl@psc.state.fl.us>
Date: Mon, Sep 22, 2025, 2:38 PM
Subject: Consumer Inquiry - Tampa Electric Company
To: Cat.mursch@gmail.com <Cat.mursch@gmail.com>

Ms. Cathryn Mitchell
Cat.mursch@gmail.com

Dear Ms. Mitchell:

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 concern about TECO's recent rate increases.

On December 3, the FPSC voted to reduce TECO's requested revenue increase by more than \$100 million, from \$287.9 million to \$184.9 million, allowing TECO to continue its investments in grid reliability, renewable energy, and fleet modernization projects, helping to build a more resilient energy future for its service area.

The approved rates took effect the first billing cycle of January 2025. Based on the new lowered revenue requirement, TECO's average residential monthly customer bill at 1,000 kWh usage will be \$145.58, an increase of \$9.14 from the current bill. This residential customer bill example includes all costs to provide service, cost recovery clauses, fuel, and Gross Receipts Tax.

On February 4, 2025, the FPSC approved interim storm restoration recovery costs related to Hurricanes Idalia, Debby, Helene, and Milton for Tampa Electric Company. The Commission also approved the utility's request to replenish its storm reserve.

The approval of an interim storm restoration charge is preliminary in nature and is subject to refund, with interest, pending further Commission review once final audited costs are known. Final costs will be determined following a future Commission hearing. TECO's approved interim recovery is \$463.6 million and meets the parameters of its 2021 Settlement Agreement. TECO requested recovery of \$34.5 million for Idalia, \$4 million for Debby, \$52 million for Helene, and \$358.9 million for Milton. The recovery total includes replenishment of TECO's \$55.8 million storm reserve. The monthly bill impact per 1,000 kWh for a TECO residential customer is \$19.95. The surcharge will appear on a customer's bill for 18 months, beginning in March 2025-August 2026.

We will add your comments as a protest to Docket Nos. 20240026 and 20240172.

You may review all the information filed for Commission consideration in Docket Nos. 20240026 and 20240172 by accessing the FPSC website at floridapsc.com. Under the Clerk's Office tab at the top of the page, click on Dockets. Type in the docket number 20240026 or 20240172. Click the Search button. Then select Document Filings Index for a list of all filings in each docket. This procedure allows you to view all of the information filed by the utility and other parties in each docket.

If you have any questions, 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
1-800-342-3552 (phone)
1-800-511-0809 (fax)