

State of Florida



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# Public Service Commission

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**-M-E-M-O-R-A-N-D-U-M-**

**DATE:** October 12, 2009

**TO:** Ann Cole, Commission Clerk - PSC, Office of Commission Clerk

**FROM:** Caroline M. Klancke, Senior Attorney, Office of the General Counsel *CMK*

**RE:** Docket No. 090448-EI – Complaint of Desiree Menendez against Tampa Electric Company for alleged improper billing.

On October 1, 2009, Ms. Desiree Menendez filed a letter of withdrawal of her complaint against Tampa Electric Company. (Attached) In this letter, Ms. Menendez indicated that an agreement had been reached which resolved all issues in this matter.

There has been no agency action taken in this docket and staff has determined that there are no pending issues that need to be addressed by the Commission. Therefore, this docket may be closed.

*OK to close  
10-12-09  
77/2*

CMK

DOCUMENT NUMBER-DATE

10463 OCT 12 8

FPSC-COMMISSION CLERK

September 30, 2009

Florida Public Service Commission  
Office of Commission Clerk  
Reference: Docket No. #090448-EI  
Name: Desiree Menendez

Office of Commission Clerk:

This correspondence is being sent in reference to Docket #090448-EI. The purpose of the correspondence is to inform you that Tampa Electric Company and I, Ms. Desiree Menendez have reached a satisfactory mutual agreement.

I have advised Tampa Electric Company that I will be closing/withdrawing the complaint with your offices.

Please contact me at 813-236-9717, if you should have any further questions.

Sincerely,  
s/Desiree A. Menendez

## Caroline Klancke

**From:** Weir, Laurie J. [LJWeir@tecoenergy.com]  
**Sent:** Friday, October 02, 2009 2:50 PM  
**To:** Caroline Klancke  
**Cc:** Neal Forsman  
**Subject:** FPSC Docket # 090448-EI Desiree Menendez

Ms. Klancke,

I spoke with Neal Forsman on Thursday afternoon. He mentioned the Desiree Menendez case is assigned to you. He indicated that you were inquiring about the closure or withdrawal of the case. I told him I would send you an update:

Ms. Menendez and I spoke by telephone on Monday, 9/28/09.

During our phone discussion we arrived at an agreement which mutually settled the case (she shared some information not previously shared with the Commission & Tampa Electric). She agreed to fax the information to me.

The agreed upon information was received on 9/30/09. I updated the Commission with the outcome (emailed) and carbon copied the consumer. Ms. Menendez indicated she would likely follow up with both an email and written request (via post office) to close the docket with the FPSC.

Thank you,

Laurie Weir  
Supervisor, Quality Assurance  
Tampa Electric Company  
813-228-4041

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10/12/2009